



May 2018

Re: Provider Remittances on Provider Portal and Change in Mailing Paper Remittances

Dear Provider Partner:

Blue Cross and Blue Shield of Kansas City (Blue KC) is pleased to announce a new self-service tool that is being added to the Blue KC provider portal, accessible at Provider.BlueKC.com. This new tool will allow you to quickly find, review, and print your paper remittance advices off our provider portal. This paper remittance tool includes the following search capabilities:

- Default list of paper remits will be up to three months from the date you sign on the provider portal.
- However, you will have the ability to search historically for 24 months.
- Other search capabilities include Payment Date or Date Range, Payment Amount, Payment ID (EFT number), or Check number.

Please review the online Provider Portal Remittance Advice User Guide, which can be found on the Blue KC Provider Portal Home Page, under the Provider Service Quick Links for detailed instructions on how to use the new paper remittance tool.

As a result of the new paper remit tool, Blue KC will no longer mail paper remittances to providers who are currently set up to receive EFT and 835 (ERA). This change will become effective starting the week of June 25, 2018.

In the future, if your office moves to EFT and 835 for payments, Blue KC will mail paper remits for only 60 days from the time you moved to EFT and 835. Please note your office will always be able to access and utilize the new paper remit tool should you need a paper copy.

If you have any questions related to the new paper remit tool or change in our policy on mailing paper remittances, please contact your provider relations representative.

Sincerely,

Evelyn D. Davidson
Director, Provider Relations
Blue Cross and Blue Shield of Kansas City

