PROVIDER Blue

Upcoming changes for HealthHelp® beginning May 1, 2024

On Feb. 24, 2023, BlueCross began getting assistance from HealthHelp to manage the prior authorization requirements of selected procedures related to the following services for our Exchange plans with group numbers starting with 61, 62 and 65.

- Musculoskeletal (procedures not currently reviewed by NIA Magellan[SM])
- Cardiology
- Surgical
- Sleep studies

Since then, HealthHelp has made updates. One of them will go into effect soon. Beginning May 1, 2024, the ability to fax nonstat authorizations will end. Instead, you must use WebConsult. WebConsult is the quickest and easiest way to get authorizations online.

To learn more about WebConsult, HealthHelp has provided several *online webinars*. We encourage you to review these resources so the transition to WebConsult can be seamless.

If you have any questions or need assistance, please review the *available resources* online.

Upcoming Webinars

This year, we will host various webinars to provide further education to our provider community. Below are the topics being presented this year.

- Medicare Advantage .... April 11, 2024
- My Provider Enrollment Portal .... May 1, 2024
- My Provider Enrollment Portal .... Aug. 7, 2024
- My Provider Enrollment Portal .... Nov. 6, 2024

All webinars are hosted through Microsoft Teams and are scheduled from noon – 1 p.m. You can *sign up* for any of the available sessions. We look forward to your attendance.

WEBINAR

Medical Policy Updates

BlueCross BlueShield of South Carolina frequently revises the medical policies used to make clinical determinations for a member's coverage. Review the *latest medical policy updates*.

We strongly encourage you to visit the *Medical Policies and Clinical Guidelines* pages regularly to stay abreast of these changes and to read any policy in its entirety.

Dental Claims for Members with Prefix ZCR

There was a recent update to the filing guidelines for dental claims for members who had the prefix of ZCR. On Dec. 31, 2023, the prefix ZCR was no longer supported by BlueCross BlueShield of South Carolina. As a result, dental claims for members who had this prefix should have been submitted without the prefix.

Claims received on or after this date, and before this publication, are being manually processed. Going forward, if a member comes to your dental office and presents you with an ID card that has the prefix ZCR, only include the ID number when submitting the claim. The prefix is no longer needed.

New ID cards are being created for these members and will be sent soon.

Reminder: Important Updates for STATchat

Do you have questions about your claim and cannot find the answer on My Insurance ManagerSM (MIM)? You can speak with a representative in Provider Services using STATchat to get more help. STATchat is an easy tool to use and is available in MIM.

We have made recent updates to the port requirements. It is important for you to let your information systems team know about these changes to ensure you have a seamless transition.

The media IPs and port ranges for SIP calls in all regions include 54.172.60.0/23, 34.203.250.0/23 and 168.86.128.0/18. This should be added to your firewall rules. Additionally, the UDP port range was expanded to 10,000 – 60,000.

Review the following table for additional details:

Port Requirements				
Component	Address	Client-side port used	Server-side port used	Protocol
Signaling	* .twilio.com	Any (1,024 to 65,535)	443	TCP
RTP	54.172.60.0/23 34.203.250.0/23 168.86.128.0/18	Any (1,024 to 65,535)	10,000 – 60,000	UDP