

## Claims with telehealth POS 10 are denying incorrectly

Some claims are denying incorrectly when billed with a telehealth place of service, POS 10. Health care providers may see these denial codes:

- PPO-K531
- BCN-QOO
- MA PPO-870

This issue affects claims for PPO, Blue Care Network, Medicare Plus Blue<sup>SM</sup> and BCN Advantage<sup>SM</sup> plans.

Blue Cross Blue Shield of Michigan is working to update our processing systems. We expect to complete these updates by the end of March and to have affected claims reprocessed. Health care providers shouldn't resubmit these claims or submit an appeal.