

A. What is RC Claim Assist?

RC Claim Assist is a web-based tool that provides a comprehensive crosswalk of HCPCS and CPT drug codes, product names and National Drug Codes as well as information on package-size billable units and reference-based pricing. Blue Cross Blue Shield of Michigan and Blue Care Network are working together with RJ Health Systems to offer this comprehensive resource to assist our providers in billing medical drug claims at the NDC level.

B. When will RC Claim Assist be available?

The tool is available now.

C. How do I access RC Claim Assist?

You can access RC Claim Assist by completing the steps shown below. Registration is required.

Blue Cross access	BCN access
<ol style="list-style-type: none"> 1. Visit ereferrals.bcbsm.com. 2. Click <i>Blue Cross</i>. 3. Click <i>Medical Benefit Drugs – Pharmacy</i>. 4. Click RC Claim Assist log-in page. 	<ol style="list-style-type: none"> 1. Visit ereferrals.bcbsm.com. 2. Click <i>BCN</i>. 3. Click <i>Medical Benefit Drugs – Pharmacy</i>. 4. Click RC Claim Assist log-in.

D. Which providers have access to RC Claim Assist?

All Blue Cross and BCN contracted providers have access to RC Claim Assist at no charge.

E. Can multiple users create multiple user names under the same NPI?

Yes, multiple users can create multiple user names using the same NPI. Each user must use a unique email address and user name.

F. If there are several physicians in a group, do I register using the group NPI or the individual NPI?

You can register for RC Claim Assist using either the group's NPI or the individual NPI of one of the providers. You can use the same log-in for all providers in the group, so you will be required to register only once.

G. Can I use RC Claim Assist for patients who have insurance through another company?

RC Claim Assist is licensed for the expressed use of Blue Cross and BCN contracted providers. It is not intended for use with patients covered through other insurance companies.

H. Some insurance companies want claims submitted only with units and not with milliliters. What's different for Blue Cross and BCN?

RC Claim Assist is programmed to only show the units of measures that Blue Cross and BCN accept. The values that Blue Cross and BCN accept are:

- UN = units. Note: If you're currently billing with EA (each), please convert to UN.
- ML = milliliters. Note: If you're currently billing with cubic centimeters (CC), please convert to ML.
- GR = grams

Use the NDC units of measure displayed on RC Claim Assist to avoid potential claim denials.

I. Are units and CCs considered the same?

Units and cubic centimeters are not the same. For Blue Cross and BCN, CC is not an appropriate unit of measure for billing. If you are currently billing with CC, convert that to ML. You should bill using only the appropriate unit of measure as displayed in RC Claim Assist.

J. When billing with NDCs, how do I know where the placeholder zero goes?

NDCs need to be submitted in a 5-4-2 format. Add the leading zero as follows:

Label configuration	Add leading zero and remove hyphens
4-4-2 (xxxx-xxxx-xx)	0xxxxxxxxxx
5-3-2 (xxxxx-xxx-xx)	xxxxx0xxxxx
5-4-1 (xxxxx-xxxx-x)	xxxxxxxxx0x

K. How often does RJ Health Systems update the NDC information in RC Claim Assist?

The data are updated on the first business day of each month.

L. When a code in RC Claim Assist has a strikethrough in it, what does it mean?

A code that has a strikethrough is a code that is considered inactive. An NDC will become inactive once the manufacturer of the product stops production. Since some product may be left on the market or in inventory, inactive NDCs are left in RC Claim Assist for 30 months after the inactive date to allow for supply runoff.

M. Will the RC Claim Assist tool change the way I will bill our claims?

RC Claim Assist does not change the way you bill. It is simply a point of reference to help you bill at an NDC level. You should submit claims as you always have. Additional resources for billing can be found as follows:

- **Blue Cross members:** See the [February 2015 article](#) and [March 2016 article](#) in *The Record*.
- **BCN members:** Visit the various BCN Provider News articles about billing for drugs covered under the medical benefit. Links to those articles are on the Medical Benefit Drugs – Pharmacy web page, which you can access at ereferrals.bcbsm.com. Click *BCN*. Click *Medical Benefit Drugs – Pharmacy*. Finally, click [Newsletter articles about pricing](#).

N. In the claim, does the unit of measure need to be on the 2410 loop after the CPT code or the 2400 loop after the HCPCS code?

You should enter the unit of measure in the same place you always have on the claim. Billing procedures are not changing now that we're using RC Claim Assist. Refer to the earlier questions and answers in this document for additional information.

O. How does using RC Claim Assist affect the JW modifier for medication waste?

You should submit claims involving medication waste the same way you always have, using the normal billing rules for that situation. Using RC Claim Assist does not change how those claims should be billed.

P. Who can I contact with questions?

For questions about:

- How to submit NDCs on claims, refer to questions J and M in this document
- The data on RC Claim Assist, send an email to info@rijhealthsystems.com
- Billing or claims, contact Provider Inquiry
- A claim that is contractual or complex in nature, contact your provider consultant