



Blue Cross Blue Shield of North Dakota is an independent licensee of the Blue Cross & Blue Shield Association

## Common Reasons for Returned Claims

Claims submitted with missing or invalid information (e.g. invalid diagnosis or procedure codes, invalid benefit plan number, etc.) will not be processed. A letter will be sent to the provider with instructions to correct the information and resubmit the claim. A paper copy of the claim will not be returned to the provider. Returned claims are removed from the system.

Common reasons for returned claims include:

- NPI Issues
  - Rendering provider is not affiliated with the billing provider NPI
  - Billing NPI, rendering provider NPI, or service facility NPI doesn't match our provider file or is not listed in our file
  - Invalid NPI format
  - Incorrect federal tax identification number
- Benefit plan number issues
  - Invalid benefit plan number
  - Verify patient's name, date of birth and relationship to the subscriber
- Procedure code is missing or invalid for date of service, age or sex
- Diagnosis code is missing, not legible, or invalid for date of service, age or sex

How to avoid having claims returned:

- Verify NPI information, diagnosis codes, procedure codes, benefit plan number, etc. to ensure that the claim is completed correctly.

How to correct:

- Resubmit a corrected claim. Claims originally submitted electronically should be corrected and resubmitted electronically. Paper claims should be corrected and resubmitted with any necessary attachments.