



Promise Health Plan

3840 Kilroy Airport Way
Long Beach, CA 90806

April 24, 2024

Subject: Notification of July 2024 Updates to the *Blue Shield Promise Health Plan Nursing Facilities Reference Guide*

Dear Provider:

Blue Shield Promise is revising the *Blue Shield Promise Health Plan Nursing Facilities Reference Guide* (Reference Guide). The changes in each provider manual section listed below are effective July 1, 2024.

On that date, you can search and download the revised manual on the Blue Shield Promise Provider website at www.blueshieldca.com/en/bsp/providers. Click on *Provider manuals* under the *policies & guidelines* heading in the middle of the page.

You may also request a PDF version of the revised *Blue Shield Promise Health Plan Nursing Facilities Reference Guide* be emailed to you or mailed to you in CD format, once it is published, by emailing providermanuals@blueshieldca.com.

The *Blue Shield Promise Health Plan Nursing Facilities Reference Guide* is included by reference in the agreement between Blue Shield of California Promise Health Plan (Blue Shield Promise) and those Medi-Cal providers contracted with Blue Shield Promise. If a conflict arises between the *Blue Shield Promise Health Plan Nursing Facilities Reference Guide* and the agreement held by the provider and Blue Shield Promise, the agreement prevails.

If you have any questions regarding this notice or about the revisions that will be published in the July 2024 version of this Reference Guide, please contact Blue Shield Promise Provider Customer Services at (800) 468-9935 [TTY 711] 6 a.m. to 6:30 p.m., Monday through Friday.

Sincerely,

A handwritten signature in black ink, appearing to read "Aliza Arjoyan".

Aliza Arjoyan
Senior Vice President
Provider Partnerships and Network Management

**Updates to the July 2024
Blue Shield Promise Health Plan
Nursing Facilities Reference Guide**

Claims

Updated the bullet points and language concerning Timeframes for claims submission, to the following:

Claim Submission/Claim Filing Limits

A facility may submit claims as frequently as desired. Timeframes for claims submission are as follows:

- Medicare claims must be submitted within one (1) calendar year after the date of service.
- Refer to the [Blue Shield Promise Health Plan Medi-Cal Provider Manual](#) for Medi-Cal Claim Filing Limits.

Additional documentation is not required from the nursing facility in order to pay a claim if all services billed have been previously authorized and all required billing codes (i.e., PDPM, accommodation, and revenue) are submitted.

A claim must be submitted using form UB-04 or successor form. The information listed below is required in addition to provider, patient, and other applicable fields:

- Bill type: 21X (for SNF), 65x (Intermediate Care – Level I), 66x (Intermediate Care – Level II)

Updated the address for submitting electronic claims, to the following:

Refer to the [Blue Shield Promise Health Plan Medi-Cal Provider Manual](#) for several options available to submit claims.

Electronic Claims Submission

Blue Shield Promise strongly encourages electronic submission of claims through the following approved clearinghouses:

Office Ally	Change Healthcare
Payer ID: C1SCA	Payer ID: 57115
(360) 975-7000	(866) 371-9066
www.officeally.com	www.changehealthcare.com

Updated the following language regarding timing for processing Medi-Cal claims, to the following:

Medi-Cal Claims

At least 90% of claims are processed within 30 calendar days of receipt, 95% within 45 working days of receipt, or 99% within 90 calendar days of receipt.