

Introducing Dx Gap Advisor™

Capture diagnosis codes to accurately capture a member's chronic conditions and deliver complete and accurate claims the first time around

As the healthcare industry faces unprecedented change, BlueCross BlueShield of South Carolina Health Plan is focused on helping providers manage operations and address proper claims submission within the existing workflow.

BlueCross BlueShield of South Carolina Health Plan is working with Change Healthcare to enable Dx Gap Advisor, a solution designed to alert providers when diagnosis codes are potentially missing from a claim. This is accomplished with claim rejections that are integrated into the claims submission process. The automated rejection messages are triggered on claims that may be incomplete or inaccurate for patients with historic claims data, such as evidence of an established diagnosis of a chronic condition that is not present on the current claim. Following provider review, if the diagnosis code that is contained in the alert is corroborated in the medical record documentation for the encounter, updates to the claim can ensure delivery of complete and accurate claims prior to submission to the payer. Upon resubmission of the claim, whether changes were made or not, it will be forwarded on to Health Plan for adjudication.

Following is additional information designed to provide information about the solution, the roll out process, and important resources.

Thank you for your continued partnership with BlueCross BlueShield of South Carolina Health Plan. We appreciate your valuable contributions to our members.

Sincerely,



Chris Hall
Senior Director of Operations,
Change Healthcare



Jason Sloan
VP, MA Stars and Risk Programs
BlueCross BlueShield of South Carolina