

Special Bulletin

November 2008

Attention Facility and Professional Providers
Duplicate Payments Impacting
Professional Explanation of Benefits
Facility Remittance Advice

Mountain State Blue Cross Blue Shield has identified claims that were paid twice during the payment cycle ending Friday, November 14, 2008.

Mountain State will begin initiating adjustments to recover the duplicate payments beginning Friday, November 21, 2008. We are requesting Providers do not refund the overpaid amounts. This will only cause additional accounting for both Mountain State and the provider.

We apologize for any inconvenience this has caused and encourage you to contact Mountain State's Customer Service Department, Internal Provider Relations or your assigned External Provider Relations Representative with any questions or concerns you may have regarding this notice.