



**Blue Cross and Blue Shield
of New Mexico**

Paper Claim Rejection Reminder

Make sure your paper claims get through the door. Use this checklist to help prevent returned or delayed paper claims:

Provide readable originals

- Use only the original, standard red-ink claim form. *This form is printed with a special red ink to ensure proper scanning. If the form is not scanned properly, errors or processing delays could occur.*
- Do NOT submit claims that are partially legible, too light, or too dark.

Use the proper version of the claim form

- Submit your Professional provider claims on the revised version of the CMS-1500 (08/05) claim form. *BCBSNM is no longer accepting the old version of the CMS-1500 (version 12/90).*
- Submit your Institutional claims on the new UB-04 claim form. *BCBSNM is no longer accepting the UB-92 claim form.*

Always include required identification information

- Group Policy Number
- Alpha Prefix Identification Number
- NPI (in all required fields)
*NOTE: If you have already shared your NPI with BCBSNM, you are encouraged to begin submitting NPI-only paper claims now in order to prepare for the start of the NPI Only phase, which begins May 23, 2008.**
- Taxpayer Identification Number
NOTE: Your NPI does NOT replace your TIN, which is still required for tax reporting purposes.

***Remember: May 23, 2008, marks the end of the dual-identifier acceptance phase at BCBSNM.** As of this critical date, all claims must include only your NPI as your provider identifier, per the federal regulation. *Beginning May 23, 2008, claims including a BCBSNM provider number in any field will be rejected.*

Paper claims that are rejected will be returned to you with a cover letter explaining the reason for the return. Follow the instructions on the form to properly resubmit the claim.