

Update: Claims for services delivered via telehealth with POS 10 that denied incorrectly

As we communicated in early March, claims for services delivered via telehealth that were billed using place of service 10 were being denied incorrectly due to a systems issue.

Here's an update on the status of the affected claims:

- **For Blue Cross commercial, Medicare Plus BlueSM and BCN AdvantageSM claims:** We've reprocessed all affected claims, and we've issued reimbursements for all approved claims.
- **For BCN commercial claims:** We continue to reprocess the affected claims. We appreciate your patience, and we ask that you wait until the end of May to contact us about any claims that haven't yet been reprocessed.

For more information, see the March 9, 2020 [provider alert](#).