



Working with your billing agency

Tips for providers

If you contract with a billing agency to handle certain insurance processes, we have some tips for you.

| Tip | Details |
|---|--|
| Checking the status of a claim | We don't verify the status of claims by phone since there are options for accessing this information online (through a direct connection, using Online Services, and researching with Payspan). |
| If your billing agency is researching rejected claims | Please share the HIPAA-standard reject messages, plus the Blue Cross claim denial messages (these typically appear in all capital letters on the Provider Detail Advisory) How to correct rejected claims Quick Tip |
| Share our timeline filing guidelines | Read our guidelines |
| Submit a replacement claim instead of an appeal to correct a claim or make a retraction | Replacement claims |
| Request an administrative appeal or claim review | Administrative reviews and appeals |

Direct your billing agency to the [Info for billing agencies](#) page of our Provider Central website to learn more.