

Claim Adjudication Process Resource Guide

Understanding Rejections and Denials

July 2020

Providers may utilize a third-party claims clearinghouse vendor to submit electronic Professional and Institutional claims (ANSI 837P and 837I) to Blue Cross and Blue Shield of Texas (BCBSTX). The information below outlines the difference between electronic claim submission rejections and claim denials.

ELECTRONIC CLAIM REJECTION PRE-ADJUDICATION

Claim rejection occurrences:

- Edits
 - Clearinghouse
 - Payer specific
- Withdrawn claim

- HIPAA

Claim rejections occur at multiple locations within the electronic claim submission process.

Providers receive claim rejection notifications on electronic claim response reports or letters (*i.e.*, withdrawn claims).



CLAIM DENIAL DURING ADJUDICATION

Claim denial example types:

- Additional documentation
- · Bundling/Coding edits
- · Lapse in coverage
- Medical necessity

Claim denials occur within the claim adjudication process.

Providers receive claim denial notifications on the paper claim summary or electronic remittance advice (835 ERA, *if enrolled*).



BCBSTX Claim Processing Systems

Have questions or need additional education? Email the Provider Education Consultants .

Be sure to include your name, direct contact information & Tax ID or billing NPI.

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association
Blue Cross*, Blue Shield* and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSTX. BCBSTX makes no endorsement, representations or warranties regarding any products or services provided by independent third-party vendors such as Availity. If you have any questions about the products or services provided by such vendors, you should contact the vendor(s) directly.