Provider-Level
ADJUSTMENTS

BlueCross BlueShield
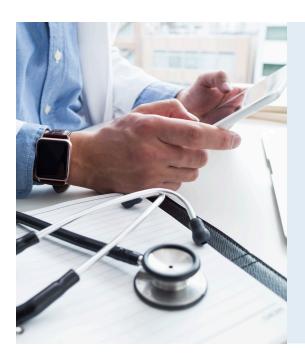Nebraska

Interpreting the PLB Segment

This document provides additional information on how Blue Cross and Blue Shield of Nebraska (BCBSNE) reports information within the PLB segment of the 835 (electronic remittance advice), commonly used Provider Level Adjustment Codes and corresponding Provider Adjustment Identifiers.

- The sum of all claims minus the sum of the provider level adjustments equals the total payment.
- This means the PLB segment will either increase the payment (a negative amount) or decrease the payment (a positive amount).

Each provider adjustment shall be accompanied by a provider adjustment identifier. The identifier may differ across platforms.

Glossary of Terms

FEP: Federal Employee Program (FEP) platform

Commercial: Local Nebraska and Non-Nebraska Blue plans

PLB Segment: Contains the provider level adjustments, their corresponding identifiers, and is displayed towards the end of the 835 transaction after the claim's details

PLB Provider Adjustment Code: Explains the type of adjustment which was done. Reasons for use of a specific code may differ between the Commercial and FEP platforms

PLB Provider Adjustment Identifier: Provides guidance on where to post the funds, or to know which funds are being carried forward to a future remit

- This identifier may not always be associated with a specific claim in the 835 however, it must be used to balance the payment
- The identifier may differ across the adjustment codes and/or platforms

Positive PLB Adjustment Amount: Represents a decrease to the payment

Negative PLB Adjustment Amount: Represents an increase to the payment

Common Provider Adjustment Codes

CODE	DEFINITION	NOTES
FB	Forward Balance	Commerical: Overpayment was made which will carry forward to future payments
		FEP: Used when recoupment occurs for claim adjustments made prior to system conversion
WO	Overpayment Recovery	Commercial: Represents a full or partial recoupment of an overpayment
		FEP: Indicates an overpayment in which recoupment WILL NOT occur from future payments
CS	Adjustment	Mainly associated with FEP
		Indicates an overpayment due to claim adjustment

Forwarding Balance – Code FB

	COMMERCIAL	FEP
Adjustment Code – FB The provider adjustment identifier is different between platforms	Used to indicate overpayment was made which will carry forward to future payments.	Represents a manual or remit level adjustment.
Reference ID – FB	Will reflect **Patient Account Number** (up to 35 characters), followed by a **"space,"** followed by **Claim ID** (up to 14 characters). See examples in the row below. **Patient Account Number:** Referenced in **blue** below. **Claim ID:** Referenced in **green** below.	This field will report the **TRN02** as the identifier. The TRN02 refers to the trace number that links the EFT to the 835. If the sum of all claims minus the sum of the provider level adjustments results in: • An amount to be paid – Payment number is listed. • Zero amount to be paid – A unique 12-digit transaction sequence number is listed (begins with "260" or "760"). **TRN02 with payment:** Referenced in **blue** below. **TRN02 without payment:** Referenced in **green** below.
Platform Information and Posting Tips	Typically, this is a **NEGATIVE** amount on this platform. • Used when an overpayment has occurred, and **FULL** or **PARTIAL** recoupment is carried forward to future payments. **EXAMPLE:** **Patient Account Number** *space* **ClaimID** PLB*1234567899*20201231*FB: **12345V7999 20201234567899***-343.59~	Typically, this is a **POSITIVE** amount on this platform. • Used when recoupment occurs for claim adjustments which were **PRIOR** to our system conversion. **EXAMPLE:** TRN02 (**Payment Number**) PLB*1234567899*20201231*FB:**77777777***175.04~ TRN02 (**Zero Payment – unique 12-digit transaction sequence number**) PLB*1234567899*20201231*FB:**760123456789***75.89~

Overpayment Recovery – Code WO

	COMMERCIAL	FEP
Adjustment Code – WO	Represents a full or partial recoupment of an overpayment.	Indicates an overpayment for which recoupment WILL NOT occur from future payments.
Reference ID – WO	Will reflect **Patient Account Number** (up to 35 characters), followed by a **"space,"** followed by **Claim ID** (up to 14 characters). See examples in the row below. **Patient Account Number:** Referenced in **blue** below. **Claim ID:** Referenced in **green** below.	This field will be represented by the Member ID and Claim ID. **Member ID:** Referenced in **blue** below. **Claim ID:** Referenced in **green** below.
Platform Information and Posting Tips	Typically, this is a **POSITIVE** amount on this platform. • Used when a **FULL** or **PARTIAL** amount has been recouped from the current payment. **EXAMPLE:** **Patient Account Number** *space* **ClaimID** PLB*1234567899*20201231*WO: **123456789 20201999999999***88.14~	Typically, this is a **NEGATIVE** amount on this platform. • Indicates an overpayment for which recoupment **WILL NOT** occur from future payments. • Used when we have cash on hand prior to the claim adjustment, or when a refund request is sent instead of recouping the funds from a payment. **EXAMPLE:** **Member ID** *space* **Claim ID** PLB*1122334455*20201231*WO: **R99998888 12345C99999***-120.63~

Adjustment – Code CS

	COMMERCIAL	FEP
Adjustment Code – CS	Applies to FEP only.	The **CS** code indicates an overpayment due to claim adjustment. May result in full or partial funds carrying forward to a future remit.
Reference ID – CS	NA	Claim ID is represented as the adjustment identifier. **Claim ID Only:** Referenced in green below.
Platform Information and Posting Tips	NA	May reflect as a **POSITIVE**, or a **NEGATIVE** amount. A **NEGATIVE** amount is used when an overpayment has occurred, and **FULL** or **PARTIAL** recoupment is carried forward to future payments. • If no funds are available for immediate recoupment, the full balance will carry forward to future payments. • If partial funds are available for immediate recoupment, the remaining amount will carry forward to future payments. • Balances that are carried forward automatically recoup from the next available payment. A **POSITIVE** amount indicates a **FULL** or **PARTIAL** recoupment of funds has occurred for a previously adjusted claim. **NEGATIVE AMOUNT EXAMPLE:** **Claim ID** PLB*1122334455*20201231*CS:**12345S12345***-55.85~ **POSITIVE AMOUNT EXAMPLE:** **Claim ID** PLB*1122334455*20201231*CS:**12345S54321***233.48~