Provider Checklist for the 2027 Transition

This checklist is a resource to help providers navigate the Blue Cross Blue Shield of North Dakota (BCBSND) transition to new systems, processes and policies. It is not an all-inclusive list of what providers may need day to day. Please visit www.bcbsnd.com/providers for additional information.

Important: Migrated vs non-migrated members terminology.
Providers may serve both migrated and non-migrated members during the 2027 transition. Knowing the difference is important.

- **Non-migrated members:** Continue using current BCBSND policies, criteria and workflows until the member migrates.
- **Migrated members:** Use the policies, clinical criteria, forms, tools and instructions identified for migrated members.

Checklist

1. **Check members' eligibility and benefits**
   - ☐ Ask for the current member ID card
     - Migrated member cards have 9 digits after the three-letter alpha prefix.
     - Non-migrated member cards have 12 digits after the prefix.
       Note: Use the ID number that applies to the date of service.
   - ☐ Verify eligibility and benefits in Availity Essentials before services.
     - Call the Provider Contact Center if further verification is needed. Provider Contact Center phone numbers are listed on our Contact Us webpage.

2. **Check medical, reimbursement or pharmacy policies and resources, when applicable.**
   - ☐ Reimbursement policies
     - https://www.bcbsnd.com/providers/policies-precertification/reimbursement-policy/reimbursement-policy-disclaimer
     - **Helpful tip:** Use the "Applies To" filter on the Reimbursement Policy site to navigate migrated and non-migrated policies. As members receive new ID cards, entering the 3-letter prefix will help improve your search results.
   - ☐ Medical policies
     - https://www.bcbsnd.com/providers/policies-precertification/medical-policy/disclaimer
     - **Helpful tip:** Always select based on the date of service and plan type to see the most relevant medical policies for the member. Use the Provider Support Hub Policies dropdown section to learn more on criteria and processes used.
       - **Migrated members** medical necessity reviews will use **MCG® clinical criteria**. Behavioral health reviews will use **CALOCUS/LOCUS** criteria, as applicable. **Non-migrated** members will continue to use InterQual®, when applicable.
   - ☐ Retail and medical benefit drug policies
     - https://www.bcbsnd.com/providers/news-resources/provider-support-hub#Pharmacy

- **Helpful tip:** Use the Provider Support Hub Pharmacy dropdown section to learn more on criteria and processes used.

3. **Submit prior authorization, when necessary**

   Requirements and workflows may differ based on the member's migration status. Use the member's ID number and eligibility results for the date of service to determine which instructions apply.

   ☐ Use our website or Availity Essentials Prior Authorization function to review if prior authorization is needed for a procedure code, when applicable, before providing services.

   ☐ Gather supporting documentation for the submission request.

   ☐ Submit the prior authorization request in Availity Essentials.

   - **Reminder: Always submit your authorization before providing services.** Use the Provider Support Hub Prior Authorization dropdown section to learn more on criteria and processes used.

4. **Claim Submission**

   Resources are available to aid in claim coding and submission accuracy:

   ☐ Coding Toolkit for migrated members

   - https://www.bcbsnd.com/providers/policies-precertification/coding-toolkit

   ☐ Claim-Processing Edits for non-migrated members

   - https://www.bcbsnd.com/providers/eligibility-claims/payment-integrity-program

   ☐ Preventive Health Services and Coding

   - https://www.bcbsnd.com/providers/policies-precertification/coding
   - **Helpful tip:** Review both lists to understand where differences may apply.

   ☐ Review the Provider Support Hub Claims & Payment section for additional tips and changes coming to claim submission.

   - www.bcbsnd.com/providers/news-resources/provider-support-hub
   - **Reminder:** Paper claims are no longer allowed for any member starting Jan. 1, 2027.

5. **Appeals**

   ☐ Review the Provider Support Hub Appeals section for additional tips and changes.

   - https://www.bcbsnd.com/providers/news-resources/provider-support-hub#Appeals
   - **Reminder:** Refer to the decision or request letter on timelines and next steps.

Additional resources:

- The Provider Support Hub at www.bcbsnd.com/providers/news-resources/provider-support-hub is the central resource for migration updates and links to detailed guidance.
- For an overview of upcoming changes, watch the training videos on the bottom of the Provider Support Hub.