



## Clinical Editing – Frequently Asked Questions

### **Q. What are some examples of clinical editing edits/denials?**

- A. Clinical editing reviews are edits/denials made by our code editing software. Some of the more frequent edits include but are not limited to: inclusive; rebundled; mutually exclusive; multiple procedure payment reduction; incidental; duplicate; add modifier; invalid procedure code; invalid modifier for procedure code.

### **Q. What are some examples that would not apply to clinical editing denials?**

- A. Some common examples that do not apply to clinical editing denials include, but are not limited to: not a covered benefit; no membership found; request for op reports; pre-existing; medical necessity; denial codes 01A, FDD (both refer to duplicate, but are not clinical editing denials for duplicate code); 33A; timely filing (04A or 04); retractions.

### **Q. What if I cannot determine if it is a clinical editing denial?**

- A. Please contact Customer Care at 1-800-920-8889 to verify the edit.

### **Q. How long do I have to request a review of the denial?**

- A. Effective January 1, 2021, a health care provider has 365 calendar days from the date of the remittance advice to request clinical editing review. For clinical editing disputes received prior to January 1, 2021, a health care provider has 120 days.

### **Q. How long does the health plan have to respond to the inquiry?**

- A. All inquiries are to be reviewed and finalized within 45 business days from the day the inquiry was received (weekends and holidays are not counted).

### **Q. What if I do not receive a response within the time frame indicated?**

- A. Please call Customer Care at 1-800-920-8889. All inquiries we receive are documented.

### **Q. How do I submit my completed Clinical Editing Review Request form?**

- A. Mail to: Excellus BlueCross BlueShield  
Attn: Clinical Editing Coordinator  
P.O. Box 21146  
Eagan, MN 55121

### **Q. How can I obtain a copy of the Clinical Editing Review Request form?**

- A. Go to [Provider.ExcellusBCBS.com/resources/forms](https://Provider.ExcellusBCBS.com/resources/forms).

### **Q. How will I know the outcome of the clinical editing review?**

- A. After your request has been reviewed, if the edit on the original remittance is upheld, you will receive a letter which includes the rationale. The letter will also include how to file a grievance. If the edit is overturned, the adjustment will be reflected on your next remittance.