

## 2020 Holiday Schedule Reminders (for 835 and 837 transactions)

The reminders below are intended to assist providers in planning ahead for scheduling variances that may affect electronic claims (837) and/or claims payment and remittance (835) transactions in 2020.

### Electronic Claim Reminders

- Our Electronic Data Interchange (EDI) gateway at Blue Cross and Blue Shield of New Mexico (BCBSNM) is available 24 hours a day, seven days a week, 365 days a year for the submission of electronic claims (837 transactions).
- Customers will receive BCBSNM automated payer response reports within 24 hours of transmission.
- Claims transmitted to BCBSNM on Saturday, Sunday and Monday automatically are forwarded to the claims adjudication system on the next business day. This processing cycle is not impacted by corporate or banking holidays.

### Electronic Payment and Remittance Reminders

- BCBSNM offices will be closed and claims will not be adjudicated on the BCBSNM Holiday Observed Dates indicated in the table below. Please note there are separate columns for BCBSNM Holiday Observed Dates for Commercial and Government Programs. Government Programs includes Blue Cross Medicare Advantage (HMO)<sup>SM</sup> and Blue Cross Medicare Advantage (PPO)<sup>SM</sup>.
- Legal banking holidays will add one day to the normal Electronic Funds Transfer (835 EFT) schedule. This means that the EFT payment will be become available the next business day after the file is sent to the bank.
- Payment reports and Electronic Remittance Advice (835 ERA) files for claims adjudicated immediately following an observed holiday will be available for retrieval the next business day. This also affects the Electronic Payment Summary (EPS), which is delivered in conjunction with the ERA.

### Do you utilize a billing service and/or clearinghouse?

Please contact your vendor(s), if applicable, to determine any additional scheduling reminders they may have that may affect your electronic transaction timelines.

Holiday Name	Calendar Date	Legal Banking Holiday Observed Date	BCBSNM Holiday Observed Date for Commercial*	BCBSNM Holiday Observed Date for Government Programs*
New Year's Day	Wed., 1/1/20	Wed., 1/1/20	Wed., 1/1/20	Wed., 1/1/20
Martin Luther King Jr. Day	Mon., 1/20/20	Mon., 1/20/20	Mon., 1/20/20	
President's Day	Mon., 2/17/20	Mon., 2/17/20		
Memorial Day	Mon., 5/25/20	Mon., 5/25/20	Mon., 5/25/20	Mon., 5/25/20
Independence Day	Fri., 7/3/20	Fri., 7/3/20	Fri., 7/3/20	Fri., 7/3/20
Labor Day	Mon., 9/7/20	Mon., 9/7/20	Mon., 9/7/20	Mon., 9/7/20
Columbus Day	Mon., 10/12/20	Mon., 10/12/20		
Veteran's Day	Wed., 11/11/20	Wed., 11/11/20		
Thanksgiving	Thurs., 11/26/20	Thurs., 11/26/20	Thurs., 11/26/20 and Fri., 11/27/20	Thurs., 11/26/20
Christmas Day	Fri., 12/25/20	Fri., 12/25/20	Fri., 12/25/20	Fri., 12/25/20

\*The BCBSNM corporate holiday schedule is subject to change.