

Provider Dispute Resolution Process

Provider Partnerships staff track all written and verbal disputes from participating providers. For purposes of this policy, a dispute is defined as a written or verbal complaint regarding administrative matters, including but not limited to:

- Claims payment, handling or reimbursement for health care services such as disputes regarding modifiers, reduction of the intensity of E&M codes or other service codes, bundling logic or claim adjustments,
- Matters pertaining to the contractual relationship between a provider and the health plan, or
- Medical policies and internal processes.

The provider has the right to consideration by an authorized representative of the organization not involved in the initial decision that is the subject of the dispute.

Please contact Prov.Partners@bcbsnd.com with any questions, concerns and / or complaints.