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[mibluecrosscomplete.com](http://mibluecrosscomplete.com)

## MCG message

Title: **Blue Cross Complete remittance advice changes**

Posting date: **July 8, 2022**

Blue Cross Complete is updating some of its explanation codes to ensure all remittance advice remark codes and claim adjustment reason codes are HIPAA compliant on provider remittance statements beginning August 15, 2022.

### **What does this mean for providers?**

Effective August 15, 2022, providers will see some updated RARC/CARC combinations on their Blue Cross Complete electronic remittance advice statements (also known as an 835). Paper remittance advice statements won't be impacted.

### **What do providers need to know?**

- For questions or assistance with the explanation code updates, contact your Blue Cross Complete provider account executive or Blue Cross Complete Provider Inquiry at **1-888-312-5713**.
- Providers who have questions about EFT, virtual credit card or ERAs, including vouchers and 835 remittance advice transactions, should call ECHO Health at **1-888-834-3511** or contact their Blue Cross Complete provider account executive.

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