

NASCO system transition causing extended claims processing times

We're currently experiencing longer than usual Medicare Plus BlueSM claims processing times as a result of the large-scale transition of individual and group memberships from ikaSystems to NASCO, as described in our January 2025 [article](#) in *The Record*.

To help us process claims as quickly as possible, we ask that you use our provider portal to check your claim status, rather than call. Using the portal will help us stay focused on finalizing claims more quickly for everyone.

To perform a claims status inquiry, log in to our provider portal on Availity EssentialsTM (availity.com)* and follow the steps below:

Step	Action
1	Click on Claims & Payments and choose Claim Status.
2	Select organization and payer.
3	Enter patient information.

We understand these delays can be frustrating. We remain committed to addressing this issue promptly and appreciate your patience as we work through the transitional period.

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*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.

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