

February 23, 2022

Dear Provider/Facility:

We will be changing how we apply accounts receivable (AR).

Today, when an AR is created, it reports to the provider voucher/835, but there is a week delay before the AR is applied. This means that a recovery will be reported in week one, but the money is actually recovered in week two.

Starting March 8, 2022, when an AR is created, it will report to the provider voucher/835, and the AR will be offset against the payment due on that voucher/835. If the amount of the voucher/835 payment is not sufficient to cover the full amount of the AR, the remaining AR balance will be applied to a future voucher/835.

For Example:

Scenario 1: Claim adjusted; account receivable created for \$50.00.

Total amount to be paid for all claims on the provider voucher/835 is \$100.00.

An account receivable of \$50.00 is applied, no further balance due, and the remaining balance of \$50.00 is paid to provider.

Scenario 2: Claim adjusted; account receivable created for \$50.00.

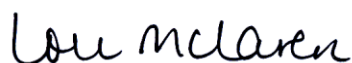
Total amount to be paid for all claim on provider voucher/835 is \$30.00

Account receivable of \$50.00 is applied leaving an account receivable balance of \$20.00 which is carried to the next provider voucher/835 and nothing is paid for the current provider voucher/835. The reporting of outstanding dollars carries to each provider voucher/835 until the balance is zero.

Again, the reporting to the provider voucher/835 will remain as it is today, the only change is there will not be a week delay before account receivable are applied. In most cases, you will see the adjusted claim, account receivable created, and accounts receivable applied on the same provider voucher/835.

If you have any questions regarding this notice, please feel free to contact your provider relations consultant via email at providerrelations@bcbsvt.com or by phone at (888) 449-0443 option 1. Business hours are Monday through Friday from 8 a.m. to 4:30 p.m., except holidays.

Sincerely,



Lou McLaren
Director, Provider Services