

Claims for services delivered via telehealth with POS 10 are denying incorrectly

Due to a system issue, claims for services delivered via telehealth that are billed using place of service 10 are being incorrectly denied with the following explanation codes:

- **For Blue Cross commercial claims:** K531 or K820
- **For Blue Care Network commercial and BCN AdvantageSM claims:** QOO
- **For Medicare Plus BlueSM claims:** 870

We've updated our systems to fix this issue, and we're reprocessing the affected claims. You don't need to resubmit claims or submit clinical editing appeals.

You should receive reimbursement for approved claims by March 31, 2022.

We know this issue affected many of our providers. We apologize for the inconvenience and thank you for your patience.

Note that we originally communicated about this issue through a web-DENIS message on March 1, 2022.