

# PROVIDER Blue

## New Members to the Provider Education Team

### Secret Spencer

- Hometown: Summerton, South Carolina
- Tenure with BlueCross: 3 1/2 years
- Secret is an educator at heart and takes pride in the work she does. She believes in adding a little creative zing to her work to break up the workday monotony. During her downtime, Secret enjoys taking road trips and “daycations” with her child and friends. Secret also loves watching The Office and Abbott Elementary.

### Jestean Tucker

- Hometown: Denmark, South Carolina
- Tenure with BlueCross: 17 years
- Jestean is a simple being who enjoys and appreciates the little things.

### Jessica Ballard

- Hometown: Columbia, South Carolina
- Tenure with BlueCross: 7 years
- Jessica has a beautiful 9-year-old daughter named Lailah. She has a true desire to train and help others. Jessica works hard and loves harder. She enjoys spending time and making memories with her loved ones and also serving others.

### Inga Rearden

- Hometown: Columbia, South Carolina
- Tenure with BlueCross: 22 years
- Inga enjoys walking, traveling and outreach in the community. She is passionate about helping people in need. Inga enjoys watching football. Her favorite teams are the Green Bay Packers and USC Gamecocks.

## 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.

- My Provider Enrollment Portal ..... Feb. 7, 2024
- BlueCard® ..... Feb. 8, 2024
- Healthy Blue..... March 7, 2024
- 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 12 p.m. – 1 p.m. You can sign up for any of the available sessions. We look forward to your attendance.

## 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.





## Reminder: Importance of Proper Coding

Using correct coding is critical to ensure we apply benefits and reimbursement correctly to claims. We encourage our providers to strive for the highest level of detail in the coding they use. This applies to all coding submitted on a claim for payment. Using coding that is "unspecified" or "unknown" could cause denials or delays in reimbursement.

At the time of service, you may not have specific codes. However, it is best to determine what the condition is or what exactly is being treated before coding and submitting the claim.

Benefits of using specific codes include:

- Accurate reimbursement.
- Reduced number of corrected claims.
- Quicker processing of claims.
- Lower number of denials.

To ensure claims follow the correct coding guidelines, we encourage you to:

- Consult with your business partners who code and bill on your behalf to ensure they use proper coding.
- Ensure all appropriate staff are current on correct coding guidelines.
- Review your remittances, locate impacted claims and make the necessary changes.

If you have any questions on this bulletin, please contact Provider Education at [Provider.Education@bcbsc.com](mailto:Provider.Education@bcbsc.com) or 803-264-4730.

## Reminder: 90-Day Provider Validation Requirements

Provider demographic data can change frequently throughout the year and in our networks. To ensure our members know where to find the right physicians or facilities for the care they need, it is vital that we validate the accuracy of their contact information regularly.

As a reminder, on Jan. 1, 2022, the Consolidated Appropriations Act (CAA) required providers to verify or update their demographic data at least every 90 days. If more than 90 days has passed since the provider's last validation, we must suppress them from our directories.

Use M.D. Checkup, located in My Insurance Manager (MIM), to validate your demographic data. Validations are determined based on the number of days since the provider's last validation. To perform the validation, do the following:

1. Log into MIM.
2. In the purple box labeled "Provider Validation," select Validate Now.
3. For each location with a status of "Verification Required," select View & Edit.
4. Review and edit the information if needed. Then select Verify.

To update suppressed locations due to missing the 90-day validation period, do the following:

1. Log into MIM.
2. In the purple box labeled "Provider Validation," select Validate Now.
3. For each location with a status of "Suppressed from Directories," select View & Edit.
4. Review and edit the information if needed. Then select Verify.

We receive the provider's data automatically once validated in MIM and update our directories.

If you have any questions about this bulletin, please contact Provider Education at [Provider.Education@bcbsc.com](mailto:Provider.Education@bcbsc.com) or call 803-264-4730.