



## 2021 CLAIMS TIP SHEET

### ***Women's Way* is Secondary**

If a *Women's Way* client has health insurance, *Women's Way* is secondary. The claim should first be submitted to the primary insurance and then submitted to Blue Cross Blue Shield, who is the third-party administrator for *Women's Way*. The EOB should be included with the claim.

### **Cross Over May Not Occur if Dual Coverage**

If a woman has Blue Cross Blue Shield of North Dakota (BCBSND) insurance and also is on *Women's Way*, the claim does not always cross over after being processed by BCBSND insurance to be processed to determine if *Women's Way* will pay any additional amount. A claim with an EOB may need to be submitted again to BCBSND to be processed for *Women's Way*.

### **Denied Claim for a Payable Service**

If a situation is encountered in which a claim was denied by *Women's Way* for a payable service, contact BCBSND Provider Services at 844-363-8457 to check on the reason why the claim was denied. If the billing issue cannot be resolved, please contact your local coordinator at 800-449-6636 or the *Women's Way* state office at 701-328-2389. Please contact the *Women's Way* state office before sending a client to collections for nonpayment of a service that should have been covered by *Women's Way*.