Blue Cross Lashes Back at Medicaid Claim Critics

By Harrison Weber

WASHINGTON — Blue Cross President William Guy feels much of the criticism is unwarranted.

"I think we are getting a little bit of a spear in the back on this," Guy said.

Blue Cross, which is handling $500 million in claims relating to the Medicaid program, has drawn much of the criticism.

Guy estimated there are about 1,000 claims a day that Blue Cross receives. Most of these claims come through the 2,000 contractors that process the claims.

"They are allowed to review the claims and make a recommendation to Blue Cross," Guy said.

Many of the claims are rejected by these contractors, but some are turned over to Blue Cross for further review.

Guy said he is looking into ways to make the contractors more effective.

Blue Cross has been criticized for its handling of the Medicaid program.

Guy estimated that Blue Cross has rejected 80 to 90 percent of the claims it has received.

"We have a very strict policy to follow with respect to the claims," Guy said.

Guy said he is looking into ways to make the contractors more effective.

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