



An Independent Licensee of the  
Blue Cross and Blue Shield Association

July 2018

## Availity Gateway Changes to Decrease Claim Holds

Effective July 21, 2018

We will implement changes at the Availity<sup>®1</sup> Gateway starting July 21, 2018, to decrease claim holds and allow for a more seamless processing experience.

Today, when we receive incomplete/inaccurate data, delays in processing time result as we attempt to gather the correct data through inefficient administrative activity (i.e., sending letters, denial Explanation of Benefits, etc.). These latest changes will allow you and your trading partners to identify and resolve the data issues *before* the claim enters our system. Please note these changes will occur with the July 21, 2018 release.

The changes may be transparent if you are already including the data below in your claims. If a claim does not pass the edits, messaging will be available on your Electronic Batch Report (EBR).

Prior to the release, you and/or your trading partner may want to validate the information below is included on your electronic claims submissions:

- **ddrmSB edit message:** “Add-on procedure code <1> has been submitted without an appropriate primary procedure code”
  - This edit will trigger if an add-on procedure code is billed and the primary procedure code was not received in the past 90 days.
  - An add-on code is a HCPCS/CPT code that describes a service that, with limited exception, is performed in conjunction with another primary service by the same practitioner.
  - Examples: Primary Code: 01952 Add-On Code: 01953
  - Both the primary procedure and add-on code should be billed on the same claim whenever possible.
  - This edit applies to professional claims
  - Check loop/segment 2400 SV101-2

If you are unable to remediate by using your EBR report, contact Availity at 1-800-282-4548.

<sup>1</sup> Availity, LLC is a multi-payer joint venture company. Visit [availity.com](http://availity.com) to register.