



Submitting Corrected Claims Electronically

Guidelines for Professional and Institutional ANSI-837 Claims

Share With Your Vendor

Providers are encouraged to share the following guidelines with their electronic vendor to assist in the submission of corrected claims to BlueCross BlueShield of Tennessee in the ANSI-837 professional and institutional electronic formats.

ANSI-837P – (Professional)

Both items listed below must be completed for an ANSI-837 professional claim to be considered a corrected claim.

1. In the 2300 Loop, the CLM segment (claim information), CLM05-3 (claim frequency type code) must indicate one of the following qualifier codes:
 - ❖ “7” – REPLACEMENT (Replacement of Prior Claim)
 - ❖ “8” – VOID (Void/Cancel of Prior Claim)
2. In the 2300 Loop, the REF segment (Claim Information), REG02 (Reference Identification ICN/DCN) **must include the original claim number** issued to the claim being corrected. The original claim number can be found on your electronic claims receipt confirmation reports.

ANSI-837I – (Institutional)

Both items listed below must be completed for an ANSI-837 institutional claim to be considered a corrected claim.

1. In the 2300 Loop, the CLM segment (claim information), the CLM05-3 (claim frequency type code) must indicate the third digit of the type of bill being sent. The third digit of the type of bill is the frequency and can indicate if the bill is an adjustment, a replacement or a void claim as follows:
 - ❖ “6” – CORRECTED (Adjustment of Prior Claim)
 - ❖ “7” – REPLACEMENT (Replacement of Prior Claim)
 - ❖ “8” – VOID (Void/Cancel of Prior Claim)
2. In the 2300 Loop, the REF02 segment (Original Reference Number (ICN/DCN) **must include the original claim number** issued to the claim being corrected. The original claim number can be found on your electronic claim receipt confirmation reports.

These guidelines apply to commercial, BlueCare® and TennCare*Select* claims and are based on the National Implementation Guide for ANSI-837. The Implementation Guides are available at www.wpc-edi.com.

Questions?

For Technical Support assistance, contact the eBusiness Service Center at (423)535-5717 or via e-mail at ecommm_techsupport@bcbst.com. Technical support is available Monday through Friday, from 8 a.m. to 6:30 p.m. (EST).

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