

Blue Cross® Blue Shield® of Michigan Arrangement with EXL

Purpose of this communication:

- To inform providers that Blue Cross Blue Shield of Michigan has engaged ExlService.com, LLC (“EXL”) as their claims payment integrity vendor for Blue Cross Blue Shield of Michigan and Blue Care Network (collectively “BCBSM”) Home Infusion Therapy (HIT) services.

What do I need to know?

- EXL will act as an independent auditor for BCBSM HIT claims, where they will assist in identifying overpayments.
- CareCentrix will notify providers when EXL is performing an audit of your BCBSM HIT claims. These audits will be conducted to determine if you conformed to appropriate billing practices and billed CareCentrix for medically necessary, covered services as required under your contract with CareCentrix.
- Providers will have the ability to appeal any findings with EXL as specified in the Provider Manual.
- After any appeals with EXL have been exhausted, providers will be required to refund any overpayments to CareCentrix who will refund payment to BCBSM. If the overpayment is not refunded timely, CareCentrix will pursue recovery of the overpayment including through offset of future claims.
- For full details about the EXL audit process, please refer to the [Provider Manual](#).

What do I need to do?

- No immediate action is required at this time.

Thank you in advance for your cooperation and continued partnership.