



Re: NEW NEVER EVENTS PAYMENT POLICY

Dear Provider Partner:

WHY YOU'RE RECEIVING THIS LETTER

Blue Cross and Blue Shield of Kansas City (Blue KC) wants to make you aware of our new Never Events payment policy.

Never Events are errors in medical care that are clearly identifiable, preventable and serious in their consequences for patients, and that indicate a real problem in the safety and credibility of a health care facility.

Effective May 15, 2021, Blue KC will no longer reimburse contracted health care providers for Never Events.

WHAT YOU NEED TO KNOW

- This new policy for Never Events goes into effect on May 15, 2021.
- Claims are subject to review and payment edits.
- For additional information on what constitutes a Never Event, view the payment policy on the Blue KC Provider Portal at Providers.BlueKC.com/ContactUs/PaymentPolicies.

QUESTIONS?

We value and appreciate you as our partner in providing quality care. If you have questions about any of this information, please call the Blue KC Provider Hotline at 816-395-3929.

Sincerely,

Jill Warren
DVP, Provider Partnerships & Operations