



# 2022 Annual Provider Summit



Independent licensees of the Blue Cross and Blue Shield Association

# Welcome and Introductions

Provider Education and Relations' mission is to serve as liaisons between BlueCross BlueShield of South Carolina, BlueChoice<sup>®</sup> HealthPlan, Healthy Blue<sup>SM</sup> and the health care community to promote positive relationships through continued education and problem resolution.



# Topics

- [Authorizations](#)
- [Benefits](#)
- [Claims](#)
- [Dental](#)
- [Healthy Blue<sup>SM</sup>](#)
- [Pharmacy](#)
- [Provider Enrollment](#)
- [Quality](#)
- [Web Tools](#)





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# AUTHORIZATIONS



# Agenda

- Authorizations 101
- Authorization Tools
- Special Programs
- What's New?
- Resources



# Authorizations 101



# Authorization 101

## Overview

- Authorizations are needed when the health plan needs to determine whether a service is medically necessary

## Other terms for authorization

- Prior approval
- Precertification (or precert)

*Note: Authorizations are not a guarantee of payment and requirements may vary per plan.*



# Authorizations 101

## Services Requiring Authorization

The following services require authorization for most plans:

- Inpatient services (including maternity)
- Skilled nursing facility admission
- Home health and hospice
- DME when the purchase price or rental is \$XXX<sup>1</sup> or more
- Mental health and substance abuse
- High tech imaging<sup>2</sup> (MRIs, MRAs, CT Scans, PET Scans)

**Always check benefits and eligibility for authorization requirements!**

<sup>1</sup> DME dollar thresholds vary per plan but are typically \$500 or \$1,000.

<sup>2</sup> These services are typically handled by NIA Magellan.



# Authorizations 101

## General Guidelines for Authorizations

- Submit non-emergent requests prior to rendering services
- Submit emergency requests within 24 hours or the next business day
- Mark requests as urgent **ONLY** when it is urgent

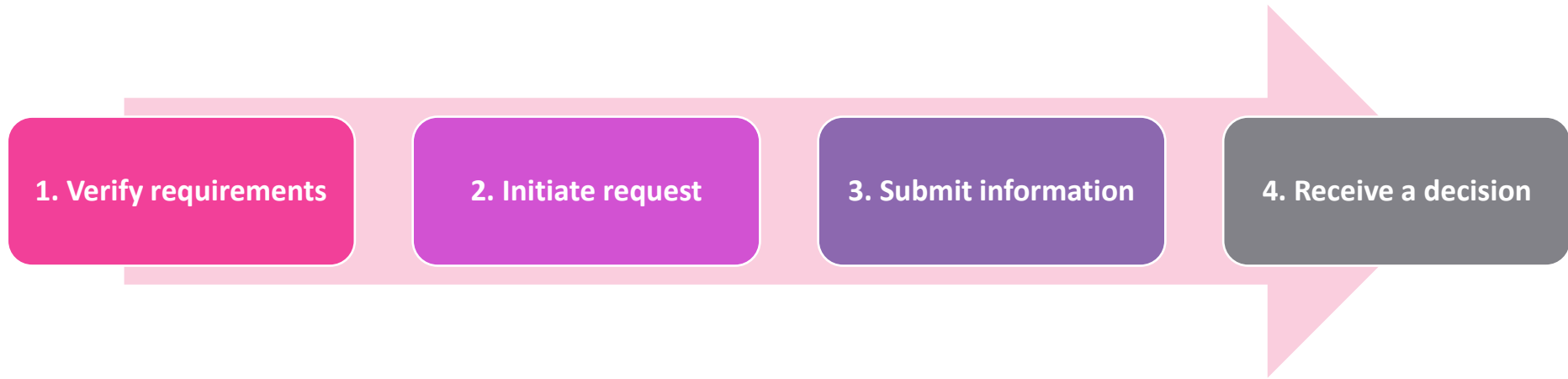
## Things to Keep in Mind

- Submit requests once and allow time for review
- Services must be covered under the member's plan
- Members must have active coverage at the time of request



# Authorizations 101

## Authorization Process



# Authorizations 101

## Authorization Methods

Authorizations can be requested using one of the following avenues:

- My Insurance Manager<sup>SM</sup> — **Preferred**
  - Visit [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) or [www.BlueChoiceSC.com](http://www.BlueChoiceSC.com)
- Medical Forms Resource Center (MFRC) — **Preferred**
  - Visit [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com), [www.BlueChoiceSC.com](http://www.BlueChoiceSC.com) or [www.FormsResource.Center](http://www.FormsResource.Center)
- Fax
  - Check the member's ID card
- Phone
  - Check the member's ID card

*Note: All methods listed are for South Carolina members.*



# Authorizations 101

## Required Information for Authorizations

### Patient Details

- Name, ID number and date of birth

### Service Details

- CPT/HCPCS codes with correct units, diagnosis codes and MD orders

### Location Details

- Name of facility, address and Tax ID/NPI
- Name of rendering physician/office, address and Tax ID/NPI

### Contact Information

- Call back number AND fax number

### Date of Service

- Date when services are being rendered

### Clinical Documentation

- How long the problem has been occurring, attempted treatments, conservative medications, studies (e.g., labs, imaging, assessments), etc.





# Authorizations 101

## Commonly Requested Authorizations

- Breast reductions
  - Clinicals should include height, weight, BMI and the number of grams to be removed
- Hysterectomies
  - Clinicals should include recent imaging and conservative measures (or why they were not done)
- Home health
  - Clinicals should include home health visit notes and homebound status
- Surgeries
  - Clinicals should include attempted conservative therapies



# Authorization Tools



# Authorization Tools

## My Insurance Manager<sup>SM</sup> (MIM)

There are two options for obtaining authorizations through MIM:

### Fast-Track

- Hundreds of available options
- Automated authorization number

### Custom Request

- Allows specific details to be entered
- Authorization will pend for review; if approved, authorization number is provided

**Note: MIM should be used for initial authorization requests. Please fax clinical documentation for updates or continued stay reviews.**



# Authorization Tools

## My Insurance Manager<sup>SM</sup> (MIM)

### Clinical Attachments

- Click Attach Clinical Documentation and upload file(s) (PDF)
- Enter all required contact details, then proceed with completing the request

**Note:** If you are unable to attach a file, be sure to add a note in the box provided indicating the CPT codes (along with the units), diagnoses and all pertinent clinical details.

The screenshot shows the 'Pre-Certification/Referrals' form in the My Insurance Manager (MIM) system. The form is divided into several sections:

- Date of Service:** 02/13/2017
- Insurance:** Plan Name: BlueCross BlueShield Plans; Member ID: ZCZ065922516805
- Patient:** Patient's Name: MICHAEL TESTING; Date of Birth: 10/01/1958
- Diagnosis Information:** Includes a note: "Please choose the most appropriate diagnosis code for this request." and "This transaction can only be associated with ICD-10 codes. If you are typing in a code, please verify it is a valid ICD-10 code." It also has fields for Principal Diagnosis and Date of Diagnosis.
- Clinical Information:** Includes a note: "If you need to identify the department within your organization that made this request, please enter a department identifier." and a text area with a 254 character maximum limit.
- Service Type Selection:** Includes radio buttons for Institutional, Professional, and None.
- Additional Patient Level Information:** Includes fields for From Event Date, To Event Date, and Discharge Date.

A red box highlights the 'Attach Clinical Documentation' button, which is located below the Clinical Information section.



# Authorization Tools

## Medical Forms Resource Center

Complete requests in three easy steps:

1. Enter the facility and patient details
2. Include all required clinicals
3. Submit the request

### *Benefits of Using the MFRC*

- Offers various types of authorizations
- Guides you through the required documentation
- Receives priority processing

The screenshot displays the MFRC interface with three steps:

- STEP 1: FACILITY & PATIENT INFORMATION**
  - Instructions:** Fields marked with an asterisk are required. The certification number from us. All requests are subject to review. We may require additional documentation for some services. **Please print your request at the end of the submission process for your records.**
  - Facility Information**
    - Facility's Name\*
    - Attending MD First Name\*
    - Attending MD Last Name\*
    - Requesting MD First Name\*
    - Requesting MD Last Name\*
    - Phone\*
    - Fax\*
    - Facility's Tax I.D.\*
    - Facility's NPI\*
- STEP 2: CLINICAL INFORMATION**
  - Instructions:** Fields marked with an asterisk are required. The certification is not valid until you receive a certification number from us. All requests are subject to review. We may require additional documentation for some services. **Please print your request at the end of the submission process for your records.**
  - Begin Date of Service\*
  - End Date of Service\*
  - CPT/HCPCS Codes
    - CPT/HCPCS Code\*
    - [ADD ANOTHER](#)
  - Diagnosis Codes
    - Diagnosis Code\*
    - [ADD ANOTHER](#)
  - Type of Service
    - Chemotherapy +
    - Durable Medical Equipment +
    - Home Health/Hospice +
    - Admissions/Inpatient +
    - LTAC/SNF/Rehab +
    - Maternity +
    - Medications +
    - Office +
    - Outpatient +
    - Student Health Notification +
- STEP 3: COMPLETE FORM**



# Authorization Tools

## Medical Forms Resource Center (MFRC)

### Examples of MFRC Request

>\*\*\*\*\*HYSTERECTOMY\*\*\*\*\*<

DIAGNOSIS:  
PELVIC PAIN

COMPREHENSIVE EVALUATION?  
FALSE

COMPREHENSIVE EVAL DETAILS:

LAPROSCOPIC, ENDOSCOPIC, OR IMAGING STUDIES?  
TRUE

DETAILS OF STUDIES:  
TV US PERFORMED 10/14/19

HOW LONG AS PAIN BEEN PRESENT?  
YEARS BUT WORSENING LATELY PT FEELS DUE TO ESSURE COILS

DETAILS OF UTERINE SPARING TX:

SIGNATURE:

>\*\*\*\*\*BREAST REDUCTION\*\*\*\*\*<

GENDER: FEMALE

HEIGHT: 5'4

WEIGHT: 187

BMI: 36.3

BRA SIZE: 42 H

R BREAST VOLUME: 2400

L BREAST VOLUME: 2400

GRAMS TO REMOVE RIGHT: 600 GRAMS

GRAMS TO REMOVE LEFT: 600 GRAMS

NIPPLE POSITION R: 36 CM

NIPPLE POSITION L: 36 CM

ASSOCIATED SYMPTOMS: RASHES CONSTANTLY BETWEEN AND UNDER BREASTS,  
NECK PAIN, SHOULDER PAIN, HEADACHES, BURNING SENSATIONS AND NUMBNESS  
TO CERVICAL AND THORACIC ARE

DURATION OF SYMPTOMS: 2 YEARS

TREATMENTS TRIED: MEDICATIONS, PHYSICAL THERAPY, SPECIAL SUPPORT BRAS

SUPPORT BRA DURATION: 2 YEARS

MEDICATIONS TRIED: IBUPROFEN FOR 2 YEARS

PHYSICAL THERAPY DURATION: 12 WEEKS

IS THE PATIENT IN PAIN? YES|

PAIN SCALE: 8/10

SIGNATURE:



# Authorization Tools

## Fax Requests

When submitting requests via fax, include the Authorization Request Form or a coversheet with the following information:

Patient details (name, ID card number and date of birth)

CPT/HCPCS and diagnosis codes

Provider location and date of service

Contact phone AND fax number

*To access this information:*

Visit [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) and follow the path:  
*Providers>Prior Authorization>Precertification Request Form*

*For Mailing Images:*

**Focus Review/Health Care Services**  
I-20 @ Alpine Rd., AX-630  
Columbia, SC 29219-0001



# Authorization Tools

## Fax Requests

### *Appropriate Fax Request Coversheet*

Required Information	Included?
Patient (Name, DOB and ID number)	Yes
Service (CPT and Diagnosis codes)	Yes
Location (Name, Address, Tax/NPI)	Yes
Contact (Phone and Fax number)	Yes
Date of Service	Yes

### ABC Plastic Surgery

123 Alphabet St., Suite 150  
Spartanburg, SC 29301  
Phone 864-123-4567  
Fax 864-987-6543

# fax

TO: Authorizations

FROM: Jimmy

FAX: 803-264-0183

PAGES: 3

PHONE: 800-334-7287

DATE: 1/24/2020

RE: Mighty Joe Young

CC:

Urgent

For Review

Please Comment

Please Reply

Please Recycle

Comments:

ID Number: ZYX0987654321

DOB: 11/14/2003

Outpatient Surgery, NPI 1472583690

Dr. Minnie Musketeer, NPI 3692581470

CPT Codes: 11446, 13152, 14060

DX Code: D23.22

DOS: 05/11/2020








# Authorization Tools

## Phone Requests

Contact the number on the back of the member ID card.

 <b>South Carolina</b>	
<hr/>	
<b>SUBSCRIBER'S FIRST NAME</b>	
<b>SUBSCRIBER'S LAST NAME</b>	
Member ID	
<b>XXX123456789012</b>	
<hr/>	
RxBIN	<b>021684</b>
RxGRP	<b>BXMN</b>
<hr/>	
<b>MAMMOGRAPHY NETWORK</b>	
GRID+	
<a href="http://www.SouthCarolinaBlues.com">www.SouthCarolinaBlues.com</a>	
	

Number will vary per plan.

 <b>South Carolina</b>	
<hr/>	
Providers: File claims with the local BlueCross and/or BlueShield Plan where member received services. Preauthorization required for some hospital outpatient procedures and all hospital inpatient admissions. MRI/MRA/PET/CT and radiation oncology therapy will require authorization to ensure benefit payment. "Buy and Bill" specialty drugs require precertification for benefit payment consideration.	
Report all emergency admissions within 24 hours.	
Medical & Dental - Please submit claims to: P.O. Box 100300, Columbia, SC 29202	
<hr/>	
MTR	

<a href="http://www.SouthCarolinaBlues.com">www.SouthCarolinaBlues.com</a>
Customer Service: <b>800-760-9290</b>
Dental Customer Service: <b>800-222-7156</b>
PPO Network Providers: <b>800-810-2583</b>
Essential Advocate <sup>SM</sup> : <b>855-638-5839</b>
<b>Precertification: 800-334-7287</b>
Mental Health and Substance Abuse Precertification: <b>800-868-1032</b>
EyeMed: <b>866-939-3633</b>
Pharmacy Help Desk: <b>855-811-2218</b>
Buy and Bill Drugs-Precertification: <b>877-440-0089</b>

BlueCross BlueShield of South Carolina is an independent licensee of the BlueCross BlueShield Association



# Authorization Tools

## BlueCard® Prior Authorization Lookup

Authorizations for **out-of-state members** can be verified and obtained in two steps:

1. Use the BlueCard® Prior Authorization Tool
2. Initiate the authorization through My Insurance Manager<sup>SM</sup>

**Providers** Providers

[Home](#) / [Providers](#) / [Policies and Authorizations](#) / [Prior Authorization](#) / [BlueCard Prior Authorization/Medical Policies](#)

### BlueCard Prior Authorization/Medical Policies

Need prior authorization for a patient who is a member of another Blue plan? If prior authorization is required, you can initiate the process through [My Insurance Manager<sup>SM</sup>](#). Once you've logged in, go to Patient Care. Then select "Pre-Service Review for Out-of-Area Members" from the menu.

To view an out-of-area Blue Plan's medical policy or general priorauthorization information, please select the type of information you need, enter the first three letters of the identification number on the member's Blue Cross and/or Blue Shield card, and click Submit.

#### Type of Information

Please select only one.

Medical Policy

General Precertification/Preauthorization Information

This field is required.

Alpha Prefix

This field is required.

If you experience difficulties or need additional information, please contact 800-676-BLUE.

**My INSURANCE MANAGER<sup>SM</sup>**

Home Patient Care Office Management Resources Modify Profile

Welcome, **C**

#### Health

- ▶ Authorization Extension
- ▶ Authorization Status
- ▶ Claims Status
- ▶ Eligibility and Benefits
- ▶ Institutional Claim Entry
- ▶ Other Health Insurance
- ▶ Patient Directory
- ▶ Pre-Certification/Referral
- ▶ Superbill Maintenance
- ▶ Pre-Service Review for Out-of-Area Members
- ▶ Professional Claim Entry
- ▶ Verify Primary Care Physician

#### Dental

- ▶ Claims Status
- ▶ Dental Claim Entry
- ▶ Eligibility and Benefits
- ▶ Other Dental Insurance
- ▶ Patient Directory
- ▶ Superbill Maintenance
- ▶ Pre-Treatment Estimate Entry
- ▶ Pre-Treatment Estimate Status



# Special Programs



# Special Programs

**Third-party vendors that manage authorizations for certain benefits include:**

- NIA Magellan
- Avalon Healthcare Solutions
- Specialty Pharmacy Manager (MBMNow)
- Companion Benefit Alternatives (CBA)

*Note: These are independent organizations that provide prior authorization administration on behalf of BlueCross and BlueChoice.*



# Special Programs



## NIA Magellan

Types of authorization for most plans:

- Nuclear cardiology
- Radiation oncology
- Advanced radiology
- Musculoskeletal care (MSK)

*To request an authorization:*

- Visit [www.RadMD.com](http://www.RadMD.com)
- Call 866-500-7664 for BlueCross members
- Call 888-642-9181 for BlueChoice members



# Special Programs



## Avalon Healthcare Solutions

Authorizations for lab services in the following settings:

- Office
- Outpatient facility
- Independent laboratory

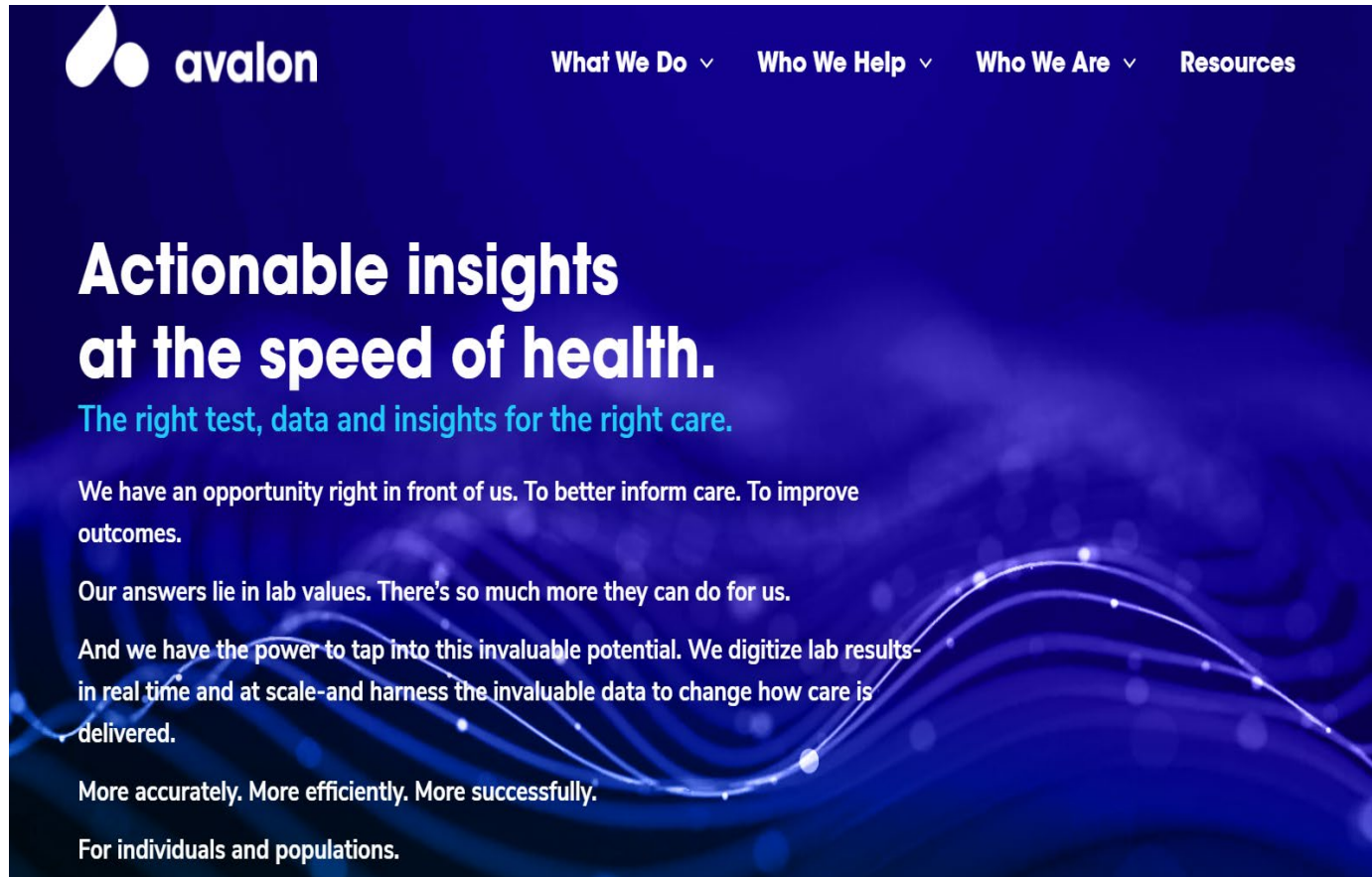
*To request an authorization:*

- Prior Authorization System (PAS) through My Insurance Manager<sup>SM</sup>
- Phone: 844-227-5769
- Fax: 888-791-2181



# Special Programs

## Avalon – The Evolution of Lab Oversight

The image shows a screenshot of the Avalon website's main banner. The background is a dark blue gradient with abstract, glowing white and light blue lines that resemble a heartbeat or data flow. The Avalon logo, consisting of two white circles of different sizes, is in the top left. The navigation menu in the top right includes 'What We Do', 'Who We Help', 'Who We Are', and 'Resources', each with a small downward arrow. The main headline is 'Actionable insights at the speed of health.' in large white font. Below it is a sub-headline in light blue: 'The right test, data and insights for the right care.' The body text is in white and describes the company's mission to improve care through lab data.

**avalon**      What We Do ▾      Who We Help ▾      Who We Are ▾      Resources

# Actionable insights at the speed of health.

The right test, data and insights for the right care.

We have an opportunity right in front of us. To better inform care. To improve outcomes.

Our answers lie in lab values. There's so much more they can do for us.

And we have the power to tap into this invaluable potential. We digitize lab results- in real time and at scale- and harness the invaluable data to change how care is delivered.

More accurately. More efficiently. More successfully.

For individuals and populations.

[www.avalonhcs.com](http://www.avalonhcs.com)



# Special Programs

## Avalon — In the News

Featuring Dr. Jason Bush



### Media Coverage

Interviews with Dr. Rahul Singal:

- 360Dx
- Laboratory Economics

Other Coverage:

- Modern Healthcare
- Kaiser Health News
- Benefits Pro



### IMPROVING CARE AND REDUCING COSTS BY MANAGING LAB SERVICES

Fireside Chat With Mark Werner & Sherry Mullies of Blue Cross and Blue Shield of North Carolina

Moderated by Martha Owens Perry  
Retired VP of Health Care Services  
BlueCross BlueShield South Carolina



### Press Release Pickup

- AHIP
- Citi Group Research
- Fierce Health

### Avalon Healthcare Forum

Click Resources  
[www.avalonhcs.com](http://www.avalonhcs.com)

Follow us

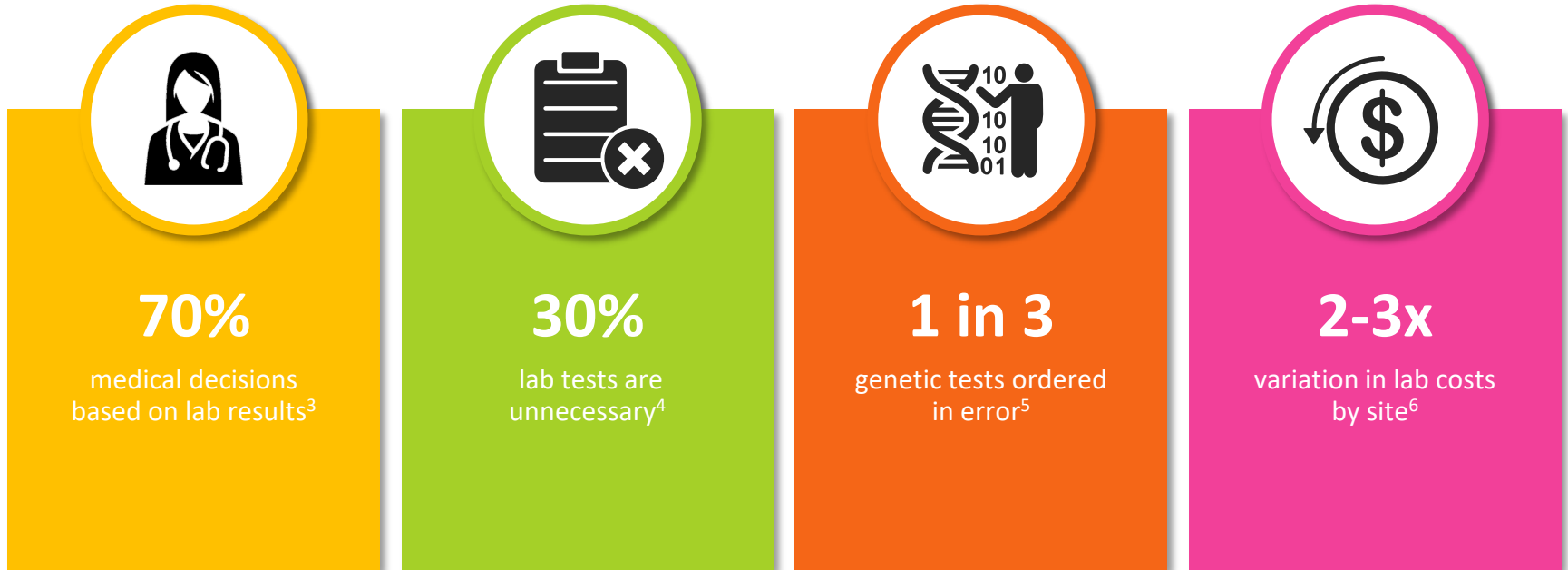
<https://www.linkedin.com/company/avalon-healthcare-solutions/mycompany/>





# Special Programs

## Avalon — Unrecognized Power and Exposure of Lab Testing



1. <https://www.aacc.org/health-and-science-policy/aacc-policy-reports/2015/laboratory-medicine-advancing-quality-in-patient-care>

2. U.S. Clinical Laboratory Industry Forecast & Trends 2018-2020, [www.laboratoryeconomics.com](http://www.laboratoryeconomics.com)

3. Forsman, RW. Why is the laboratory an afterthought for managed care organizations? *Clin Chem* 1996;42:813-6

4. <https://journals.plos.org/plosone/article?id=10.1371/journal.pone.0078962>

5. The Landscape of Inappropriate Laboratory Testing: A 15-Year Meta-Analysis

Zhi M, Ding EL, Theisen-Toupal J, Whelan J, Arnaout R (2013) The Landscape of Inappropriate Laboratory Testing: A 15-Year Meta-Analysis. *PLOS ONE* 8(11): e78962. <https://doi.org/10.1371/journal.pone.0078962>

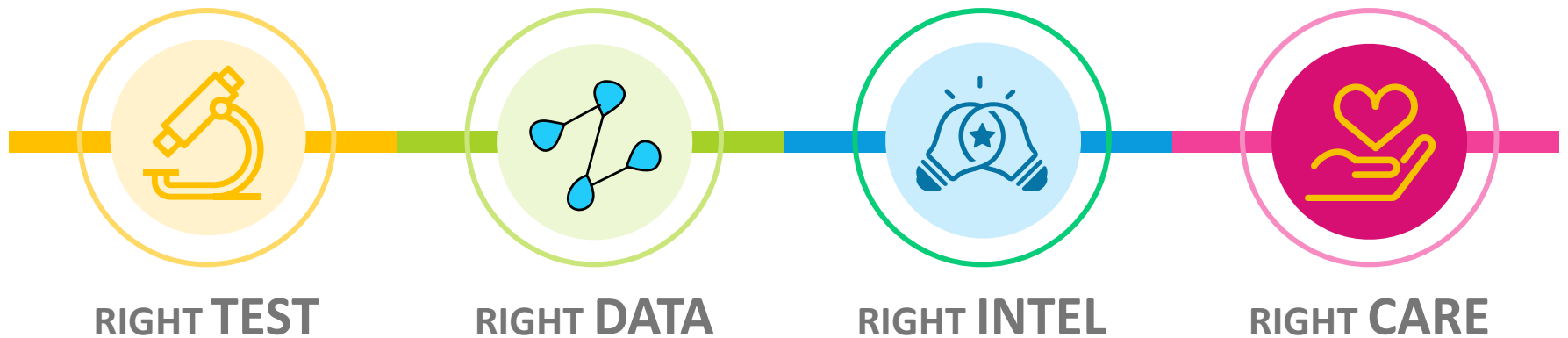
6. Shrank WH, Rogstad TL, Parekh N. Waste in the US Health Care System: Estimated Costs and Potential for Savings. *JAMA*. 2019



# Special Programs

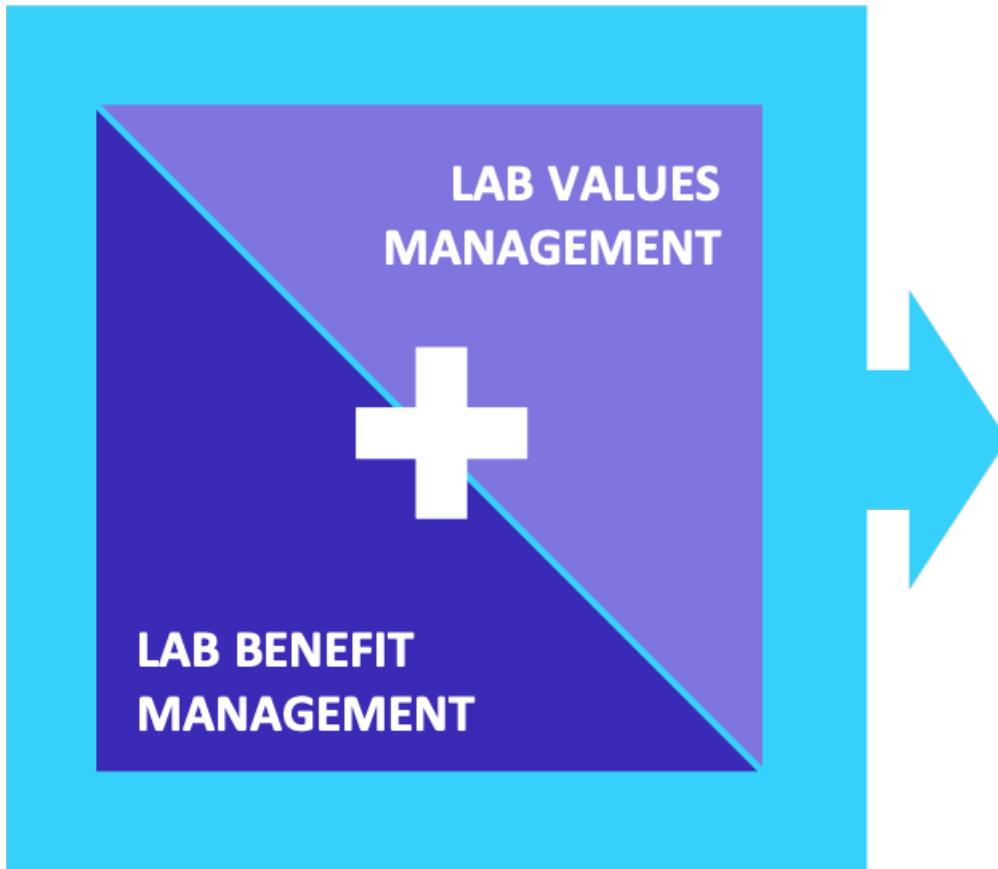
## Avalon — Lab Insights System

*Critical Insights at Each Step to Deliver Value-Driven Care*



# Special Programs

## Avalon — Expansion into Lab Values Management



### Lab Benefit Management

**Ends** with adjudication of the lab claim and delivery of results to physician

### Lab Insights

**Expands** value by applying analytics to lab results for informed treatment and improved outcomes



# Special Programs

## MBMNow



BlueCross BlueShield of South Carolina ▾

- Authorizations for specialty medications
- Medication lists are available online

*To request an authorization:*

- Access MBMNow through My Insurance Manager<sup>SM</sup>
- Phone: 877-440-0089
- Fax: 612-367-0742



# Special Programs



## Companion Benefit Alternatives (CBA)

- Authorizations for behavioral health services
- Examples of services that typically require authorization include:
  - Psychological testing
  - Behavioral health program admissions
  - Repetitive transcranial magnetic stimulation (rTMS)

### *To request an authorization:*

- Visit [www.CompanionBenefitsAlternatives.com](http://www.CompanionBenefitsAlternatives.com) and use the Forms Resource Center
- Phone: 800-868-1032



# Authorization Resources



# Authorization Resources

Benefit Program	Authorization Service	Web-based Requests	Telephone Requests	Fax Requests
BlueCross	[various]	My Insurance Manager <sup>SM</sup> and MFRC	800-334-7287	803-264-0258 (Utilization Management)  803-264-0259 (Case Management)
BlueChoice	[various]	My Insurance Manager <sup>SM</sup> and MFRC	800-950-5387	800-610-5685
FEP	[various]	My Insurance Manager <sup>SM</sup> and MFRC	800-327-3238	N/A
State Health Plan (Medi-Call)	[various]	My Insurance Manager <sup>SM</sup> and MFRC	800-925-9724	803-264-0183
Avalon	Laboratory	Avalon PAS	844-227-5769	888-791-2181
CBA	Behavioral/Substance Abuse	<a href="http://www.CompanionBenefitAlternatives.com">www.CompanionBenefitAlternatives.com</a>	800-868-1032	803-714-6456
NIA Magellan	<ul style="list-style-type: none"> <li>• Advanced Radiology</li> <li>• Musculoskeletal Care</li> <li>• Nuclear Cardiology</li> <li>• Radiation Oncology</li> </ul>	<a href="http://www.RadMD.com">www.RadMD.com</a>	BlueCross: 866-500-7664  BlueChoice: 888-642-9181	888-656-1321
MBMNow	Specialty Medical Drug	My Insurance Manager <sup>SM</sup>	877-440-0089	612-367-0742



# Authorization Resources

## Peer-to-Peer Requests

### Initiating Requests and Checking Statuses

#### Medical Forms Resource Center

- Visit [www.FormsResource.Center](http://www.FormsResource.Center)
- Select Request a Peer-to-Peer Discussion
- Enter all pertinent details
- Submit

#### South Carolina Website

- Visit [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com)  
Providers>Forms>Other Forms>Peer-to-Peer Request
- Enter all pertinent details (and save the document)
- Email the form to [Peer.Medical@bcbsc.com](mailto:Peer.Medical@bcbsc.com) or fax to 803-264-9175

#### Phone (for statuses)

- Call 803-264-8114

Available Monday – Friday

8:30 a.m. – 5 p.m. EST

### *Required Criteria*

- Medical necessity adverse decision was received, along with health plan denial
- Requested within two business days of the denial for inpatient or continued stay requests or five business days for all other denials
- Requested prior to an appeal





# Authorization Resources

## Peer-to-Peer Requests (cont'd)

### *Clinical Discussion*

- Facilitated within one business day of receipt of request
- Our medical doctor makes two attempts to contact the rendering provider
- A decision is rendered at the end of the call



# What's New?



# What's New?

## Utilization Management (UM) Courtesy Reevaluations

*UM courtesy reevaluations are permitted for denials that were denied due to the following:*

- No clinical information was submitted
- Insufficient clinical information was submitted

*To request a UM courtesy review, you must:*

- Submit the request via phone or fax (use the number on the member's ID card)
  - Specify the request is for a reevaluation upon submission
  - Submit clinical documentation within five business days of denial notice



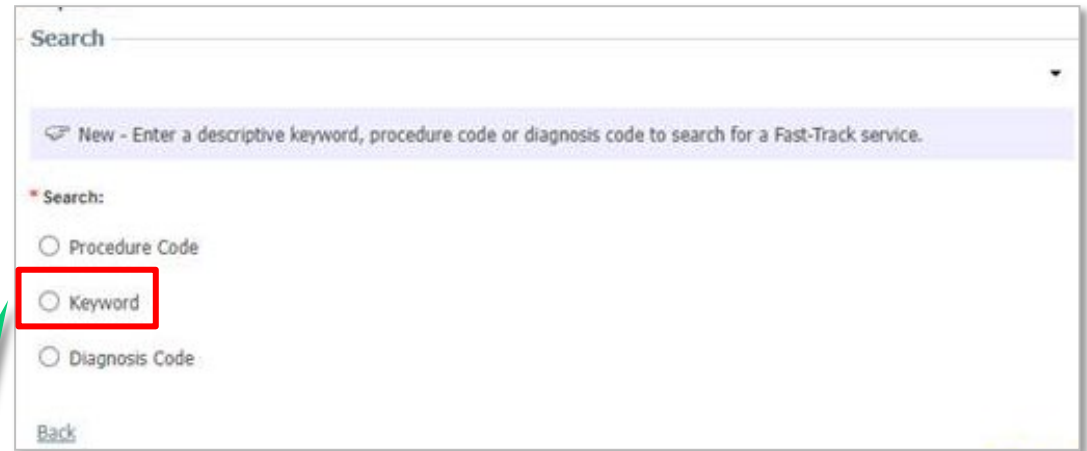
# What's New?

## Fast-Track Search Function

On Aug. 13, 2021, enhancements were made to the Fast-Track option in My Insurance Manager<sup>SM</sup>.

### *Benefits of Enhancements*

- Eliminates multiple clicks
- Allows searches by:
  - Keywords
  - CPT/HCPCS codes
  - Diagnosis codes



Search

New - Enter a descriptive keyword, procedure code or diagnosis code to search for a Fast-Track service.

\* Search:

Procedure Code

Keyword

Diagnosis Code

Back

Latest enhancement.





**BENEFITS**

# Agenda

- 2022 Benefits
- What's New?
- Benefit Reminders
- Resources



# 2022 Benefits



# Preferred Blue<sup>®</sup>





# 2022 Benefits

## Preferred Blue

New Groups — Effective Jan. 1, 2022

Group Name	Prefixes
JTEKT	<ul style="list-style-type: none"><li>• <b>SJX</b> – Providers that participate with their local Blue plan</li><li>• <b>SGA</b> – Alternate network for Georgia providers</li><li>• <b>STK</b> – Alternate network for Tennessee providers</li></ul>
Michelin	<ul style="list-style-type: none"><li>• <b>MNV</b> – Providers that participate with the Southeastern Health Partners (SEHP) network</li><li>• <b>MLH</b> – Providers that participate with the Blue High-Performance network</li><li>• <b>MPJ</b> – Providers that participate with their local Blue plan</li><li>• <b>MGN</b> – Alternate network for Georgia providers</li><li>• <b>MDB</b> – Alternate network for Oklahoma providers</li></ul>



# State Health Plan



# 2022 Benefits

## State Health Plan

Standard Plan	2021	2022
<b>Deductibles</b>		
Individual	\$490	No change
Family	\$980	No change
<b>Coinsurance Maximum</b>		
Individual (INN)	\$2,800	No change
Family (INN)	\$5,600	No change
Individual (OON)	\$5,600	No change
Family (OON)	\$11,200	
<b>Services</b>		
Office Visits	\$14 Copay	No change
Outpatient Facility	\$105 Copay	No change
Emergency Room	\$175 Copay	No change
Cardiac and Pulmonary Rehabilitation	\$105 Copay	<b>\$14 Copay</b>



# 2022 Benefits

## State Health Plan

Savings Plan	2021	2022
<b>Deductibles</b>		
Individual	\$3,600	No change
Family	\$7,200	No change
<b>Coinsurance Maximum</b>		
Individual (INN)	\$2,400	No change
Family (INN)	\$4,800	No change
Individual (OON)	\$4,800	No change
Family (OON)	\$9,600	No change
<b>Services</b>		
Office Visits	Full allowance until the deductible is met. Then, the coinsurance.	No change
Outpatient Facility	Full allowance until the deductible is met. Then, the coinsurance.	No change
Emergency Room	Full allowance until the deductible is met. Then, the coinsurance.	No change



# 2022 Benefits

## State Health Plan

### Reminders

- Routine and Diagnostic Colonoscopies
  - Covered at 100% for State Health Plan primary members, once every 10 years for ages 45 and older when rendered by an eligible in-network provider and follows the criteria listed in the United States Preventive Services Task Force (USPSTF)
- Cologuard
  - Covered at 100%, once every 3 years when rendered by an eligible in-network provider for ages 45 and older
    - Applies to the Savings, Standard or MUSC plan (not Medicare as primary)
    - Must use in-network provider
    - Additional charges will apply for non-generic prep kit
- PCMH for Standard and HDHP
  - Office visit copay is waived for PCMH in-person visits and subject to a 10% COINS after the deductible is met.
    - PCMH incentives do not apply to telehealth services



# 2022 Benefits

## State Health Plan

### *Reminders (cont'd)*

- Cardiac and Pulmonary Rehabilitation
  - Outpatient copay being reduced from \$105 to \$14
  - Current CPT/HCPCS codes used for these services include:
    - Cardiac: 93797, 93798
    - Pulmonary: G0237, G0239 and G0424
- Pap Test Office Visit

Effective Jan. 1, 2022, the way liability is calculated on the office visits related to pap tests is changing.

- Member liability will be capped at the allowance of the office visit code filed by the provider when an alternate code allowance is used. This applies to the routine pap office visit only (not well exam).



# 2022 Benefits

## State Health Plan

### *Prior Authorizations*

- Medical Services
  - Medi-Call: 800-925-9724
- Advanced Radiology
  - National Imaging Associates (NIA): 866-500-7664
- Behavioral Health Services
  - Companion Benefit Alternatives (CBA): 800-868-1032
- Pharmacy Specialty Drug
  - Express Scripts: 855-612-3128
- Medical Specialty Drug
  - MBMNow: 877-440-0089
- Laboratory Services
  - Avalon Healthcare Solutions: 844-227-5769

Always verify benefits and eligibility prior to rendering services.

Use My Insurance Manager<sup>SM</sup> (MIM) or call 800-444-4311.



# Federal Employee Program





# 2022 Benefits

## Federal Employee Program

<b>Blue Focus</b> — No out of network benefits available.	<b>2021</b>	<b>2022</b>
<b>Deductibles</b>		
Individual	\$500	No change
Self – Plus One	\$1,000	No change
Family	\$1,000	No change
<b>Out-of-Pocket Maximum</b>		
Individual	\$7,500	<b>\$8,500</b>
Self – Plus One	\$15,000	<b>\$17,000</b>
Family	\$15,000	<b>\$17,000</b>
<b>Services</b>		
Office Visits (Includes physical, speech and occupational therapy, cognitive therapy, vision services and foot care)	\$10 Copay Visits 1-10 (PCP or Specialist)	No change
Telemedicine	\$10 Copay per visit	No change
Mental Health and Substance Abuse (Professional Services)	30% COIN + BYD Visits 11+ (PCP or Specialist)	No change



# 2022 Benefits

## Federal Employee Program

Blue Focus — No out of network benefits available.	2021	2022
<b>Services Cont'd</b>		
Urgent Care – Accidental (First 72-hours)	\$0 Copay	No change
Urgent Care – Medical	\$25 Copay	No change
ER – Accidental (First 72-hours)	\$0 Copay	No change
ER – Medical	30% COIN + BYD	No change
Physical, Speech and Occupational Therapy	\$25 Copay, 25 visit limit 30% COIN + BYD for drugs/supplies	No change
Cognitive Rehabilitation Therapy	\$25 Copay, 25 visit limit	No change
ABA Therapy Disorder/Autism Spectrum	30% COIN + BYD Limited to 200 hours	No change
Continuous Home Hospice Care	No member cost-share	No change
Chiropractic/Osteopathic Care	\$25 Copay	No change

### *Other Changes for 2022:*

- Only medical benefits will be allowed for EKGs; they will not be covered under preventive care.



# 2022 Benefits

## Federal Employee Program

Standard	2021	2022
<b>Deductibles</b>		
Individual	\$350	No change
Family	\$700	No change
<b>Out-of-Pocket Maximum</b>		
Individual (INN)	\$5,000	<b>\$6,000</b>
Family (INN)	\$10,000	<b>\$12,000</b>
<b>Services</b>		
Primary Care	\$25 Copay	No change
Telehealth	\$0 Copay (Visits 1-2) \$10 Copay (Visits 3+)	No change
Telemedicine	\$25 Copay (PCP) \$35 Copay (Specialist)	No change
Specialist Visit	\$35 Copay	No change
Urgent Care	\$30 Copay	No change



# 2022 Benefits

## Federal Employee Program

Standard	2021	2022
<b>Services (cont'd)</b>		
Preventive Care	\$0 Copay	No change
Accidental Injury (First 72-hours)	\$350 Copay Per Admission	No change
Medical Emergency	\$350 Copay Per Admission	No change

### *Other Changes for 2022:*

- Only medical benefits will be allowed for EKGs; they will not be covered under preventive care.



# 2022 Benefits

## Federal Employee Program

Basic	2021	2022
<b>Deductibles</b>		
Individual	\$0	No change
Family	\$0	No change
<b>Out-of-Pocket Maximum</b>		
Individual (INN)	\$5,500	<b>\$6,500</b>
Family (INN)	\$11,000	<b>\$13,000</b>
<b>Services</b>		
Primary Care	\$30 Copay	No change
Telehealth	\$0 Copay (Visits 1-2) \$15 Copay (Visits 3+)	No change
Telemedicine	\$30 Copay (PCP) \$40 Copay (Specialist)	No change
Specialist Visit	\$40 Copay	No change
Urgent Care	\$35 Copay	No change



# 2022 Benefits

## Federal Employee Program

Basic	2021	2022
<b>Services (cont'd)</b>		
Preventive Care	\$0 Copay	No change
Accidental Injury (First 72-hours)	\$175 Copay Per Day, Per Facility	No change
Medical Emergency	\$175 Copay Per Day, Per Facility	No change

### *Other Changes for 2022:*

- Only medical benefits will be allowed for EKGs; they will not be covered under preventive care.



# 2022 Benefits

## Federal Employee Program

Blue Focus, Standard and Basic	2021	2022
<b>Adult Preventive Care</b>		
<ul style="list-style-type: none"><li>• Colorectal cancer tests, including:<ul style="list-style-type: none"><li>– Fecal occult blood test</li><li>– Colonoscopy, with or without biopsy sigmoidoscopy</li><li>– Double contrast barium enema</li><li>– DNA analysis of stool samples</li></ul></li><li>• Prostate cancer tests — Prostate Specific Antigen (PSA) test</li><li>• Cervical cancer tests (including pap tests)</li><li>• Screening mammograms (including mammography using digital technology)</li></ul>	<p>Preventive care benefits for each of the following services listed are limited to one per calendar year.</p> <p>Pathology for sigmoidoscopy and colonoscopy covered at 100% under preventive benefits.</p>	<p>No change</p>



# 2022 Benefits

## Federal Employee Program

### *Reminders*

### Filing Electronic Dental Claims

- Electronic submission effective June 19, 2020
  - Payer ID 00402
  - Sign up through clearinghouse or contact [EDI.Services@bcbssc.com](mailto:EDI.Services@bcbssc.com)

### Telehealth Services

- Preventive benefits for telehealth no longer covered
  - Dates of service Oct. 1, 2020 and forward
  - If primary or only diagnosis on the claim is preventive, the claim will deny





# BlueChoice<sup>®</sup> HealthPlan



# 2022 Benefits

## BlueChoice® HealthPlan

### *Reminders*

### Frequency Limits

- Please be sure to verify the medical policies pages regarding frequency limits that may apply to certain services (e.g., Thyroid testing, H1c testing, etc.).

### Dexcom G6

- The Dexcom G6 glucose monitor may be filed under the member's pharmacy or DME benefit.
  - Authorization is required.
    - For Pharmacy, please contact OptumRx at 855-811-2218.
    - For DME, please contact the number on the back of the member's ID card.

### COVID-19

- Claims for the treatment of COVID-19 will be subject to the member's benefit plan.
- Claims for diagnostic testing of COVID-19 will process with no member cost share.



# Medicare Advantage



# 2022 Benefits

## Medicare Advantage

BlueCross Total <sup>SM</sup>	2021	2022
<b>Deductibles</b>		
In-network & Out-of-network	\$0	No change
<b>Out-of-Pocket Maximum</b>		
From in-network providers:	\$6,900	<b>\$6,500</b>
From in-network & out-of-network providers combined	\$10,000	No change
<b>Services</b>		
Outpatient office visits	INN - \$10 Copay (PCP) INN - \$45 Copay (Specialist) OON - \$30 Copay (PCP) OON - \$55 Copay (Specialist)	<b>INN - \$5 Copay (PCP)</b> INN - No Change (Specialist) OON - No change (PCP) OON - No change (Specialist)
Inpatient Hospital — Acute	INN - \$450 Copay, per day (1-4) INN - \$0 Copay (5-90) OON - 30% COINS for total stay	<b>INN - \$420 Copay, per day (1-4)</b> OON - No change
Inpatient Hospital — Psychiatric	INN - \$465 Copay, per day (1-4) INN - \$0 Copay (5-90) OON - 30% COINS for total stay	No change



# 2022 Benefits

## Medicare Advantage

BlueCross Total	2021	2022
<b>Services (cont'd)</b>		
Skilled Nursing Facility (SNF)	INN - \$0 (Days 1-20) INN - \$184 Copay (Days 21-100) OON - 30% COINS for total stay	No change
Urgently Needed Services	INN & OON - \$50 Copay, per visit	No change
Worldwide Emergency/Urgent Coverage	\$250 service specific deductible, then 20% COINS for emergency care outside the United States	No change \$25,000 benefit period maximum
Ambulance Services	INN & OON - \$295 per trip (Ground) INN & OON - 20% COINS (Air)	<b>INN &amp; OON - \$295 per trip (Ground or Air)</b>
Hearing Aids	\$699-\$999 using TruHearing 2 per year (one per ear)	No change
Preventive Dental	Fluoride treatment not covered	<b>INN - \$0 Copay (2, per year)</b> <b>OON - 50% COINS</b> Fluoride treatment not covered
Comprehensive Dental	N/A	<b>INN &amp; OON - 50% COINS</b> <b>\$1,000 benefit maximum</b>



# 2022 Benefits

## Medicare Advantage

BlueCross Total Value <sup>SM</sup>	2021	2022
<b>Deductibles</b>		
In-network & Out-of-network	\$0	No change
<b>Out-of-Pocket Maximum</b>		
In-network	\$7,500	<b>\$6,900</b>
Out-of-network	\$11,300	No change
<b>Services</b>		
Outpatient Office Visits	INN - \$15 Copay (PCP) INN - \$50 Copay (Specialist) OON - \$40 Copay (PCP) OON - \$55 Copay (Specialist)	<b>INN - \$0 Copay (PCP)</b> <b>INN - \$40 Copay (Specialist)</b> OON - No change (PCP) OON - No change (Specialist)
Inpatient Hospital — Acute	INN - \$495 Copay, per day (1-4) INN - \$0 Copay (5-90) OON - 40% COINS for total stay	<b>INN - \$450 Copay, per day (1-4)</b> OON - No change
Inpatient Hospital — Psychiatric	INN - \$620 Copay, per day (1-4) INN - \$0 Copay (5-90) OON - 50% COINS for total stay	No change



# 2022 Benefits

## Medicare Advantage

BlueCross Total	2021	2022
<b>Services (cont'd)</b>		
Skilled Nursing Facility (SNF)	INN - \$0 (Days 1-20) INN - \$184 Copay (Days 21-100) OON - 40% COINS for total stay	INN - No change (Days 1-20) <b>INN - \$188 Copay (Days 21-100)</b> OON - No change
Urgently Needed Services	INN & OON - \$65 Copay, per visit	<b>INN &amp; OON - \$0-\$50 Copay</b>
Worldwide Emergency/Urgent Coverage	\$250 service specific deductible, then 20% COINS for emergency care outside the United States	No change for emergency services <b>\$0 Copay for urgent care services</b> \$25,000 benefit period maximum
Ambulance Services	INN & OON - \$310 per trip (Ground) INN & OON - 20% COINS (Air)	<b>INN &amp; OON - \$275 per trip (Ground or Air)</b>
Hearing Aids	\$699-\$999 using TruHearing 2 per year (one per ear)	No change
Preventive Dental	INN - \$0 Copay OON - 50% COINS	No change
Comprehensive Dental	N/A	<b>INN &amp; OON - 50% COINS \$500 benefit maximum</b>



# 2022 Benefits

## Medicare Advantage

BlueCross Secure <sup>SM</sup> — No out of network benefits.	2021	2022
<b>Deductibles</b>		
In-network	\$0	No change
<b>Out-of-Pocket Maximum</b>		
In-network	\$6,700	<b>\$6,500</b>
<b>Services</b>		
Outpatient Office Visits	INN - \$15 Copay (PCP) INN - \$40 Copay (Specialist)	<b>INN - \$5 Copay (PCP)</b> INN - No change (Specialist)
Inpatient Hospital — Acute	INN - \$425 Copay, per day (1-4) INN - \$0 Copay (5-90)	No change
Inpatient Hospital — Psychiatric	INN - \$425 Copay, per day (1-4) INN - \$0 Copay (5-90)	<b>INN - \$415 Copay, per day (1-4)</b>
Skilled Nursing Facility (SNF)	INN - \$0 Copay ( Days 1-20) INN - \$172 Copay (Days 21-100)	INN - No change (Days 1-20) <b>INN - \$188 Copay (Days 21-100)</b>
Urgently Needed Services	INN - \$40 Copay, per visit	No change





# 2022 Benefits

## Medicare Advantage

BlueCross Secure — No out of network benefits.	2021	2022
<b>Services (cont'd)</b>		
Worldwide Emergency/Urgent Coverage	\$250 service specific deductible, then 20% COINS for emergency care outside the United States	No change \$25,000 benefit period maximum
Ambulance Services	INN - \$265 per trip (Ground) INN - 20% COINS (Air)	<b>INN - \$275 per trip (Ground or Air)</b>
Hearing Aids	\$699-\$999 using TruHearing 2 per year (one per ear)	No change
Preventive Dental	INN - \$50 Copay (For Medicare-covered services)	No change



# 2022 Benefits

## Medicare Advantage

BlueCross Blue Basic <sup>SM</sup>	2022
<b>Deductibles</b>	
In-network & Out-of-network	<b>\$0</b>
<b>Out-of-Pocket Maximum</b>	
From in-network providers	<b>\$4,900</b>
From in-network & out-of-network providers combined	<b>\$10,000</b>
<b>Services</b>	
Outpatient Office Visits	<b>INN - \$0 Copay (PCP) INN - \$35 Copay (Specialist) OON - \$30 Copay (PCP) OON - \$45 Copay (Specialist)</b>
Inpatient Hospital — Acute	<b>INN - \$325 Copay, per day (1-6); \$0 Copay (7-90) OON - 30% COINS for total stay</b>
Inpatient Hospital — Psychiatric	<b>INN - \$620 Copay, per day (1-3) OON - 30% COINS for total stay</b>



# 2022 Benefits

## Medicare Advantage

BlueCross Blue Basic	2022
<b>Services (cont'd)</b>	
Skilled Nursing Facility (SNF)	<b>INN - \$0 Copay (Days 1-20) INN - \$188 Copay (Days 21-100) OON - 30% COINS for total stay</b>
Urgently Needed Services	<b>INN &amp; OON - \$0-\$40 Copay</b>
Worldwide Emergency/Urgent Coverage	<ul style="list-style-type: none"><li>• <b>\$250 service specific deductible, then 20% COINS for emergency care outside the United States.</b></li><li>• <b>\$0 Copay for urgent care outside the United States</b></li><li>• <b>\$25,000 benefit period maximum</b></li></ul>
Ambulance Services	<b>INN &amp; OON - \$275 per trip (Ground or Air)</b>
Hearing Aids	<p><b>The copay range (\$699-\$999) is based on different types and styles of hearing aids. The lower range is for the Advanced hearing aid type and the higher range is for the Premium hearing aid type.</b></p> <p><b><i>Premium hearing aids are available in rechargeable style options (for an additional \$50 per aid). Member must use TruHearing provider for this benefit.</i></b></p>



# 2022 Benefits

## Medicare Advantage

BlueCross Blue Basic	2022
<b>Services (cont'd)</b>	
Preventive Dental	<b>INN - \$0 Copay (2 preventive visits)</b> <b>OON - 50% COINS</b>  <b>Fluoride treatment not covered.</b>
Comprehensive Dental	<b>INN &amp; OON - 50% COINS</b> <b>\$750 benefit maximum</b>



# 2022 Benefits

## Medicare Advantage

All Plans (Total, Total Value, Secure & Blue Basic)	2022
<b>Services</b>	
Annual wellness visit	<b>\$0 Copay</b>
Annual physical	<b>\$0 Copay</b>
Preventive screenings: <ul style="list-style-type: none"><li>• Colorectal cancer screening</li><li>• Breast cancer screening</li><li>• Bone mineral density tests</li></ul>	<b>\$0 Copay</b>
Silver&Fit® physical fitness programs and home workout DVDs	<b>\$0 Copay</b>
Other <ul style="list-style-type: none"><li>• Medline OTC (excludes Total Value PPO plan)</li><li>• Meal Program post hospital discharge (excludes Total Value PPO and Blue Basic PPO plans)</li></ul>	<b>\$40 per quarter, \$160 maximum per year</b> <b>\$0 Copay for 10 meals</b>



# 2022 Benefits

## Medicare Advantage

### *Authorization Updates*

Effective **Jan. 1, 2022**, the following services require prior authorization:

- Medications covered under Medicare Part B — including, but not limited to visco-supplementation for knee osteoarthritis (hyaluronan), monoclonal antibody treatments and other biologicals for multiple sclerosis, rheumatoid arthritis, psoriasis, inflammatory bowel disease or chronic migraines.
- Continuous glucose monitors — including, but not limited to the Dexcom and Freestyle Libre systems.
- Powered mobility — including, but not limited to electric wheelchairs and scooters.
- Durable medical equipment (DME) — including, but not limited to prosthetics, orthotics, braces and walkers in the amount of \$250 or more



# 2022 Benefits

## Medicare Advantage

### *Authorization Updates (cont'd)*

- Facility-based polysomnography — unsupervised home studies are preferred unless there are specific complicating factors requiring sleep lab monitoring.
- Bariatric surgery
- Inpatient level of care for non-emergency surgery
- Life Vest — external cardiac defibrillators

Visit the Medicare Advantage section of [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com)  
for a listing of the medication and CPT/HCPCs codes.



# 2022 Benefits

## Medicare Advantage

### *General Reminders*

- Check the member's ID card to determine their plan type
- Follow Medicare guidelines at [www.cms.gov](http://www.cms.gov) for covered services
- Verify eligibility and benefits at each visit prior to rendering services
- When possible, always refer members to network participating providers
- Review the Medicare Advantage provider manuals for more information
  - Update: Section 3.8: Confidentiality and Data Use
    - Visit [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com)
- Know whether you're in the BlueCross Total PPO network or the BlueCross Secure HMO network





# 2022 Benefits

## Medicare Advantage

### *Network Sharing*

- Allows Medicare Advantage (MA) PPO members from other Blue Plans to get in-network benefits
- Available in 39 states and Puerto Rico
- Eligible members will have the following symbol on their ID cards:



### **Tips for accuracy:**

- Verify eligibility for out-of-area MA PPO members using the BlueCard® Eligibility Line or through My Insurance Manager<sup>SM</sup>.
- Submit claims for all BlueCross BlueShield members, regardless of state, to BlueCross Blue Shield of South Carolina.
- Review member care gap reports and pay attention to open quality care gaps and patient health concerns.
- Ensure documentation of completed services while patients are visiting from other states.



# 2022 Benefits

## Medicare Advantage

### *Stars Ratings*

- **Schedule** patients for Medicare Annual Wellness Exams annually
- **Document** all care in the patient's medical records
- **Code and bill** appropriately for services rendered and conditions addressed
- **Promote** medication adherence
- **Recommend** formulary alternatives, when necessary
- **Recommend** participation in disease management programs
- **Respond** to medical record requests (within five business days)



# National Alliance Group



# 2022 Benefits

## Publix

Prefixes — PBB, PWA and PXN	2021	2022
<b>Deductibles</b>		
In-network	Individual - \$450 Family - \$1,350	<b>Individual - \$500</b> <b>Family - \$1,500</b>
Out-of-network	Individual - \$900 Family - \$2,700	<b>Individual - \$1,000</b> <b>Family - \$3,000</b>
<b>Out-of-Pocket Maximum</b>		
In-network	Individual - \$3,500 Family - \$7,000	No change
Out-of-network	Individual - \$7,000 Family - \$14,000	No change
<b>Services</b>		
Office visits	INN - \$25 Copay (PCP) INN - \$50 Copay (Specialist) OON - 40% COINS	No change
Breast Pumps	INN & OON - Covered at 100% Lifetime maximum of \$200	No change



# 2022 Benefits

## Publix

Prefixes — PBB, PWA and PXN	2021	2022
<b>Services cont'd</b>		
Inpatient Hospital	INN - \$50 Copay, per day (1-5) and 20% COINS  OON - \$100 Copay, per day (1-5) and 40% COINS	No change
Outpatient Hospital	INN - 20% COINS OON - 40% COINS	No change



# What's New?






# New Implementations

## Updated Insurance Cards

- Effective Jan. 1, 2022, BlueCross will issue updated ID cards to members
  - Existing members will not receive a new card.
- New cards will include in and out-of-network deductibles and out-of-pocket maximums
- All members can access their updated cards via My Health Toolkit®

*Sample*

	
<b>SUBSCRIBER'S FIRST NAME</b>	
<b>SUBSCRIBER'S LAST NAME</b>	
Member ID	
<b>XXX123456789012</b>	
RxBIN	<b>021684</b>
RxGRP	<b>BXMN</b>
<b>MAMMOGRAPHY NETWORK</b>	
	GRID+
<a href="http://www.SouthCarolinaBlues.com">www.SouthCarolinaBlues.com</a>	
TIER 1 DEDUCTIBLE OUT OF POCKET	\$XX,XXX \$XX,XXX
TIER 2 DEDUCTIBLE OUT OF POCKET	\$XX,XXX \$XX,XXX
IN NETWORK DEDUCTIBLE OUT OF POCKET	\$XX,XXX \$XX,XXX
OUT OF NETWORK DEDUCTIBLE OUT OF POCKET	\$XX,XXX \$XX,XXX
	

	
<a href="http://www.SouthCarolinaBlues.com">www.SouthCarolinaBlues.com</a>	
Providers: File claims with the local BlueCross and/or BlueShield Plan where member received services. Preauthorization required for some hospital outpatient procedures and all hospital inpatient admissions. MRI/MRA/PET/CT and radiation oncology therapy will require authorization to ensure benefit payment. "Buy and Bill" specialty drugs require precertification for benefit payment consideration.	
Report all emergency admissions within 24 hours.	
Medical & Dental - Please submit claims to: P.O. Box 100300, Columbia SC 29202	
Customer Service: <b>800-760-9290</b> Dental Customer Service: <b>800-222-7156</b> PPO Network Providers: <b>800-810-2583</b> Essential Advocate™: <b>855-638-5839</b> Percertification: <b>800-334-7287</b> Mental Health and Substance Abuse Percertification: <b>800-868-1032</b> EyeMed: <b>866-939-3633</b> Pharmacy Help Desk: <b>855-811-2218</b> Buy and Bill Drugs Percertification: <b>877-440-0089</b>	
BlueCross BlueShield of South Carolina is an independent licensee of the BlueCross BlueShield Association	
MTR	

**Note: Refer to the 2022 Member ID Card Guide for more details.**



# New Implementations

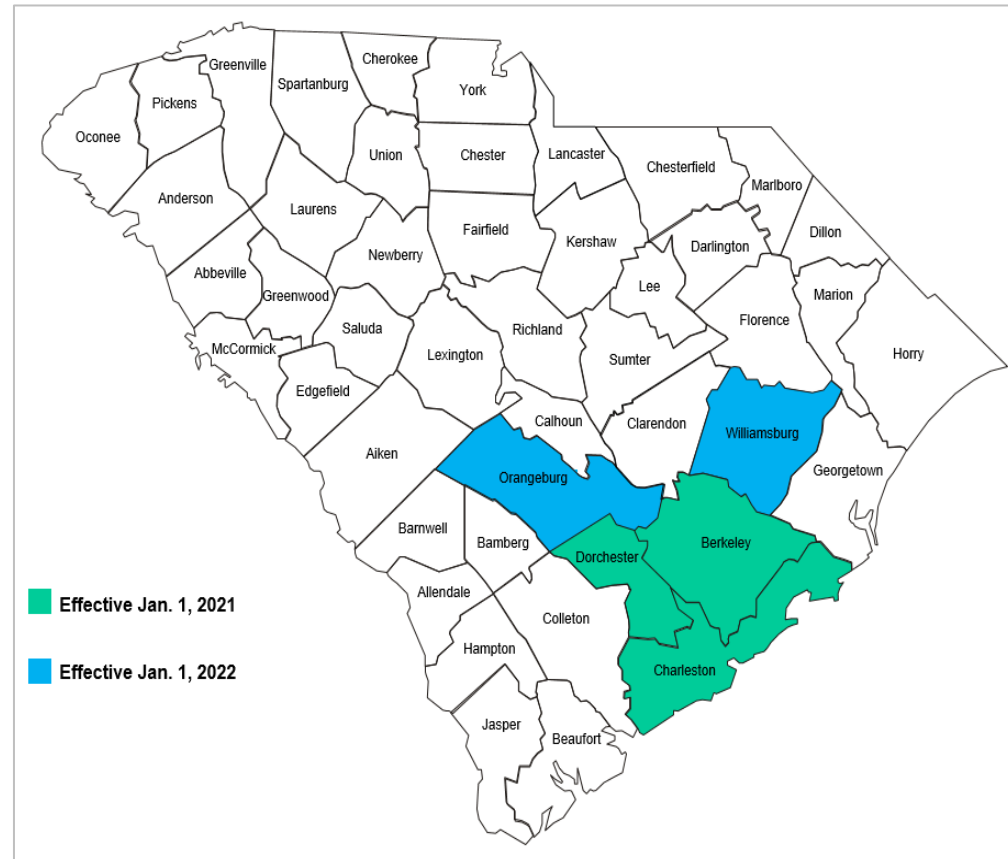
## BlueExclusive Cooper<sup>SM</sup> Network

Effective Jan. 1, 2022, Orangeburg and Williamsburg will be added to the BlueExclusive Cooper network.

### For the Cooper Network:

- Only MUSC Health Alliance providers are in the Cooper Lowcountry Network
- Members must visit any hospital or doctor in the MUSC Health Alliance Network

*Note: Out of network benefits are not available, unless for urgent or emergent services.*



*This is a separate network from our historical and broader Individual Health Exchange Network.*





# New Implementations

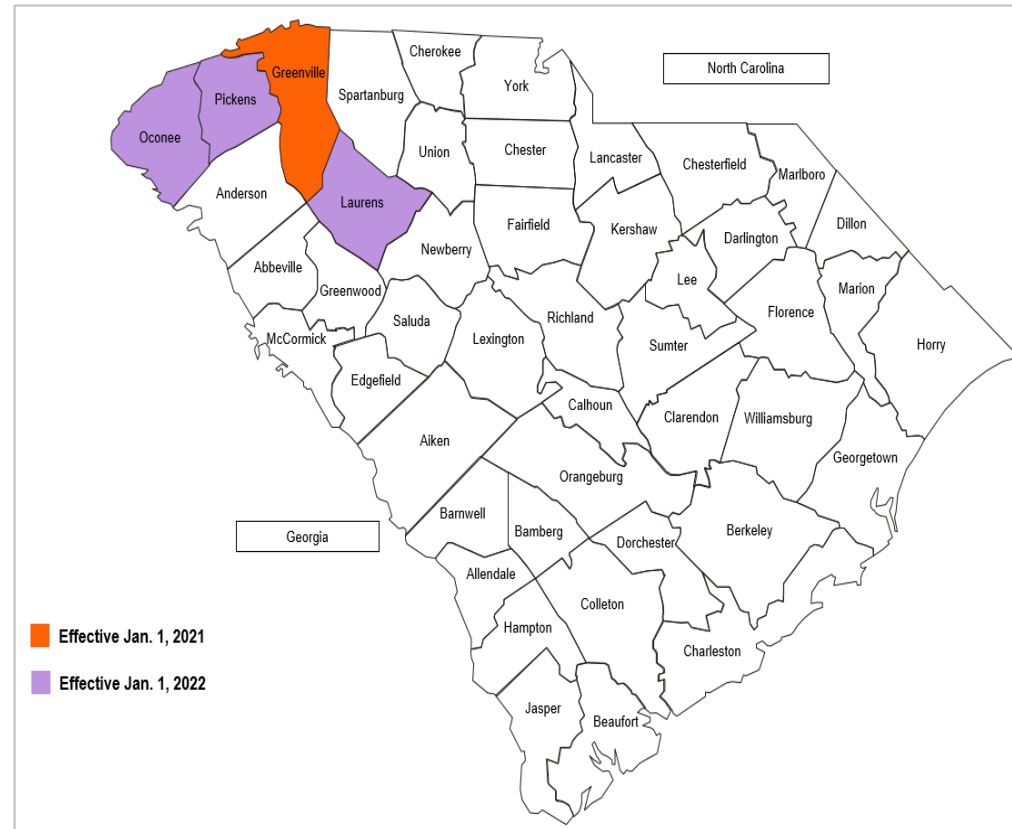
## BlueExclusive Reedy<sup>SM</sup> Network

Effective Jan. 1, 2022, Laurens, Oconee and Pickens will be added to the BlueExclusive Reedy network.

### For the Reedy Network:

- Only Prisma Health Upstate providers are in the Reedy Upstate Network
- Members must visit any hospital or doctor in the Reedy Upstate Network

**Note: Out of network benefits are not available, unless for urgent or emergent services.**



**This is a separate network from our historical and broader Individual Health Exchange Network.**



# New Implementations

## Southeastern Health Partners (SEHP) Network

Effective Jan. 1, 2022, Michelin will be joining BlueCross BlueShield of South Carolina with the option of selecting the Southeastern Health Partners (SEHP) plan. This network will consist of the following large hospital systems and their owned/affiliated participating practices:

- Bon Secours St. Francis
- AnMed Health/AnMed Cannon
- Spartanburg Regional
- Self Regional
- Lexington Medical Center

*Note: Out of network benefits are not available, unless for urgent or emergent services.*



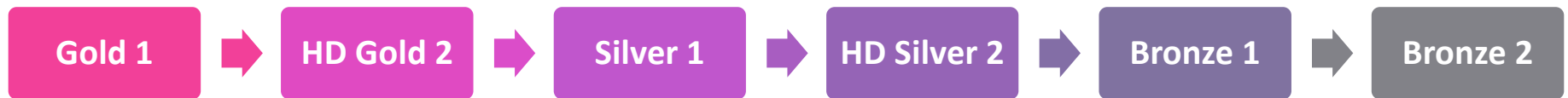
# New Implementations

## BlueExtend<sup>SM</sup> Health Plans

BlueCross BlueShield of South Carolina now offers a new set of health plans called BlueExtend<sup>SM</sup>.

- Extension of the BlueEssentials<sup>SM</sup> plans
  - Members have access to the BlueCard<sup>®</sup> Program
    - Traditional BlueEssentials plans do not offer out-of-state benefits.
- Alpha prefix for these members will be **BXZ**

### Available Plans



To locate providers, members can visit:

[www.SouthCarolinaBlues.com/links/providers/BlueExtend](http://www.SouthCarolinaBlues.com/links/providers/BlueExtend).

*Note: Out-of-network benefits are not available, unless for emergent or urgent care.*



# New Implementations

BlueExtend <sup>SM</sup> Plans	Gold 1	HD Gold 2*	Silver 1
<b>Deductibles</b>			
Individual	\$0	\$2,600	\$4,000
Family	\$0	\$5,200	\$8,000
<b>Coinsurance</b>			
	50%	0%	35%
<b>Out-of-Pocket Maximum</b>			
Individual	\$5,000	\$2,600	\$8,000
Family	\$10,000	\$5,200	\$16,000
<b>Services</b>			
Primary Care	50% COINS + BYD	0% COINS + BYD	\$30 Copay
Blue CareOnDemand <sup>SM</sup>	50% COINS + BYD	0% COINS + BYD	\$20 Copay
Specialist Visit	50% COINS + BYD	0% COINS + BYD	\$65 Copay
Urgent Care	50% COINS + BYD	0% COINS + BYD	\$65 Copay
Emergency Room	50% COINS + BYD	0% COINS + BYD	\$500 Copay 35% COINS + BYD
Inpatient Hospital	50% COINS + BYD	0% COINS + BYD	35% COINS + BYD
Ambulatory Surgery Center	50% COINS + BYD	0% COINS + BYD	\$525 Copay



# New Implementations

BlueExtend <sup>SM</sup> Plans	HD Silver 2	Bronze 1	Bronze 2
<b>Deductibles</b>			
Individual	\$6,100	\$4,500	\$8,700
Family	\$12,200	\$9,000	\$17,400
<b>Coinsurance</b>			
	0%	50%	0%
<b>Out-of-Pocket Maximum</b>			
Individual	\$6,100	\$8,700	\$8,700
Family	\$12,200	\$17,400	\$17,400
<b>Services</b>			
Primary Care	0% COINS + BYD	\$60 Copay	0% COINS + BYD
Blue CareOnDemand	0% COINS + BYD	\$20 Copay	0% COINS + BYD
Specialist Visit	0% COINS + BYD	\$90 Copay	0% COINS + BYD
Urgent Care	0% COINS + BYD	\$90 Copay	0% COINS + BYD
Emergency Room	0% COINS + BYD	\$800 Copay 50% COINS + BYD	0% COINS + BYD
Inpatient Hospital	0% COINS + BYD	\$1,500 up to 4 days (max \$6,000 per stay)	0% COINS + BYD
Ambulatory Surgery Center	0% COINS + BYD	\$525 Copay	0% COINS + BYD



# New Implementations

## BlueExtend<sup>SM</sup> Health Plans

All BlueExtend<sup>SM</sup> plans provide the following preventive services at **no cost** for members:

- Mammograms
- Prostate screenings (PSA) and lab work (in accordance with the American Cancer Society)
- Contraceptive devices
- Wellness exams
- Immunizations
- Flu shots

All BlueExtend<sup>SM</sup> plans also include vision benefits for members ages 18 or younger, with low copays on exams, discount on lenses, frames and contacts.

- \$25 Copay — Exams (one per benefit period)
- \$50 Copay — Lenses and frames (once per benefit period)



# New Implementations

## BlueExtend<sup>SM</sup> Health Plans

Benefits not covered include:

- Nonemergency services received from an out-of-network provider or hospital.
- Hospital or skilled nursing facility charges when authorization is not obtained.
- Services and supplies not medically necessary, investigational or experimental in nature, not needed for the diagnosis or treatment or not specifically listed in covered services.
- Any service or supply provided by a member of the patient's family or by the patient, including drugs.
- Charges for a missed appointment or for filling out claim forms.
- Services or supplies related to chewing or biting problems, pain in the face, jaw or neck resulting from problems of the jaw, also known as temporomandibular joint disorders (TMJ)
- Any services or benefits not specifically covered under the terms of the policy.



# New Implementations

## BlueExtend<sup>SM</sup> Health Plans

Benefits not covered include (cont'd):

- Cosmetic surgery, surgery or treatment for the purpose of weight reduction, including any complications from or reversal of these procedures, or reconstructive procedures made necessary by weight loss.
- Services or charges for which the member is entitled to payment of benefits from other sources (i.e., worker's compensation), for which the provider does not charge or for which the member is not legally obliged to pay, including treatment provided in a government hospital or benefits provided under Medicare or other government programs (except Medicaid)
- Illness contracted or injury sustained as the result of war or act of war (declared or undeclared), or participation in a felony, riot or insurrection.
- Refractive care, such as radial keratotomy, laser eye surgery or LASIK.

***Note: This is a partial list of exclusions. The member would need to refer to their policy for the full list.***





# Benefit Reminders



# Benefit Reminders

## BlueCard® Program

The BlueCard Program enables Blue Plan members to get health care service benefits and savings while traveling or living in another Blue Plan's service area. The program links participating health care providers across the country and internationally through a single electronic network for claims processing and reimbursement.



# Benefit Reminders

## BlueCard® Program

### *Home Plan vs. Host Plan*

#### Home Plan (for the member)

- Adjudicate claims based on member eligibility and contractual benefits
- Utilization review (prior authorization)
- Member inquiries and education
- Sends member the Explanation of Benefits (EOB)

#### Host Plan (for the provider)

- Point of contact for claims inquiries and education
- Forwards clean claims to the Home Plan for processing
- Applies pricing and reimbursement to claims
- Sends provider remittances



# Benefit Reminders

## BlueCard® Program

### *Ancillary Filing Guidelines*

#### Durable Medical Equipment (DME)

- File to the Plan whose state the equipment was purchased at a retail store; or
- File to the Plan whose state the equipment was shipped

#### Independent Clinical Laboratory

- File to the Plan where the specimen was drawn; or
- File to the Plan where the referring physician is located

#### Specialty Pharmacy

- File to the Plan whose state the ordering physician is located



# Benefit Reminders

## Medical Records

- Submit medical records upon request.
- Medical records could be requested to support medical necessity for claims adjudication or to close gaps in care for HEDIS®.
- The submission of medical records is a non-billable event.
  - Share this information with any outside vendors used to submit medical records on your behalf (e.g., Ciox, ScanSTAT, etc.).

*HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).*



# Benefit Reminders

## National Drug Code (NDC)

- Submitted NDCs must have **11 digits following the 5-4-2 format**.
  - If the package lists an NDC with 10 digits, it must be converted to an 11-digit NDC.
    - First determine the format of your 10-digit NDC by closely examining the package information and counting the numbers separated by dashes.

Once you have identified the format as either 4-4-2, 5-3-2 or 5-4-1, insert a zero according to the table below:

10-Digit Format		Add a zero in...		Report NDC as...
4-4-2	#### - #### - ##	1 <sup>st</sup> position	0#### - #### - ##	0#####
5-3-2	##### - ### - ##	6 <sup>th</sup> position	##### - 0### - ##	#####0#####
5-4-1	##### - ##### - #	10 <sup>th</sup> position	##### - ##### - 0#	#####0#



# Benefit Reminders

## Laboratory Services

- Use network participating laboratories to ensure low member cost shares
- Access the current list of participating laboratories at [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com)

*Providers>Policies and Authorizations>Prior Authorization>Laboratory Medical Benefits*

- Be sure all lab tests are supported by the available medical policies



# Benefit Resources





# Benefit Resources

## My Insurance Manager<sup>SM</sup>

- Online portal giving access to check eligibility and benefits
  - Check general benefits
  - Obtain benefits based on service type
  - Use CPT/HCPCS and diagnosis codes for specific benefits

Eligibility Request \* Required


Choose Eligibility View

**i** Please note: Unless otherwise required by state law, this notice is not a guarantee of payment. Benefits are subject to all contract limits and the member's status on the date of service. Accumulated amounts such as deductible may change as additional claims are processed.


General Eligibility and Benefits

Eligibility and Benefits by Service Type


Eligibility and Benefits by Procedure Code


\* Procedure Code:  


Modifiers:

Primary Diagnosis Code (ICD-10):  

[Add Diagnosis Code](#)

Place of Service:  (recommended) 

Service Facility/Billing Location:  

Rendering/Performing Provider:  

Recommended option.



# Benefit Resources

## Voice Response Unit (VRU)

The voice response unit (VRU) provides options to obtain eligibility, benefits and much more 24/7. The VRU is fully automated and offers quick and easy information over the phone without the need of speaking with a representative.

### *How to Access the VRU*

- For BlueCross BlueShield of South Carolina members:
  - In South Carolina, call 800-868-2510
  - In Columbia/Lexington, call 803-788-8562
  - If out-of-state, call 800-334-2583
- For BlueCard® members, call 800-676-BLUE (2583)
- For Federal Employee Program (FEP) members, call 888-930-2345
- For State Health Plan members, call 800-444-4311





CLAIMS

# Disclaimer

The information included is general and in no event should be deemed as a promise or guarantee of payment. We do not assume and hereby disclaim any liability for loss caused by errors or omissions in preparation and editing of this publication.



# Agenda

- Reminders
- Claims Tips
- What's New?
- Resources



# Claims Reminders



# Claims Reminders

ClaimsXten™

Review your current coding practices

Consult with all business partners who code and bill on your behalf

Ensure all appropriate staff are refreshed on correct coding guidelines

Review our training materials and share it with your staff members

Identify potential impacts and make changes



# Claims Reminders

## Modifiers

Modifiers play an integral role in the processing of claims. Common modifiers used when coding for clinical situations include:

- Modifier 25
- Modifier 50
- Modifier 57
- Modifier 59
- Modifier 76
- Modifier 77





# Claims Reminders

## Modifier 25

Description	Example	Coding
<p>Used to report an evaluation and management (E/M) service on a day when another procedure or service is rendered to a patient by the same physician or other qualified health care professional.</p>	<p>A patient visits the cardiologist due to discomfort in his chest while exercising. He has a history of high blood pressure. Once the physician completes the office visit, it's determined that the patient needs a stress test, which is performed the same day by the same provider.</p>	<p>Line 1 – 99213, 25 Line 2 – 93015</p>



# Claims Reminders

## Modifier 50

Description	Example	Coding
<p>Used to report bilateral surgical procedures as a single unit of service, but is dependent upon:</p> <ul style="list-style-type: none"><li>• The CPT/HCPCS Level II code descriptor</li><li>• The bilateral indicator assigned to the code</li><li>• Nature of the service</li></ul>	<p>A patient has breast cancer that has spread and as a result, must have a double mastectomy performed.</p>	<p>Line 1 – 19303, 50</p>



# Claims Reminders

## Modifier 57

Description	Example	Coding
<p>Used to report an evaluation and management (E/M) service when the E/M results in the decision to go to surgery the same day or the day before the surgery takes place.</p>	<p>A patient visits the emergency room with abdominal pain and fever. After consulting with the patient, the physician determines that an emergency appendectomy is need and performs the procedure that day.</p>	<p>Line 1 – 99243, 57 Line 2 – 44950</p>



# Claims Reminders

## Modifier 59

Description	Example	Coding
<p>Used to report services not normally reported together but are appropriate under the circumstances.</p> <p>If a more appropriately established modifier is available, it should be used instead of the modifier 59.</p>	<p>A patient visits the neurologist to have a nerve conduction study performed on separate nerves.</p>	<p>Line 1 – 95907, 59 Line 2 – 95908</p>



# Claims Reminders

## Modifier 76

Description	Example	Coding
<p>Used to report services that were repeated subsequent to the original procedure/service by the same physician or qualified health care professional.</p>	<p>A patient visits the hospital with pain in their lower abdomen that radiates to their back. The physician decides to perform an ultrasound for flank pain and sends the patient home with medicine. The patient returns the same day and sees the same physician who performs another ultrasound for possible renal issues.</p>	<p>Line 1 – 76700 Line 2 – 76700, 76</p>



# Claims Reminders

## Modifier 77

Description	Example	Coding
<p>Used to report services that were repeated subsequent to the original procedure/service by another physician or qualified health care professional.</p>	<p>A patient is involved in a car accident and visits the hospital because of chest pain that spreads to her jaw and arm. The physician performs an EKG and an arrhythmia is noted. Due to other injuries that cannot be treated at the current hospital, the patient is transferred to another facility.</p> <p>Now that the patient has increased pain, the physician at the new hospital performs another EKG to rule out cardiac arrest.</p>	<p>Line 1 – 93000, 77</p>



# Claims Reminders

## High Dollar Pre-payment Review

Hospitals are required to submit itemized bills to process claims when the following criteria are met:

- Inpatient institutional (acute care) claims; and
- Claims with an allowed amount of \$100,000 or more; and
- Any pricing methodologies except for the following pricing models that do not incorporate individual charges due to global pricing
  - Per-diem
  - Flat-fee case rate
  - DRG rate (those in which a portion of the claim is charge-sensitive)

Itemized bills can be submitted using the claims attachment feature in My Insurance Manager<sup>SM</sup> (MIM).

*Note: Refer to the “High Dollar Pre-payment Review: CARC 216, RARC N183” bulletin located on [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) for more information.*



# Claims Reminders

## Laboratory Services

Before rendering lab services, be sure to view the Medical Policies pages on [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) or [www.BlueChoiceSC.com](http://www.BlueChoiceSC.com) to view the complete medical policy for specific labs to ensure the criteria is followed for coverage.

*Benefits if reviewing medical policies:*

- Prevents delays in claims processing
- Ensures proper and timely payment
- Reduces the need for reconsiderations



*Note: CPT and diagnosis codes listed on each medical policy are not a guarantee of payment but are included only as a general reference tool. They may not be all-inclusive.*





# Claims Reminders

## Laboratory Services (cont'd)

Below are the policy rule criteria used to determine coverage for laboratory services:

Policy Rule	Definition
Experimental and investigational	Procedure is not covered under the member's benefit due to exclusion
Demographic limitations	Limitations based on the member's age/sex
Excessive procedure units	Total units within and across claims for a single date of service more than necessary
Excessive units per period of time	Maximum allowable units within a defined period of time has been exceeded
Insufficient time between procedures	Minimum time required before a second procedure is warranted
Rendering provider limitations	Providers/procedures not permitted in combination
Diagnosis does not support test requested	Procedure was not appropriate for the clinical situation
Mutually exclusive codes	The procedure is not valid with other procedures on the same date of service

## Examples

Laboratory Test	Example	Rejection Applied
Vitamin D	Testing rendered two weeks after initiation of Vitamin D therapy	Insufficient time between procedures
Thyroid disease	Testing of reverse T3, T3 uptake	Experimental and investigational
Testosterone	Testing saliva for testosterone	Experimental and investigational

# Claims Reminders

## Provider Reconsiderations

Provider reconsideration requests should include an explanation of the issue(s) to be reconsidered along with supporting documentation. Supporting documentation could include, but is not limited to:

- History and physical records
- Operative reports
- Office notes
- Pathology and/or laboratory reports
- Progressive notes
- Radiology reports

We are unable to review requests without support.



# Claims Reminders

## Provider Reconsiderations (cont'd)

Provider reconsideration requests should include an explanation of the issue(s) to be reconsidered along with supporting documentation. We are unable to review requests without support. Keep in mind that:

Reasons that would require a reconsideration...	<sup>1</sup> Reasons that would not require a reconsideration...
Medical necessity determination	Membership, eligibility or benefit issues
Lack of authorization for non-emergent services when the member <b>does not</b> present themselves as a BlueCross BlueShield of South Carolina member	Lack of authorization for non-emergent services when the member presents themselves as a BlueCross BlueShield of South Carolina member

<sup>1</sup>For reasons listed in this column, contact the appropriate Provider Services department using Ask Provider Services, STATchat<sup>SM</sup>, or call the phone number on the back of the member's ID card.



# Provider Reconsiderations (cont'd)

## Provider Reconsideration Form

Visit [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) and follow the path:

*Providers>Claims & Payment>Appeals & Reconsiderations*

OR

Visit [www.BlueChoiceSC.com](http://www.BlueChoiceSC.com) and follow the path:

*Providers>Find a Form>Provider Reconsideration Form*

**Be mindful of the filing guidelines.**

### South Carolina Provider Reconsideration Form

This form is intended for use by physicians and other health care professionals in South Carolina. If you are located outside of South Carolina and have claims questions, reviews, or appeals, please direct them to your local Blue® plan. To request a claim review, please complete this form for BlueCross BlueShield of South Carolina and BlueChoice® HealthPlan members. Use this form as the cover transmittal sheet for all supporting documentation. Forms submitted without supporting documentation will not be considered. Be sure to complete each section.

You may wish to seek reconsideration of a claim:

- If you have additional documentation that supports a reversal of the claim determination.
- If you want a reconsideration of the claim adjudication.

#### Provider Information

Provider's Name: \_\_\_\_\_ NPI or Tax ID: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_ Ext: \_\_\_\_\_ Fax Number: \_\_\_\_\_  
 Contact Person: \_\_\_\_\_ Email: \_\_\_\_\_  
 Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### Patient and Claim Information

Patient's Name: \_\_\_\_\_ Member ID: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
 Claim Number (Do not attach claim): \_\_\_\_\_ Date of Service: \_\_\_\_\_

#### Reconsideration

Check the appropriate boxes below to specify the type of service and request.

- Medical Services  Initial Request  
 Laboratory Services  Subsequent Request\*

\*Note: Subsequent requests **must** include the initial decision along with new or additional information to be re-reviewed.

Brief description of request/desired action you want us to take as result of this claim review:  
 \_\_\_\_\_  
 \_\_\_\_\_

Description of attachments included (office records, lab reports, physician orders, etc.):  
 \_\_\_\_\_  
 \_\_\_\_\_

Please Fax or Mail to (send to only one):

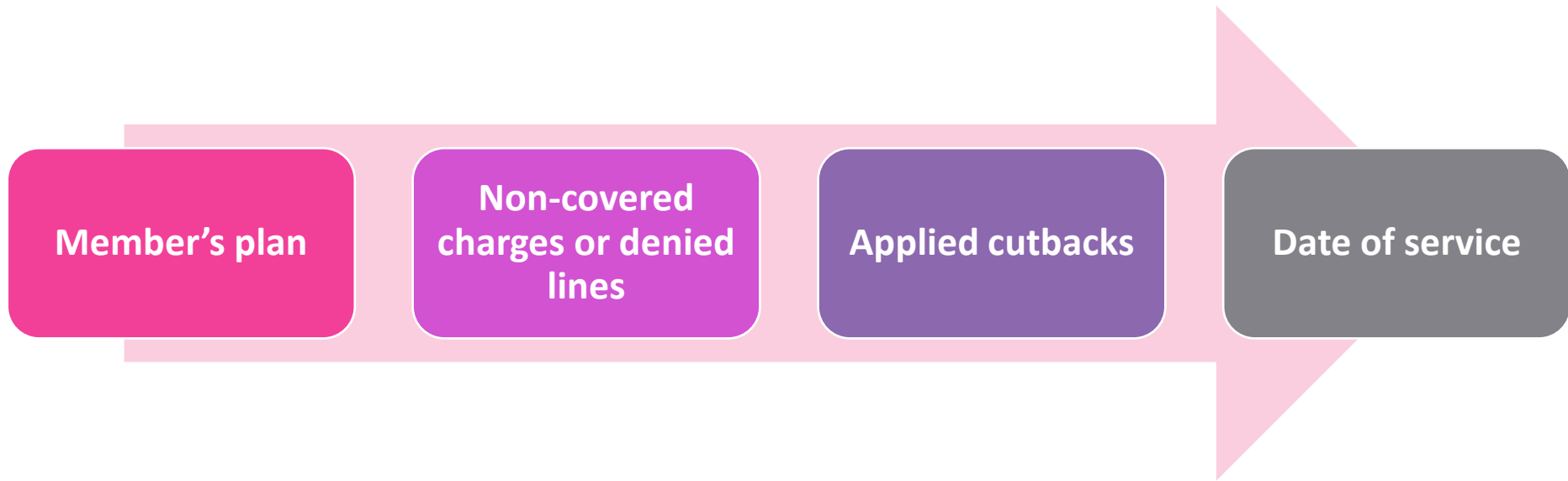
Plan	Reconsideration Time Limits	Fax Number	Mailing Address
BlueChoice® HealthPlan	Varies by plan	803-264-4172	AX-620, I-20 @ Alpine Road, Columbia, SC 29219
BlueEssentials™ & Blue Option™	180 days from remit date	803-264-4172	AX-620, I-20 @ Alpine Road, Columbia, SC 29219
Preferred Blue® & BlueCard®	Varies by plan	803-264-4172	AX-620, I-20 @ Alpine Road, Columbia, SC 29219
Group & Individual	180 days from remit date	803-264-4172	AX-F25, I-20 @ Alpine Road, Columbia, SC 29219
State Health Plan	6 months from remit date	803-264-4204	AX-810, P.O. Box 100605, Columbia, SC 29260
Federal Employee Program	90 days from remit date	803-264-8104	AX-805, P.O. Box 600601, Columbia, SC 29260
Medicare Advantage	60 days from remit date	803-264-9581	AG-780, P.O. Box 100191, Columbia, SC 29202
Healthy Blue™	90 days from remit date	<a href="#">Click here</a> for the Healthy Blue provider appeal request form.	



# Claims Reminders

## Pricing Inquiries

Before submitting pricing inquiries, be sure to verify the following:



*Note: If you utilize third-party vendors, be sure to relay this information to them.*



# Claims Reminders

## Refund Inquiries

For assistance with refunds, contact Provider Services at 800-868-2510, Option 4. This line is used for the following lines of business:

- BlueCard<sup>®</sup>
- BlueEssentials<sup>SM</sup>
- Major Group
- National Alliance
- Small Group & Individual

***Note: This line is for refunds only. All other inquiries will be routed back through the VRU.***



# Claims Reminders

## Network Participating Providers

Network participating providers should always use or refer members to other network participating providers, when necessary, including laboratories.

*By using or referring other network participating providers:*

- Members will not have to bear the burden of higher out of pocket costs
- Members will not be subject to balance billing

***Note: Refer to the 2021 Provider Administrative Office Manual for additional guidance and details.***



# Claims Reminders

## Claims Submission

Claims can be submitted using the following avenues:

- My Insurance Manager<sup>SM</sup> (MIM)
- Electronically
  - Preferred method
  - See the Payer IDs.
- Hard copy (via mail)
  - The address is located on the back of the ID card.

For more information, visit [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) and follow the path:

*Providers>Claims & Payments>Claims Submission*

Medical Plans	
PAI (formerly Thomas Cooper as of 10/01/2021)	00315
State Health Plan	00400
BlueCross BlueShield of South Carolina	00401
Federal Employee Plan (FEP)	00402
Healthy Blue <sup>SM</sup>	00403
Planned Administrators, Inc. (PAI)	00886
BlueChoice <sup>®</sup> HealthPlan	00922
Medicare Advantage	00C63
Dental Plans	
BlueCross BlueShield of South Carolina	38520





# Claims Reminders

## Corrected Claims

Corrected claims can be submitted using one of the following avenues:

- My Insurance Manager<sup>SM</sup> (MIM)
  - If using MIM, be sure to select Replacement of Prior Claim.
- Electronically (the preferred method)
  - If filing electronically, use the correct frequency code (7).
- Hard copy (via mail)
  - If filing via mail, use the correct frequency code (7) and ensure “Corrected Claim” is on the claim.

For all avenues, be sure to include **all lines** from the original claim along with the correction(s) that should be made.

*Note: Refer to the Corrected Claims bulletin located on [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) for additional details.*



# Claims Tips



# Claims Tips

## Accident/Subrogation Questionnaire

- CARC: 252, RARC: N686

### *Possible Solutions:*

**Encourage members to submit the requested questionnaire**

**Incorporate the form in the onboarding paperwork**

*Note: Only submit the documentation if requested.*

**Note: The form can be located on [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com).**



# Claims Tips

## Other Health Insurance (OHI) Questionnaire

- CARC: 252, RARC: N686/MA92

### *Possible Solutions:*

**Encourage members to submit the requested questionnaire**

**Incorporate the form in the onboarding paperwork**

*Note: Only submit the documentation if requested.*

*Note: The form can be located on [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com).*



# Claims Tips

## Duplicate Claim Submission

- CARC: 18, RARC: N522

*Possible Solutions:*

Submit corrected claims  
in the proper format

Verify claim status  
before resubmitting

Allow time for claims to  
complete processing



# Claims Tips

## Inconsistent Diagnosis

- CARC: 11, RARC: N657

*Possible Solutions:*



# Claims Tips

## Patient Ineligible for Services

- CARC: 27, RARC: N30

*Possible Solutions:*



# What's New?





# What's New?

## Specialty Rx Medical Policy & Prior Authorization Match Enhancement

### *Avalon Healthcare Solutions*

Effective Jan. 1, 2022, Avalon will be making enhancements to the specialty Rx medical policies and prior authorization matches to:

- Ensure our medical policies are enforced based on the best medical evidence
- Use automated technology enforcement to evaluate medical policies and historical claims reporting medical policies and guidelines
- Evaluate medical specialty drug code procedures on the claim for appropriateness

### *CAM 50115 – Infliximab/Remicade*

Infliximab/Remicade will be the first specialty drug released during the initial phase.

J1745

Q5103

Q5104

Q5109

***Note: Additional medical specialty drug policies will be added in the future.***



# What's New?

## Specialty Rx Medical Policy & Prior Authorization Match Enhancement

*Avalon Healthcare Solutions (cont'd)*

Decision Code Description	
Not valid with other procedures on the date of service	Experimental and investigational testing
Procedure/diagnosis code mismatch	Procedure is inappropriate for patient's age
Historical unit threshold	Frequency — once per lifetime
Experimental and investigational (situational)	Historical frequency threshold
Procedure is inappropriate for patient's gender	DOS unit/frequency threshold met
Procedure code is not valid for reimbursement	Incorrect place of service

***Note: Additional medical specialty drug policies will be added in the future.***



# What's New?

## Advance Cost Estimates and Explanation of Benefits (EOB)

- Effective in 2023, as part of the Consolidated Appropriations Act (CAA), we will provide an advance Explanation of Benefits (EOB) for scheduled services at least three days in advance.
- Gives patients transparency to:
  - Which providers are expected to provide treatment and their network status
  - Estimates of cost, cost-sharing and progress towards meeting deductibles and out-of-pocket maximums
  - Whether a service is subject to medical management and relevant disclaimers of estimates



# Claims Resources



# Claims Resources

## Voice Response Unit (VRU)

*If we processed and paid a claim or applied patient liability, the VRU will provide:*

- Processed date
- Remittance date
- Check number
- Amount paid
- Amount applied to the patient's liability (copay, deductible or coinsurance)

*If we processed and denied a claim, the VRU will provide:*

- Denial reason
- Remittance date

***Note: If the claim was processed to the member, please contact them for the details.***



# Claims Resources

## My Insurance Manager<sup>SM</sup> (MIM)

- MIM is the quickest way to obtain the status of claims.
- Use the Ask Provider Services option to submit a secured web inquiry. To get the most effective and accurate response, be sure to ask specific, probing questions such as:
  - Why was line one of the claim denied as non-covered?
  - Why were services applied towards the member's deductible?
  - Has the member returned the Coordination of Benefits questionnaire?

***Note: Ask Provider Services should not be used for general claims status.***

The information included is general and in no event should be deemed as a promise or guarantee of payment. We do not assume and hereby disclaim any liability for loss caused by errors or omissions in preparation and editing of this publication.





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# DENTAL NETWORK

# Agenda

- Dental Plans
- Dental GRID
- Eligibility, Benefits and Claims
- Credentialing
- 2022 Coding Updates

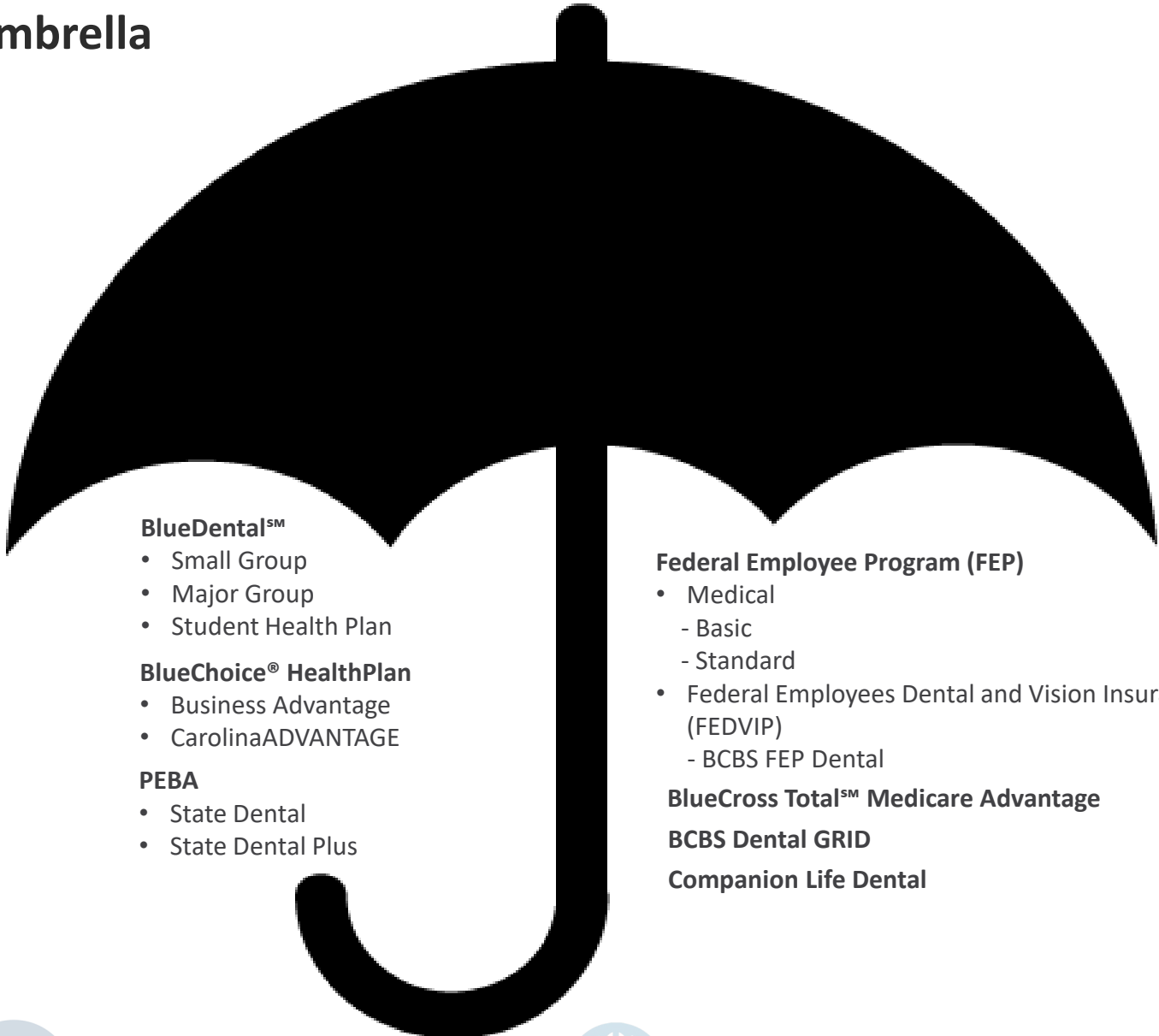




# Dental Plans



# BlueCross BlueShield of South Carolina Dental Umbrella



**BlueDental<sup>SM</sup>**

- Small Group
- Major Group
- Student Health Plan

**BlueChoice<sup>®</sup> HealthPlan**

- Business Advantage
- CarolinaADVANTAGE

**PEBA**

- State Dental
- State Dental Plus

**Federal Employee Program (FEP)**

- Medical
  - Basic
  - Standard
- Federal Employees Dental and Vision Insurance Program (FEDVIP)
  - BCBS FEP Dental

**BlueCross Total<sup>SM</sup> Medicare Advantage**

**BCBS Dental GRID**

**Companion Life Dental**

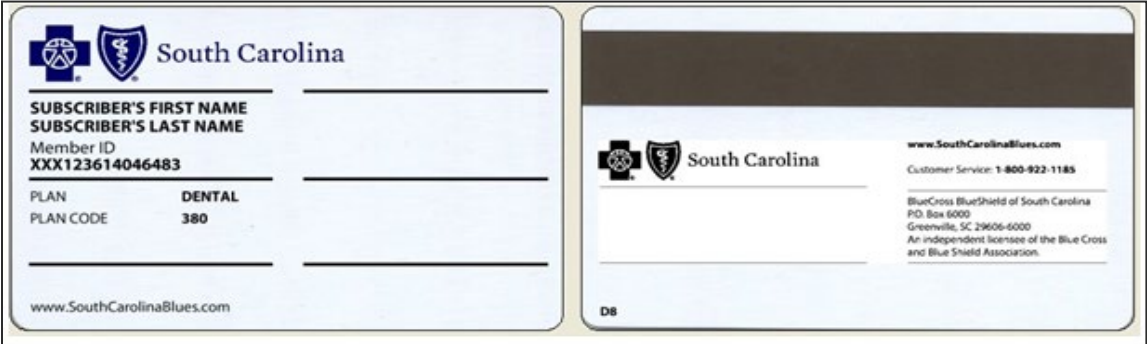


# Dental Plans

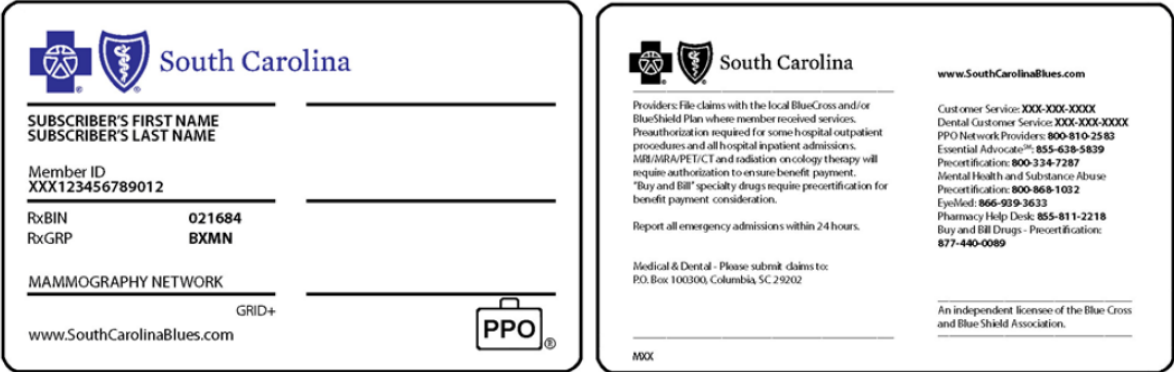
## Commercial Plans

Commercial plans can be identified by noting the following elements on the ID card:

- 1. Member ID number
- 2. Plan code



Sample Commercial - Dental Only ID Card



Sample Commercial - Medical and Dental ID Card



# Dental Plans

## Commercial Plans

- There are some dental plans that use a network of participating providers, while other plans do not.
  - Members are always encouraged to select in-network providers.
- Coverage levels include:
  - Preventive care
  - Restorative care
  - Major restorative care
  - Implant services (coverage varies per plan)
  - Orthodontic care (coverage varies per plan)



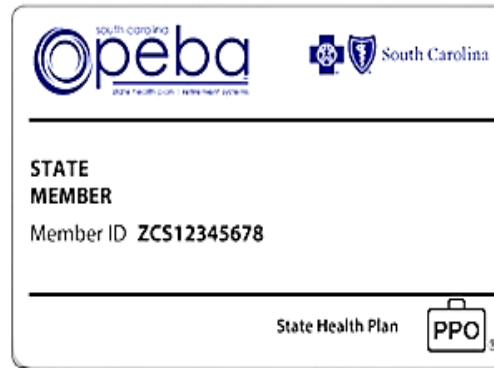
# Dental Plans

## State Plans: Basic Dental

- The Public Employee Benefit Association (PEBA) uses BlueCross BlueShield of South Carolina as an administrator for their dental plans.
- Benefits are divided into four classes:
  1. Diagnostic and preventive services
  2. Basic dental services
  3. Prosthodontics
  4. Orthodontics

**Note: A \$1,000 benefit period maximum applies to classes 1-3.**

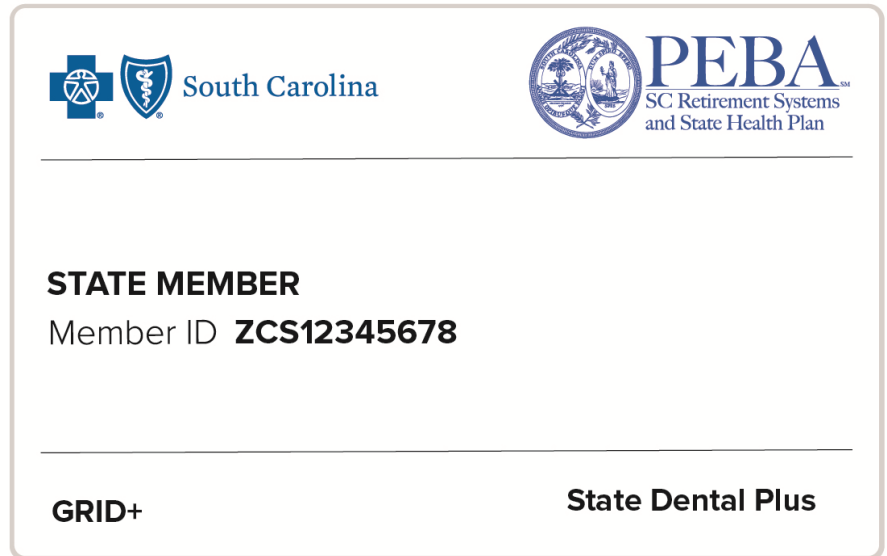
- Covered services are paid based on its schedule of dental procedures and allowable charges.



# Dental Plans

## State Plans: Dental Plus

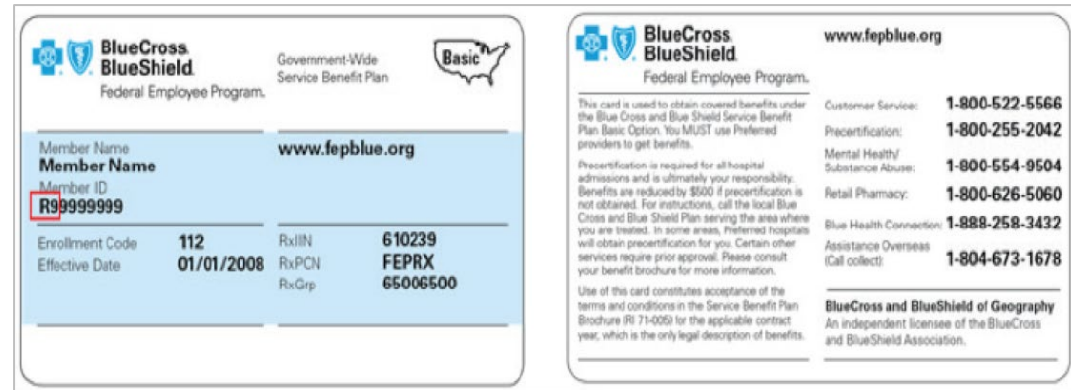
- Members with the Dental Plus plan with have **State Dental Plus** on their ID card.
- Dental Plus is a supplement to the Basic Dental plan and provides an additional \$1,000 benefit period maximum for classes 1-3.
- Dental Plus provides a higher level of reimbursement for services that the Basic Dental plan covers.
  - Reimbursement is based on the commercial negotiated rate with BlueCross BlueShield of South Carolina.
- Dental Plus members utilize the BlueCross BlueShield of South Carolina Network for in-network benefits.



# Dental Plans

## FEP: Basic Option

- Members have a \$30 copay for evaluations. If members have Medicare Part B or a FEDVIP plan, the copay is waived and the FEDVIP plan covers it.
- FEP pays any balance up to the BlueCross Preferred Blue Participating Dental allowance.
- Basic members must use preferred dentists to receive benefits.
- If a service is not covered by FEP Basic, in-network providers can charge their usual and customary charge.



The image shows a BlueCross BlueShield Federal Employee Program (FEP) Basic Option membership card. The card is divided into two main sections. The left section contains member information: Member Name (www.fepblue.org), Member ID (R99999999), Enrollment Code (112), Effective Date (01/01/2008), RxIIN (610239), RxPCN (FEPRX), and RxGrp (65006500). The right section contains contact information: Customer Service (1-800-522-5566), Precertification (1-800-255-2042), Mental Health/Substance Abuse (1-800-554-9504), Retail Pharmacy (1-800-626-5060), Blue Health Connection (1-888-258-3432), and Assistance Overseas (1-804-673-1678). The card also includes a disclaimer about pre-certification requirements and a note about the card's use.

BlueCross BlueShield		Government-Wide Service Benefit Plan	Basic
Member Name	www.fepblue.org		
Member ID	R99999999		
Enrollment Code	112	RxIIN	610239
Effective Date	01/01/2008	RxPCN	FEPRX
		RxGrp	65006500

**BlueCross BlueShield**  
Federal Employee Program.

[www.fepblue.org](http://www.fepblue.org)

This card is used to obtain covered benefits under the Blue Cross and Blue Shield Service Benefit Plan Basic Option. You MUST use Preferred providers to get benefits.

Precertification is required for all hospital admissions and is ultimately your responsibility. Benefits are reduced by \$500 if precertification is not obtained. For instructions, call the local Blue Cross and Blue Shield Plan serving the area where you are treated. In some areas, Preferred hospitals will obtain precertification for you. Certain other services require prior approval. Please consult your benefit brochure for more information.

Use of this card constitutes acceptance of the terms and conditions in the Service Benefit Plan Brochure (RI 71-005) for the applicable contract year, which is the only legal description of benefits.

Customer Service: **1-800-522-5566**  
Precertification: **1-800-255-2042**  
Mental Health/  
Substance Abuse: **1-800-554-9504**  
Retail Pharmacy: **1-800-626-5060**  
Blue Health Connection: **1-888-258-3432**  
Assistance Overseas  
(Call collect): **1-804-673-1678**

**BlueCross and BlueShield of Geography**  
An independent licensee of the BlueCross and BlueShield Association.



# Dental Plans

## FEP: Basic Option

Covered Service	FEP Pays	Member Pays
<b>Clinical Oral Evaluations</b>	Preferred: All charges in excess of member's \$30 copayment	Preferred: \$30 copayment per evaluation
Periodic oral evaluation*		
Limited oral evaluation		
Comprehensive oral evaluation*		
*Benefits are limited to a combined total of two evaluations per person per calendar year		
<b>Diagnostic Imaging</b>	Participating/Non-participating: Nothing	Participating/Non-participating: Member pays all charges
Intraoral — complete series including bitewings (limited to one complete series every three years)		
<b>Preventive</b>		
Prophylaxis — adult (up to two per calendar year)		
Prophylaxis — child (up to two per calendar year)	Nothing	All charges
Topical application of fluoride or fluoride varnish — for children only (up to two per calendar year)		
Sealant — per tooth, first and second molars only (once per tooth for children up to age 16 only)		
<b>Not covered: Any service not specifically listed above</b>	Nothing	All charges





# Dental Plans

## FEP: Standard Option

- Members have no deductibles, copays or coinsurance.
- Members pay the difference between the fee schedule amount and the BlueCross Participating Dental allowance while using preferred dentists.
  - When using non-preferred dentists, members pay all charges in excess of the listed fee schedule.
- If a service is not covered by FEP Standard, both in and out-of-network providers can charge their usual and customary charge.

 <b>BlueCross BlueShield</b> Federal Employee Program.	Government-Wide Service Benefit Plan		<b>www.fepblue.org</b>
Member Name <b>Member Name</b>	<b>www.fepblue.org</b>		
Member ID <b>R99999999</b>			
Enrollment Code <b>104</b>	RxIIN <b>610239</b>		
Effective Date <b>01/01/2008</b>	RxPCN <b>FEPRX</b>		
	RxGrp <b>65006500</b>		

 <b>BlueCross BlueShield</b> Federal Employee Program.	<b>www.fepblue.org</b>
<small>This card is used to obtain covered benefits under the Blue Cross and Blue Shield Service Benefit Plan Basic Option. You MUST use Preferred providers to get benefits.</small>	Customer Service: <b>1-800-522-5566</b>
<small>Prescription is required for all hospital admissions and is ultimately your responsibility. Benefits are reduced by \$600 if prescription is not obtained. For instructions, call the local Blue Cross and Blue Shield Plan serving the area where you are treated. In some areas, Preferred hospitals will obtain prescription for you. Certain other services require prior approval. Please consult your benefit brochure for more information.</small>	Pre-certification: <b>1-800-255-2042</b>
	Mental Health Substance Abuse: <b>1-800-554-9504</b>
	Retail Pharmacy: <b>1-800-626-5060</b>
	Blue Health Connection: <b>1-888-258-3432</b>
	Assistance Overseas (Call collect): <b>1-804-673-1678</b>
<small>Use of this card constitutes acceptance of the terms and conditions in the Service Benefit Plan Brochure (IR 71-000) for the applicable contract year, which is the only legal description of benefits.</small>	<b>BlueCross and BlueShield of Geography</b> An independent licensee of the BlueCross and BlueShield Association.



# Dental Plans

## FEP: Standard Option

Covered Service	FEP Pays		Member Pays
	To Age 13	Age 13 and Over	
<b>Clinical Oral Evaluations</b>			In Network The difference between the amounts listed to the left and the BlueCross Participating Dental Allowance
Periodic oral evaluation (up to two per person per calendar year)	\$12	\$8	
Limited oral evaluation	\$14	\$9	
Comprehensive oral evaluation	\$14	\$9	
Detailed and extensive oral evaluation	\$14	\$9	
<b>Diagnostic Imaging</b>			Out of Network All charges in excess of the scheduled amounts listed to the left
Intraoral complete series	\$36	\$22	
<b>Palliative Treatment</b>			
Palliative treatment of dental pain — minor procedure	\$24	\$15	
Protective restoration	\$24	\$15	
<b>Preventive</b>			Out of Network All charges in excess of the scheduled amounts listed to the left
Prophylaxis — adult (up to 2 per person per calendar year)	---	\$16	
Prophylaxis — child (up to 2 per person per calendar year)	\$22	\$14	
Topical application of fluoride or fluoride varnish (up to two per person per calendar year)	\$13	\$8	Out of Network All charges in excess of the scheduled amounts listed to the left
<b>Not covered: Any service not specifically listed above</b>	Nothing	Nothing	



# Dental Plans

## FEP: Blue Focus

- Members with a Blue Focus plan do not have dental benefits directly with their plan.
- Members would need BlueCross FEP Dental or another Federal Employees Dental and Vision Insurance Program (FEDVIP) for dental benefits.
- Claims would need to be filed directly to the FEDVIP plan.

 Federal Employee Program.	<b>FEP Blue Focus</b> 	<b>www.fepblue.org</b>
Member Name <b>** GC - DO NOT MAIL **</b> 		
Member ID <b>R99993044</b>		
Enrollment Code <b>131</b>	RxIN <b>610239</b>	
Effective Date <b>01/01/2012</b>	RxPCN <b>FEPHX</b>	
	RxGrp <b>65006500</b>	

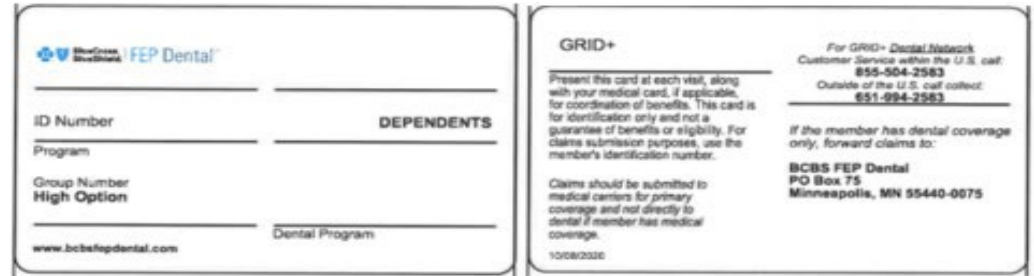
 Federal Employee Program.	<b>www.fepblue.org</b>
<small>This card is used to obtain covered benefits under the Blue Cross and Blue Shield Service Benefits Plan Basic Option. You MUST use Preferred providers to get benefits.</small>	Customer Service: <b>1-800-000-0000</b> <b>1-800-000-0000</b>
<small>Prescription is required for all hospital admissions and is ultimately your responsibility. Benefits are reduced by \$500 if prescription is not obtained. For instructions, call the local Blue Cross and Blue Shield Plan serving the area where you are treated. In some areas, Preferred hospitals will obtain prescription for you. Certain other services require prior approval. Please consult your benefit brochure for more information.</small>	Prescription: <b>1-800-000-0000</b>
	Mental Health/Substance Abuse Prescription: <b>1-800-000-0000</b>
	Retail Pharmacy: <b>1-800-624-5060</b>
	Assistance Overseas iCall Collect: <b>1-804-673-1678</b>
	Blue Health Connector: <b>1-888-258-3432</b>
<small>Use of this card constitutes acceptance of the terms and conditions in the Service Benefits Plan Brochure (B 71-009) for the applicable contract year, which is the only legal description of benefits.</small>	<b>BlueCross and BlueShield of Geography</b> An Independent licensee of the BlueCross and BlueShield Association.



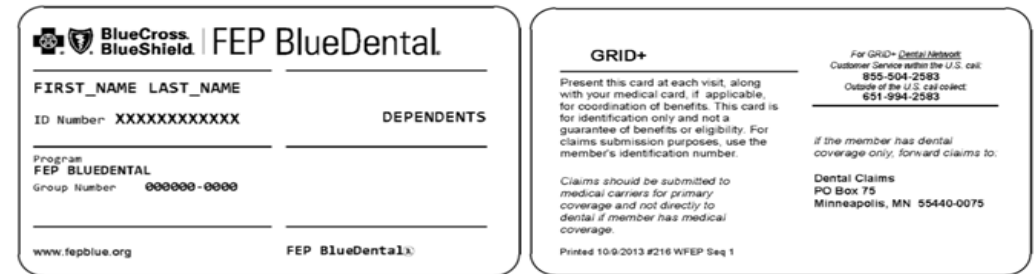
# Dental Plans

## FEP: BlueCross BlueShield FEP Dental

- On Jan. 1, 2021, FEP BlueDental became BlueCross BlueShield FEP Dental.
- Members covered by FEP Basic Option medical plan and BlueCross BlueShield FEP Dental will not be responsible for the annual deductible when using an in-network provider.
- In accordance with Federal law, always file medical first if the member has dental benefits under their medical plan.



Sample of new BCBS FEP Dental ID Card



Sample of old FEP BlueDental ID Card

**Note: Existing members may have an ID card with the previous name, FEP BlueDental listed (as seen in the samples). New ID cards are not being issued to all existing members.**



# Dental Plans

## FEP: BlueCross BlueShield FEP Dental

- Effective Jan. 1, 2022, the **Standard Option** covers benefits for Class A, B and C services at 100% for children ages 13 and under.

Benefits	High Option		Standard Option	
	IN-NETWORK Member Responsibility	OUT-OF NETWORK Member Responsibility	IN-NETWORK Member Responsibility	OUT-OF-NETWORK Member Responsibility
<b>Class A (Basic) Services</b> e.g., exams, cleanings, X-rays, sealants <sup>1</sup>	0%	10%	0%	40%
	THREE CLEANINGS A YEAR COVERED		THREE CLEANINGS A YEAR COVERED	
<b>Class B (Intermediate) Services</b> e.g., oral surgery, fillings, gum scaling	30%	40%	45%	60%
<b>Class C (Major) Services</b> e.g., crowns, bridges, implants, root canals, dentures	50%	60%	65%	80%
<b>Annual Deductible for Class A, B and C Services</b>	No deductible	\$50 per person	No deductible	\$75 per person
<b>Annual Maximum Benefits for Class A, B and C Services</b>	UNLIMITED MAXIMUM PER PERSON	\$3,000 per person	\$1,500 per person	\$750 per person
<b>Class D (Orthodontic) Services</b> Adults & Children	50% up to \$3,500 lifetime maximum	50% up to allowed amount	50% up to \$2,500 lifetime maximum	50% up to \$1,250 lifetime maximum
	NO WAITING PERIOD		NO WAITING PERIOD	



# Dental Plans

## Medicare Advantage: BlueCross Total<sup>SM</sup>, Blue Basic<sup>SM</sup> and Total Value<sup>SM</sup>

Benefit Highlights		
	In-Network*	Out-of-Network
Deductible	\$0	\$0
Class I (Preventive)	\$0 Copay	50% Coinsurance
Class III (Major)	50% Coinsurance	50% Coinsurance
Annual Maximum (Per member, per year)	BlueCross Total: \$1,000 Blue Basic: \$750 Total Value: \$500	

\*SC Blue Dental Network



Example of BlueCross Total<sup>SM</sup> ID card.



# Dental Plans

## Medicare Advantage: BlueCross Total<sup>SM</sup>, Blue Basic<sup>SM</sup> and Total Value<sup>SM</sup>

Services Covered	
Class I – Preventive Services (No Waiting Period)	
<ul style="list-style-type: none"><li>• Exams and Cleanings (2/benefit year)</li><li>• Full Mouth X-Ray (1/every 3 benefit years)</li><li>• Bitewing X-Rays (1/benefit year)</li></ul>	<ul style="list-style-type: none"><li>• Emergency Treatment for Pain (1/benefit year)</li><li>• Pulp Vitality Test and Diagnostic Casts</li><li>• General Anesthesia</li></ul>
Preventive Services do not apply to the Annual Maximum	
Class III – All Other Services	
<ul style="list-style-type: none"><li>• Fillings</li><li>• Periodontal Cleanings (3/benefit year)</li><li>• Pulp Capping</li><li>• Root Canal Therapy (1/5 years / tooth)</li><li>• Simple Extractions</li><li>• Oral Surgery</li><li>• Inlays (1/3 years)</li><li>• Crowns (1/1 years)</li><li>• Onlays (1/3 years)</li><li>• Removable Dentures - complete and partial</li><li>• Complete Dentures - relining or rebasing of removable dentures (1/2 years)</li></ul>	<ul style="list-style-type: none"><li>• Partial Dentures - relining or rebasing of removable dentures (1/2 years)</li><li>• Bridges – fixed and removable (1/2 years)</li><li>• Hemisection</li><li>• Apicoectomy</li><li>• Gingival Curettage</li><li>• Gingivectomy and Gingivoplasty</li><li>• Osseous Surgery</li><li>• Biopsies of Oral Tissue</li><li>• Repair of Removable Dentures</li><li>• Implants (1/lifetime)</li><li>• Occlusal Guard (1/3 years)</li></ul>



# Dental GRID





# Dental GRID

- Dental GRID allows dentists to see members from other participating BlueCross BlueShield plans at the local plan's reimbursement levels.
- Our participating providers' reimbursement levels or provider agreements will not change when treating GRID members.
- Members in this program can be recognized by the word **GRID** or **GRID+** on their ID card.



# Dental GRID

## Participating Plans

Anthem Insurance Companies, Inc.		
Anthem Blue Cross of California	Anthem Blue Cross and Blue Shield of Colorado	Anthem Blue Cross and Blue Shield of Connecticut
Blue Cross and Blue Shield of Georgia	Anthem Blue Cross and Blue Shield of Indiana	Anthem Blue Cross and Blue Shield of Kentucky
Anthem Blue Cross and Blue Shield of Maine	Anthem Blue Cross and Blue Shield of Missouri	Anthem Blue Cross and Blue Shield of Nevada
Anthem Blue Cross and Blue Shield of New Hampshire	Empire Blue Cross and Blue Shield of New York	Anthem Blue Cross and Blue Shield of Ohio
Anthem Blue Cross and Blue Shield of Virginia	Anthem Blue Cross and Blue Shield of Wisconsin	
Health Care Service Corporation (HCSC)		
Blue Cross and Blue Shield Illinois	Blue Cross and Blue Shield Montana	Blue Cross and Blue Shield New Mexico
Blue Cross and Blue Shield Oklahoma	Blue Cross and Blue Shield Texas	
Other		
Blue Cross and Blue Shield of Arizona	Blue Cross and Blue Shield of Kansas	Blue Cross and Blue Shield of Kansas City
Blue Cross and Blue Shield of Massachusetts	Blue Cross and Blue Shield of Nebraska	Blue Cross and Blue Shield of Vermont (CBA Blue)
BlueCross BlueShield of North Carolina	BlueCross BlueShield of Tennessee	BlueCross of Idaho
BlueCross & BlueShield of Western/BlueShield of Northeastern New York	Capital Blue Cross (Central PA)	CareFirst Blue Cross and Blue Shield (Maryland/District of Columbia)
Excellus BlueCross BlueShield (Rochester NY)	Horizon Blue Cross and Blue Shield of New Jersey	Wellmark Blue Cross and Blue Shield of Iowa



# Eligibility, Benefits and Claims



# Eligibility, Benefits and Claims

## Verifying Eligibility and Benefits

Use My Insurance Manager<sup>SM</sup> (MIM) to verify eligibility and benefits or contact Customer Service.

Plan	Provider Services Voice Response Unit (VRU)	Fax
Commercial Dental Plans	800-222-7156 (Columbia center) 800-922-1185 (Greenville center)	803-264-7629
State Basic Dental and Dental Plus	888-214-6230 803-264-3702 (Columbia area)	803-264-7739
BlueCross BlueShield FEP Dental	855-504-2583	803-264-6763
FEP Dental (Medical)	800-444-4325	
BlueCross Total <sup>SM</sup> (MA Dental)	800-222-7156	803-264-7629



# Eligibility, Benefits and Claims

## Filing Dental Claims Under Medical Benefits

- Use an 837P format with the accurate diagnosis code when rendering oral surgical services under State Dental and health plans.
- The following codes should always be filed to State Medical first:
  - Impacted teeth: D7220-D7251
  - Other surgical procedures: D7260, D7261, D7285, D7286
  - Excision or lesions: D7410-D7415
  - Remove of tumors, cysts and neoplasms: D7440-D7465
  - Excision of bone tissue: D7471-D7490
- For BlueCross BlueShield FEP Dental, always file claims to the medical plan first if the member has dental benefits under their medical plan.



# Eligibility, Benefits, and Claims

## Filing Orthodontic Claims Electronically

- Submit one line with banding fee code (D8080-D8090) and the charge.
- Submit one line with the monthly adjustment code (D8670), the total months of treatment and the total charge.
  - **For a transfer care**, submit one line with the monthly adjustment code, total months of the remaining treatment and the total remaining charge.



# Eligibility, Benefits and Claims

## General Guidelines for Filing Dental Claims

Dental Plan	Claims Filing Procedures
Commercial and BlueCross Total <sup>SM</sup> (MA Dental)	Submit claims electronically using HIPAA 837D format. Use carrier (payer) code 38520. If applicable, mail paper claims to the mailing address on the back of the member's ID card. Timely filing varies. Verify when checking eligibility and benefits.
Dental GRID	Send claims to the mailing address on the member's ID card.
BlueCross BlueShield FEP Dental	Submit all claims to the member's primary medical plan first. See the member's medical ID card for submission. Timely filing is December 31 of the year following the year of service.
State Basic Dental and State Dental Plus	Submit claims electronically using HIPAA 837D format. Use carrier (payer) code 38520. Timely filing is 24 months from date of service. Do not file a separate claim for Dental Plus members.
FEP Dental	Submit all claims to the member's primary medical plan first. See the member's medical ID card for submission. Timely filing is December 31 of the year, following the year of service.



# Eligibility, Benefits and Claims

## National Electronic Attachment (NEA)



Get Paid Faster! Use *FastAttach*<sup>TM</sup> Electronic Claim Attachments.

Powered by VYNE  
Connecting Disconnected Data\*

**What is FastAttach?**

*FastAttach* from NEA Powered by Vyne<sup>®</sup> is a compliant, HITRUST CSF Certified solution for submitting electronic claim attachments and supporting documentation required for claim adjudication. *FastAttach* eliminates manual, paper-based processes related to requests for supporting claim documentation and enhances denial tracking for dental providers. Say "goodbye" to claim processing delays and get reimbursements flowing with *FastAttach*.

**Improve claim adjudication times by electronically transmitting:**

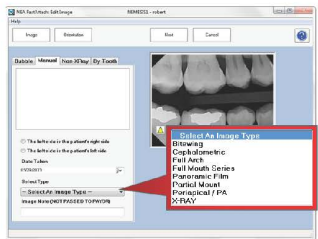
- X-rays
- Perio charts
- EOBs
- Narratives
- Pre-treatment estimates
- Secondary insurance information
- Any other documentation required to adjudicate a dental claim.

It automatically populates claim data eliminating the need for time consuming manual data entry. *FastAttach* is an encrypted, Internet based software and meets industry security requirements. Additionally, *FastAttach* interfaces with most major dental practice management systems and clearinghouses to further streamline your practice's workflow.

**How does FastAttach work?**

*FastAttach* is easy to setup and use. Once a request is received for additional documentation, the user simply needs to import, upload, scan or capture the image and attach it to the electronic request. *FastAttach* supports the widest variety of image acquisition

methods in the industry including: screen capture, file import, scanner and secure mobile device capture through our patented *FastKapture* app for iOS<sup>®</sup> and Android<sup>®</sup>.



*Easily attach X-rays or other required supporting documentation.*

Once the image is captured in *FastAttach*, the user simply transmits the image to the NEA repository. NEA immediately sends a report back to the practice with an NEA Attachment Tracking Number for each file. The user places the NEA Tracking Number in the remarks or NTE section of the claim and sends the claim electronically through their claims clearinghouse.

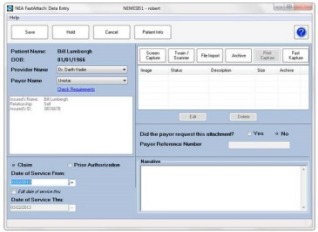
**Easy to Use & Access**

- Simple, easy to read screens
- Minimal training required
- 24/7 secure, online access to your images
- Enables image sharing with other providers
- Works well for solo offices, multiple locations, multi-specialty clinics and more



**Take advantage of the BCBS South Carolina Promo.**  
Mention code: **BCBSSCRZ2M** & get **TWO months FREE**, plus \$0 Registration - a \$278 savings.  
Expires 1/31/2020

Call today to get started. 800.782.5150, option 2 | [nea-fast.com](http://nea-fast.com)



*The Data Entry screen provides a simple interface for completing all of the attachment requirements.*

**Unparalleled Customer Service**

- UNLIMITED FREE customer service and support
- Online chat support tool
- Experienced, knowledgeable support staff
- Refresher training for staff at no additional cost

**Get Started Fast**

- Minimal up-front costs - low monthly fee
- Rapid implementation (most take <1 hour)
- Compatible with most dental practice management systems and clearinghouses

Start sending **unlimited claim attachments electronically** to over 750 dental plans and payers with *FastAttach* and get the exclusive **Vyne Connect encrypted email service** - all for only **\$39 per month per office location\***!

Call or register online now and **save \$278** with promo code **BCBSSCRZ2M** at: (800) 782-5150, opt. 2 or [www.nea-fast.com](http://www.nea-fast.com).

\*Each dental practice office location submitting claim attachments is required to have its own FastAttach subscription and NEA Facility ID. Separate registration is required for each office location. Offices wishing to register more than one location, please contact NEA Sales for registration assistance. Vyne Connect email service includes up to 5 email accounts/offices per NEA Facility ID. Monthly fees begin after any promotional period expires. Monthly service may be cancelled at any time.

100 Ashford Center North, Suite 300, Dunwoody, GA 30338 | 800.782.5150 | [nea-fast.com](http://nea-fast.com)

NEA-VYNE-BA-OVERVIEW-FROM005-021919

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Powered by VYNE  
Connecting Disconnected Data\*

**Easily view payer requirements**

The *FastAttach* subscription also includes **FastLook**, an integrated solution that provides individual payer attachment requirements for claims adjudication. With *FastLook*, providers can search by payer name and procedure code to determine if an attachment needs to be sent and if so, the exact parameters of what needs to be sent. Knowing this up-front eliminates the hassle of sending unnecessary attachments and saves time.

**Communicate with Confidence Using Vyne Connect Encrypted Email**

Did you know that sending emails that contain Protected Health Information (PHI) without using an encrypted email service to do so, could put you at risk for HIPAA violations and could even make your business a prime target for a cybersecurity breach?

NEA is attuned to your compliance needs. That's why every *FastAttach* subscription also includes access to our exclusive **Vyne Connect** encrypted email service. Improve the security of communications you send patients, payers and other providers by using Vyne Connect encrypted email exchange. It's simple to use and works with your existing email service, so no need to setup new email accounts. **Contact NEA to learn more - 800-782-5150, NEA option 2.**

*Note: All dental insurance plans utilizes NEA, except for Federal Employee Program (FEP).*





# Credentialing



# Credentialing

## Dentistat, Inc.

BlueCross BlueShield of South Carolina uses Dentistat, Inc. (a credentialing verification organization) to credential and recredential the Dental Provider Network. Dentistat performs all verifications according to the accepted industry standards, as well as NCQA standards. Occasionally, Dentistat may contact your office.



# Credentialing

## Participating Dental Network

Plans that use the Participating Dental Network include:

- Commercial plans
- State Basic and Dental Plus
- Companion Life Dental
- FEP Basic, Standard, and BlueCross BlueShield FEP Dental
- GRID members

For initial credentialing, use the Dental Enrollment Application, which can be located under the Forms section of Provider Enrollment.



BlueCross BlueShield of South Carolina and  
BlueChoice HealthPlan of South Carolina

### Dental Enrollment Application

**We cannot process this credentialing application until you complete it in full.  
Please maintain a copy of this application for your records.**

**Your individual dentist contract is portable, and we will apply it to all current locations where you are practicing as identified in this application.**

*The information contained in this application will be used by the contracting entity of each participation agreement and for each network you wish to participate in, including those of affiliates.*

The Dental Enrollment Application is complete when:

- You have signed and dated it
- You have attached current copies of:
  - Dental license (include copies of every state in which you are licensed)
  - Federal DEA registration for every entity in which the DDS is prescribing controlled substances (or documentation that DEA registration is pending)
  - American Board/Specialty Certificate (if applicable)
  - Professional Liability Insurance Declaration page for each state in which you practice, showing policy limits, dentist's name, policy number, effective and expiration dates. If the expiration date is within weeks of this application, submit updated documentation.
  - Authorization to Bill
- For multiple practice locations, attach a separate spreadsheet with practice information.
- A signed contract signature page for the Participating Dental Network. [Request a copy.](#)

Email the completed application and required documentation to [Provider.Blue.Enroll@bcbsc.com](mailto:Provider.Blue.Enroll@bcbsc.com) or fax at 803-870-8919.

### Notice of Applicant's Right

You may review or request the status of your application and information from publicly available documents at any time during the verification process. This does not include documents protected by hospital policy and/or applicable state laws. If there are discrepancies in the information received during the credentialing process, we will notify and allow you an opportunity to correct erroneous information submitted by another party within 30 days of submitting your application. This includes information submitted by an outside primary source, such as a professional insurance carrier, state-licensed board and/or the National Practitioner Data Bank and the Healthcare Integrity Protection Data Bank.

### Confidentiality Statement

Information gathered as part of the credentialing or recredentialing process is maintained in a confidential manner and will not be communicated or reproduced. The provision is designed to safeguard information and ensure confidentiality.



# 2022 Coding Updates



# 2022 Coding Updates

## Deleted CDT Codes for 2022

Code	Description
D4320	Provisional splinting — intracoronal
D4321	Provisional splinting — extracoronal
D8050	Interceptive orthodontic treatment of the primary dentition
D8060	Interceptive orthodontic treatment of the transitional dentition



# 2022 Coding Updates

## New CDT Codes for 2022

Code	Description
D3911	Intraorifice barrier
D3921	Decoronation or submergence of an erupted tooth
D4322	Splint — intra-coronal; natural teeth or prosthetic crowns
D4323	Splint — extra-coronal; natural teeth or prosthetic crowns
D5227	Immediate maxillary partial denture — flexible base (including any clasps, rests and teeth)
D5228	Immediate mandibular partial denture — flexible base (including any clasps, rests and teeth)
D5725	Rebase hybrid prosthesis
D5765	Soft liner for complete or partial removable denture — indirect

**Note: The new ADA CDT codes may or may not be covered as plan coverage varies by product or group benefits. To determine benefit coverage, please submit a preauthorization or call the number on the back of the member's ID card.**



# 2022 Coding Updates

## New CDT Codes for 2022

Code	Description
D6198	Remove interim implant component
D7298	Removal of temporary anchorage device [screw retained plate], requiring flap
D7299	Removal of temporary anchorage device, requiring flap
D7300	Removal of temporary anchorage device without flap
D9912	Pre-visit patient screening
D9947	Custom sleep apnea appliance fabrication and placement
D9948	Adjustment of custom sleep apnea appliance
D9949	Repair of custom sleep apnea appliance

**Note: The new ADA CDT codes may or may not be covered as plan coverage varies by product or group benefits. To determine benefit coverage, please submit a preauthorization or call the number on the back of the member's ID card.**





# HEALTHY BLUE<sup>SM</sup>



# Agenda

- Contacts and Resources
- Benefits
- Claims
- Healthy Blue<sup>SM</sup> Reminders
- Quality
- Marketing
- What's New?



# Contacts & Resources



# Contacts & Resources

**Website:**

[www.HealthyBlueSC.com](http://www.HealthyBlueSC.com)

**Provider Customer Care Center:**

Phone: 866-757-8286 or TTY: 866-773-9634

Fax: 912-233-4010 or 912-235-3246

Hours: Monday – Friday, 8 a.m. to 6 p.m. ET

**Utilization Management (UM)****Department for Physical & Behavioral****Health:**

Phone: 866-902-1689

Fax: 800-823-5520

Hours: Monday – Friday, 8 a.m. to 5 p.m. ET

**IngenioRx**

Prior authorizations: 844-410-6890

**24/7 Nurse line:**

Phone: 866-577-9710 TTY: 800-368-4424

**Case Management (CM) Department:**

Phone: 866-757-8286

Hours: Monday – Friday, 8 a.m. to 5 p.m. ET

**Disease Management (DM) Department:**

Phone: 888-830-4300 TTY: 800-855-2880

Hours: Monday – Friday, 8 a.m. to 5 p.m. ET

**Vision Service Plan (VSP):**

Phone: 800-615-1883

Hours: Monday – Friday, 8 a.m. to 5 p.m. ET

Saturday, 10 a.m. to 3 p.m. ET

Sunday, 10 a.m. to 4 p.m. ET



# Contacts & Resources

## BlueBlast<sup>SM</sup>

Monthly provider focused newsletter

Topics include:

- Important health plan updates
- Healthy Connections
- Announcements
- Billing and claims information
- Frequently asked provider questions
- Community outreach efforts and upcoming events

Be sure to visit

[www.HealthyBlueSC.com](http://www.HealthyBlueSC.com) to sign up!



## Provider communications

Stay current on **Healthy Blue** policies and processes, updates to clinical guidelines, state and federal regulatory changes, and other issues affecting your practice and patients.

[Subscribe to News Updates](#)



# Benefits



# Benefits

## Checking Covered Services

Visit [www.scdhhs.gov/resource/fee-schedules](http://www.scdhhs.gov/resource/fee-schedules) \*

- Information is listed by provider specialty type
- If the code appears on the SCDHHS fee schedule, it is covered
- Medicaid Manage Care Organization (MCO) plans are required to offer at a minimum, the same benefits as Healthy Connections Fee for Service (FFS)

*\* This link leads to a third-party site. Their organization is solely responsible for the content and privacy policies on the site.*



# Benefits

## Checking Covered Services

### *Manuals*

Visit [www.scdhhs.gov/provider-manual-list](http://www.scdhhs.gov/provider-manual-list) \*

- Manuals are listed by service type
- Includes general information, billing details, claims filing information and much more

*\* This link leads to a third-party site. Their organization is solely responsible for the content and privacy policies on the site.*



# Benefits

## Prior Authorization Lookup Tool

Visit [www.HealthyBlueSC.com](http://www.HealthyBlueSC.com) and follow the path below:

*Providers>Resources>Prior Authorization Lookup Tool*

- Use the tool for outpatient services only
- Always verify eligibility and benefits prior to rendering services

### YES - Precertification is required

Line of Business:	Medicaid/SCHIP/Family Care
CPT/HCPCS Code:	E0601
Description:	Continuous positive airway pressure (cpap) device
CMS Guideline:	None
State Guideline:	None
InterQual/MCG Guideline:	AIM Sleep: Sleep Disorder Management

### NO - Precertification is not required

Line of Business:	Medicaid/SCHIP/Family Care
CPT/HCPCS Code:	H0047
Description:	Alcohol and/or other drug abuse services, not otherwise specified
CMS Guideline:	None
State Guideline:	None
InterQual/MCG Guideline:	None

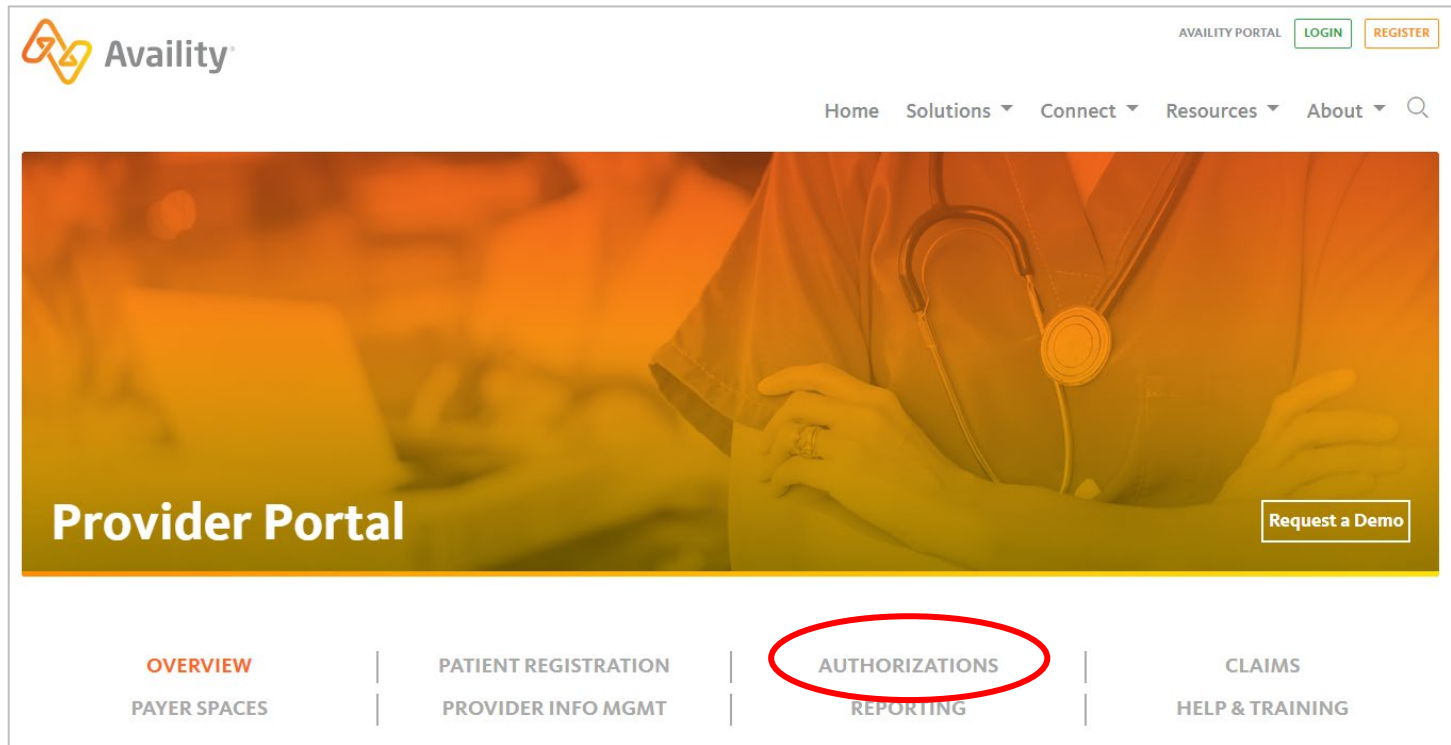




# Benefits

## Requesting Authorizations

*Availity*



*Availity, LLC is an independent company providing administrative support services on behalf of BlueChoice® HealthPlan.*



# Benefits

## Copays

Type of Service	Copay
Primary care visits, RHCs and FQHCs	\$3.30
Specialist visits (including optometrists)	\$3.30
Durable medical equipment	\$3.40
Chiropractic care	\$1.15
Home health (limited to 50 visits)	\$3.40
Prescription drugs (brand and generic)	\$3.40
Outpatient hospital	\$3.40
Inpatient hospital	\$25.00



# Benefits

## Copays

## *Exemptions*

### Members

- Those under 19 years of age
- Those that are pregnant
- Those who are institutionalized
- Those receiving emergency services in the ER
- Those receiving hospice care
- Those of a federally recognized Native American tribe

### Services

- Medical equipment and supplies provided by DHEC
- Family planning
- End-stage renal disease care
- Services provided at an infusion center
- Services provided in urgent/minor care clinics



# Benefits

## American Imaging Management (AIM)

AIM Specialty Health® handles authorization requests on behalf of Healthy Blue for the following advanced imaging/cardiology services and outpatient rehabilitative services.

### Advanced Imaging and Cardiology Services

Computed Tomography Scans (including cardiac)	Resting Transthoracic Tachocardiography
Magnetic Resonance Imaging (including cardiac)	Transesophageal Echocardiography
Positron Emission Tomography Scans (including cardiac)	Arterial Ultrasound
Nuclear Cardiology	Cardiac Catheterization
Stress Echocardiography	Percutaneous Coronary Intervention (PCI)

### Outpatient Rehabilitative Services

Physical Therapy (CG-REHAB-04)	Occupational Therapy (CG-REHAB-05)	Speech Language Pathology (CG-REHAB-06)
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AIM Specialty Health® is a separate company providing some utilization review services on behalf of BlueChoice® HealthPlan.



# Benefits

## American Imaging Management (AIM) (cont'd)

AIM Specialty Health® handles authorization requests on behalf of Healthy Blue for the following radiation oncology services.

Radiation Oncology Services	
Brachytherapy	3D conformal therapy <sup>1</sup> (EBRT) for bone metastases and breast cancer
Intensity Modulated Radiation Therapy	Hypofractionation for bone metastases and breast cancer when requesting EBRT and intensity modulated radiation therapy (IMRT)
Proton Beam Radiation Therapy	Special procedures and consultations associated with a treatment plan (CPT codes 77370 and 77470)
Stereotactic Radiosurgery/Stereotactic Body Radiotherapy	Image Guided Radiation Therapy

<sup>1</sup> Radiation oncology performed as part of an inpatient admission is not part of the AIM program. Radiation oncology providers are strongly encouraged to verify that authorization has been obtained before initiating scheduling and rendering services.

*AIM Specialty Health® is a separate company providing some utilization review services on behalf of BlueChoice® HealthPlan.*



# Claims



# Claims

## Filing Claims

The timely filing limit for original and corrected claims is 365 days.

*Use one of the following avenues:*

- Electronically (preferred method)
  - Payer ID: 00403
  - For set-up and information, call 800-470-9630
- Availity
- Hard Copy
  - Healthy Blue
  - Attn: Medicaid Claims
  - P.O. Box 100124
  - Columbia, SC 29202-3124

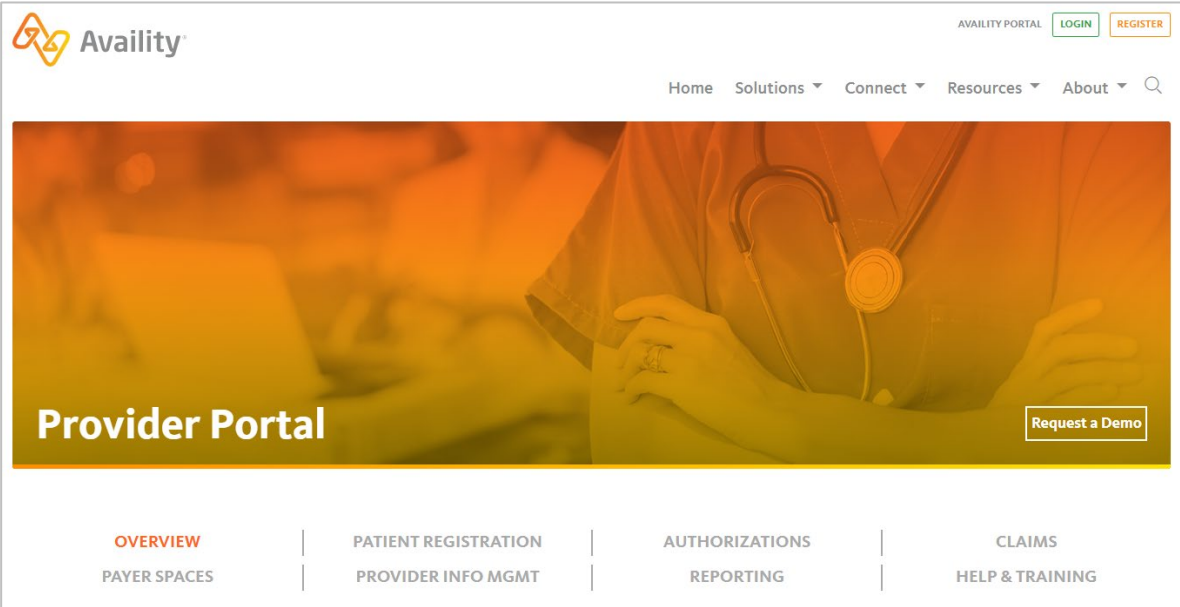


# Claims

## Availity

Availity allows you to:

- Check claims status
- Check member eligibility
- View remittances
- File claims (at no cost)
  - Primary
  - Secondary
  - Corrected
- Submit claims disputes/appeals
- Request authorizations



The screenshot shows the Availity website interface. At the top left is the Availity logo. To the right are links for 'AVAILITY PORTAL', 'LOGIN', and 'REGISTER'. Below this is a navigation menu with 'Home', 'Solutions', 'Connect', 'Resources', and 'About'. A large banner image of a doctor with a stethoscope is overlaid with a yellow-to-orange gradient. The text 'Provider Portal' is prominently displayed in white on the banner, with a 'Request a Demo' button to its right. Below the banner is a grid of service categories: 'OVERVIEW PAYER SPACES', 'PATIENT REGISTRATION PROVIDER INFO MGMT', 'AUTHORIZATIONS REPORTING', and 'CLAIMS HELP & TRAINING'.

*Availity, LLC is an independent company providing administrative support services on behalf of BlueChoice® HealthPlan.*





# Claims

## Claim Payment Disputes

Claim disputes are broken down into two steps:

### 1. *Claim payment reconsiderations*

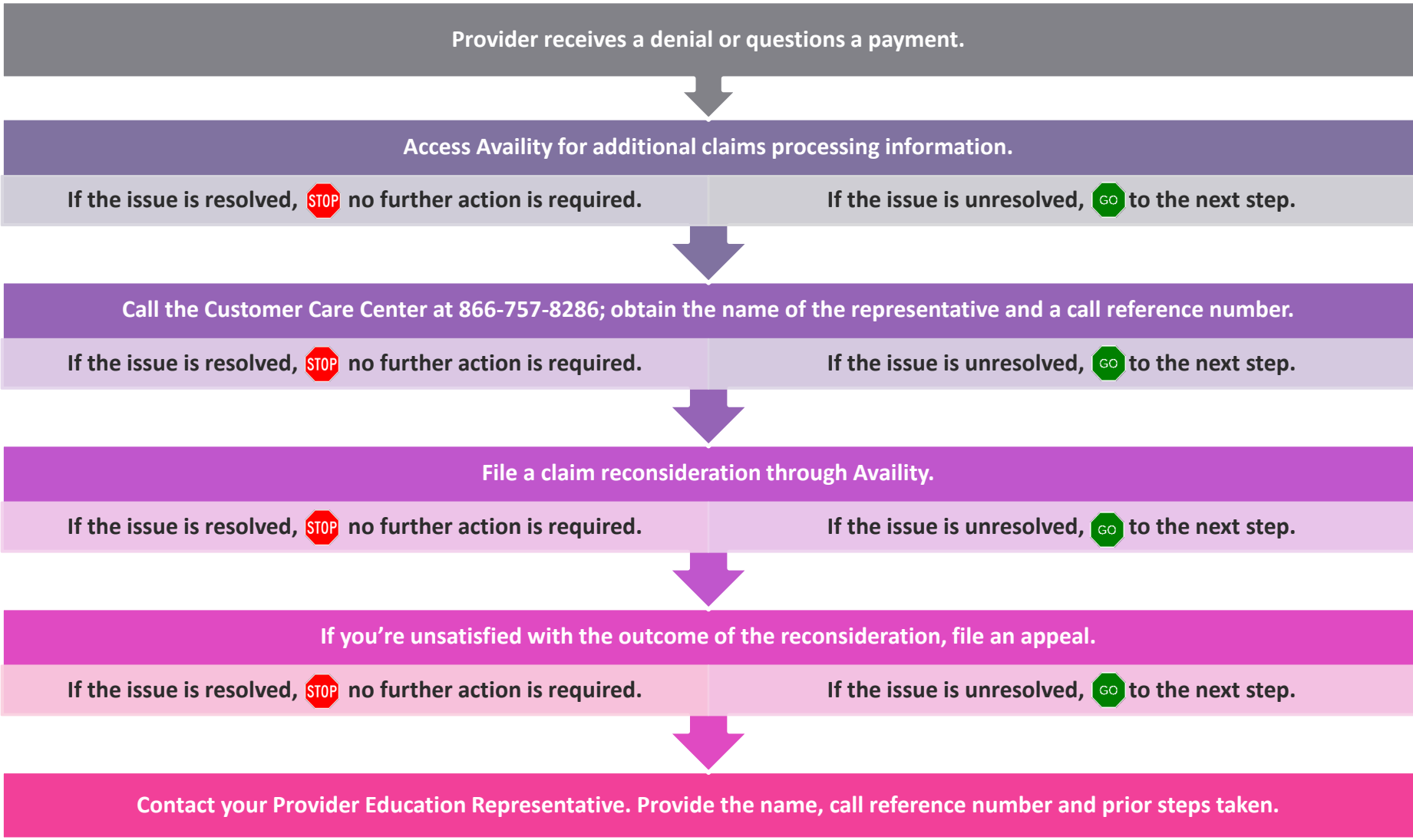
- Initial request to investigate the outcome of a finalized claims and should include as much information as you can provide to explain why you feel the claim was processed incorrectly.
- Must be submitted within **90 calendar days** from the date of the Explanation of Payment.

### 2. *Claim payment appeals*

- Request submitted when you disagree with the outcome of the claim payment reconsideration. Again, include as much information as you can to explain why you feel the claim was processed incorrectly.
- Must be submitted within **30 calendar days** from the date of the Explanation of Payment or the claim payment reconsideration determination letter.



# Claims Workflow



# Claims

## Balance Billing

Balance billing is sending a member a bill for an amount that Healthy Blue did not reimburse on the submitted claim.

Per your Healthy Blue contract, **you are not permitted to balance bill for any portion of the services that the health plan does not pay.** The member should be held harmless and not financially responsible for any amounts not paid for the contracted service(s) unless otherwise specified in the Explanation of Coverage (EOC).



# Healthy Blue<sup>SM</sup> Reminders



# Healthy Blue<sup>SM</sup> Reminders

## Cultural Competency

Cultural competency is a set of congruent behaviors, attitudes and policies that enable effective work in cross-cultural situations.

Cultural awareness is the ability to recognize:

- Cultural factors
- Norms
- Values
- Communication patterns
- and more



# Healthy Blue<sup>SM</sup> Reminders

## Cultural Competency Skills

- Listen to others in an unbiased manner; respect other points of view; promote the expression of diverse opinions and perspectives
- Use appropriate methods of interacting sensitively, effectively and professionally with persons of all ages and lifestyle preferences from diverse cultural, socioeconomic, educational, racial, ethnic and professional backgrounds
- Recognize the importance of the role cultural, social and behavioral factors play in determining delivery methods for public health services
- Consider cultural differences when developing and adapting approaches to problems
- Understand the dynamic forces contributing to cultural diversity and the importance of a diverse public health workforce

### *Learn more by visiting*

- [www.thinkculturalhealth.hhs.gov/education](http://www.thinkculturalhealth.hhs.gov/education) \*
- [www.HealthyBlueSC.com](http://www.HealthyBlueSC.com)
  - Select Providers

*\* This link leads to a third-party site. Their organization is solely responsible for the content and privacy policies on the site.*



# Healthy Blue<sup>SM</sup> Reminders

## Fraud, Waste and Abuse

Providers play a vital role in the effort to prevent, detect and report Medicaid noncompliance as well as possible fraud, waste and abuse. As a Healthy Blue provider, you:

- Are required to comply with all applicable statutory, regulatory and other Medicaid managed care requirements in South Carolina
- Have a duty to Medicaid to report any law violations and follow your organization's code of conduct that expresses your commitment to standards of conduct and ethical rules of behavior.

### *How to Report*

- Call the Healthy Blue confidential fraud hotline at 877-725-2702 or email [medicaidfraudinvestigations@amerigroup.com](mailto:medicaidfraudinvestigations@amerigroup.com)
- Call the South Carolina Department of Health and Human Services fraud hotline at 888-364-3224 or email [fraudres@scdhhs.gov](mailto:fraudres@scdhhs.gov)



# Healthy Blue<sup>SM</sup> Reminders

## Access and Availability

### Primary Care

Visit Type	Availability Standard
Routine Visit	Within 4 weeks to 6 weeks
Urgent, Non-emergent Visit	Within 48 hours
Emergent Visit	Immediately upon presentation at a service delivery site

### Specialist Care

Visit Type	Availability Standard
Routine Visit	Within 4 weeks; maximum of 12 weeks for unique specialists
Urgent Medical Condition Care Appointment	Within 48 hours of referral or notification from PCP
Emergent Visit	Immediately upon referral

**Note:** Wait times should not exceed 45-minutes for a scheduled appointment of a routine nature.





# Quality



# Quality

## Territory Map



**Bunny Temple**

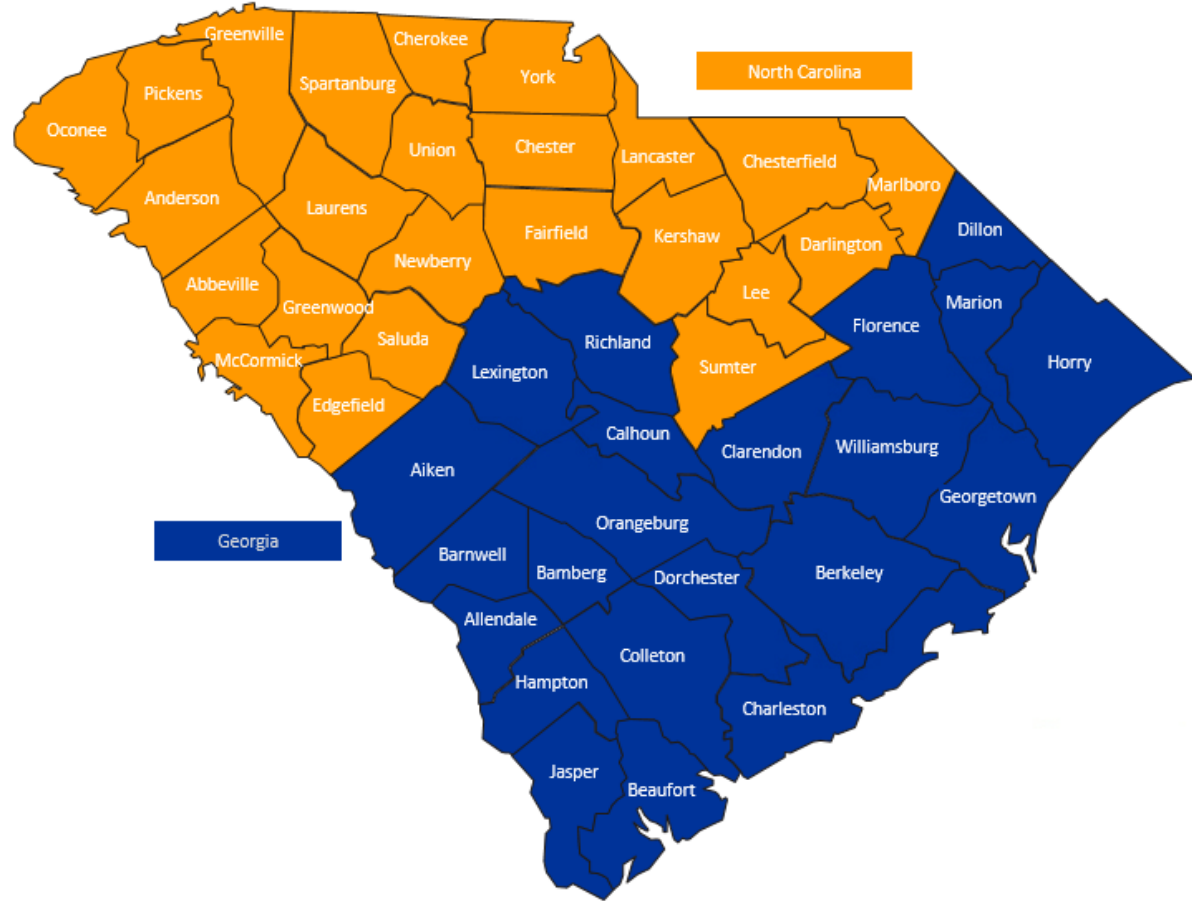
[Bunny.Jackson-Temple@Amerigroup.com](mailto:Bunny.Jackson-Temple@Amerigroup.com)

**Vicki Johnson**

[Vickie.Johnson@Amerigroup.com](mailto:Vickie.Johnson@Amerigroup.com)

### Other Contacts:

- **Shana Hunter, Quality Director**  
[Shana.Hunter@Amerigroup.com](mailto:Shana.Hunter@Amerigroup.com)
- **Physical Address:**  
Healthy Blue  
Attn: Quality Department  
4101 Percival Rd., AX-E13  
Columbia, SC 29229
- **Quality Fax:**  
855-238-2257



# Quality

## Department Contacts

- HEDIS & Care Opportunity
  - Trish Whitehead: [Trish.Whitehead@Amerigroup.com](mailto:Trish.Whitehead@Amerigroup.com)
- Clinic Days
  - Devon Murphy: [Devon.Murphy@Amerigroup.com](mailto:Devon.Murphy@Amerigroup.com)
- Medical Records (Care Opportunities during HEDIS Offseason)
  - Email: [HEDIS SC@Amerigroup.com](mailto:HEDIS SC@Amerigroup.com)
  - Fax: 855-238-2257



# Marketing



# Marketing

## Marketing and Community Outreach

Our community partnerships are just a few examples of the way we go above and beyond the provision of basic health coverage.



# Marketing

## Provider Outreach Contacts

### Midlands Region

- Melody Clark, Marketing Coordinator
- [Melody.Clark@Amerigroup.com](mailto:Melody.Clark@Amerigroup.com)
- 803-683-1896

### Pee Dee Region

- Darrian Brown, Community Relations Rep.
- [Darrian.Brown@Amerigroup.com](mailto:Darrian.Brown@Amerigroup.com)
- 803-394-1588

### Lowcountry Region

- Erica Gattison, Community Relations Rep.
- [Erica.Gattison@Amerigroup.com](mailto:Erica.Gattison@Amerigroup.com)
- 803-638-1948

### Upstate Region

- Letitia Lindsay, Manager
- [Letitia.Lindsay@Amerigroup.com](mailto:Letitia.Lindsay@Amerigroup.com)
- 803-231-9138

### Coastal Region

- Tanya Ramos, Community Relations Rep.
- [Tanya.Ramos@Amerigroup.com](mailto:Tanya.Ramos@Amerigroup.com)
- 803-260-6863

BlueChoice® HealthPlan is an independent licensee of the Blue Cross and Blue Shield Association. BlueChoice HealthPlan has contracted with Amerigroup Partnership Plan, LLC, an independent company, for services to support administration of Healthy Connections



# Marketing

## Social Media Platforms



**@HealthyBlueSC**



**@HealthyBlueSC**



**@HealthyBlueSC**

**#HealthyBlueSC**



# Marketing

## Extra Benefits

### Free one-time paid membership to Sam's Club

- For pregnant moms
- Eligibility requirements apply

### Free food delivery for qualifying members (up to \$40)

- Eligibility requirements apply

### Free adult vision

- Ages 21 & up
- Annual exam
- Glasses and frames every two years

### Free diapers and car seats

- Up to 15 months of age
- Case of diapers (200 count)
- Limited to no more than six, after well-child visits
- Car seat — eligibility requirements apply

### Free GED Ready Assessment

- Ages 17 & up

### Free tutoring services for grades K – 8<sup>th</sup>

### Free Sports Physicals

- Ages 6 – 18

**and MUCH, MUCH MORE!**





# What's New?



# What's New?

## Updates for Healthy Blue<sup>SM</sup>

### *Behavioral Health*

- On July 1, 2021, Licensed Addiction Counselors (LACs) were added as approved providers to render rehabilitative behavioral health services (RBHS).

### *Quality*

- On Oct. 1, 2021, the well-child incentive was increased to \$60, and diabetes and hypertension was increased to \$40.

### *Non-payment Remittance Advice Enhancements*

- In the coming months, you will be able to search, review and download remittances through Availity when there is no associated payment.
  - Non-payment remittances will be assigned a unique number, which can be used to search for the corresponding remittance

### *Claim Payments*

- Effective Jan. 3, 2022, claim payments will be made on Mondays to all South Carolina providers unless:
  - The Monday payment date is an Anthem or Federal holiday, and then the payment would be made on Tuesday





PHARMACY

# Agenda

- New Implementations
- Reminders
- Resources



# New Implementations



# New Implementations

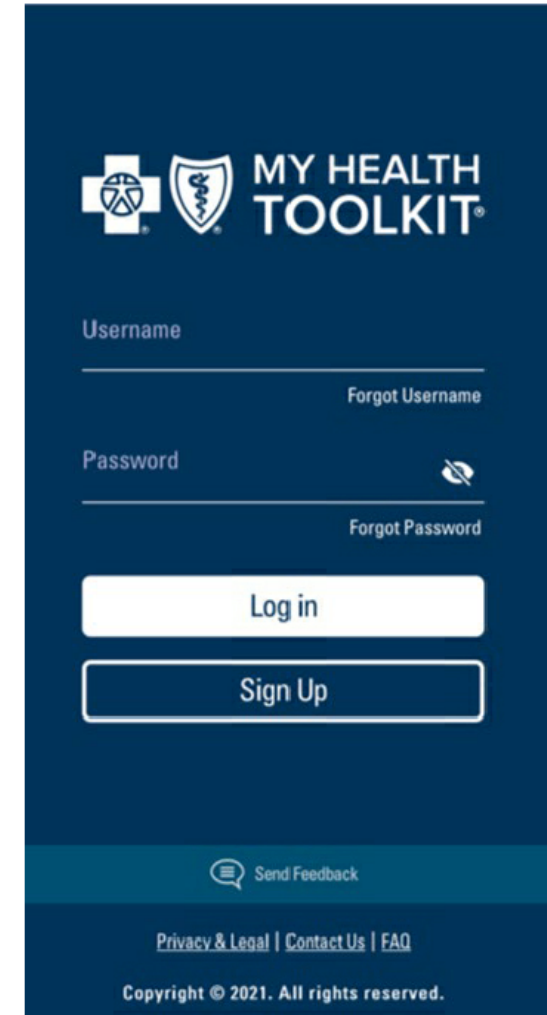
## My Rx Toolkit

### Mobile App

- Launched June 7, 2021

### Benefits of My Rx Toolkit:

- Members can take the app wherever they go and perform tasks such as:
  - Set up and manage home deliveries
  - Locate nearby in-network pharmacies
  - Look up medication costs



# New Implementations

## Commercial and Affordable Care Act (ACA) Plans

### *Biosimilars*

- Effective July 1, 2021
  - Expanded coverage of select biosimilars
- Biosimilar First
  - Impacts new prescriptions and when existing PAs for non-preferred drugs expire, biosimilars are required unless medical necessity documentation is submitted and approved.

Drug Class	Current, Non-preferred Drug	New, Preferred Drugs
Autoimmune	Remicade (infliximab)	Inflectra, Renflexis
Granulocyte Colony Stimulating Factors, Long Acting	Neulasta (pegfilgrastim)	Neulasta, Ziextenzo
Granulocyte Colony Stimulating Factors, Short Acting	Neupogen (filgrastim)	Zarxio, Nivestym
Oncology/B-cell Malignancies	Rituxan (rituximab)	Truxima, Ruxience
Oncology/First or Second Line Multiple Cancer Indications	Avastin (bevacizumab)	Mvasi, Zirabev
Oncology/HER2 positive Breast Cancer	Herceptin (trastuzumab)	Kanjinti, Trazimera



# New Implementations

## Commercial and Affordable Care Act (ACA) Plans

### *Enhancements to Specialty Medical Benefit Management Programs*

- Site of Care Steerage — **Oct. 2021**
  - Question about requested site of care has been moved to an earlier screen so providers know sooner that their request will be pended if they continue with a non-preferred provider.
- Additional Drugs Added — **Q1 2022**
  - 45 additional drugs added to the Self-Administration Block list.
    - This change particularly targets drugs that have both a self-administered and IV formulation. Beginning sometime in Q1 2022, we will no longer cover the IV formulations, other than IV induction doses, when required per the drug label. Impacted drugs are:

<b>Stelara</b>	<b>Actemra</b>	<b>Orencia</b>	<b>Simponi</b>
<b>Cimzia</b>	<b>Xolair</b>	<b>Nucala</b>	<b>Fasenra</b>

- 11 additional drugs added to the Site of Care steerage list





# New Implementations

## Commercial Plans

### *BlueCross and BlueChoice HealthPlan Formularies — Additions*

Product	BlueCross Tier	BlueChoice Tier
<b>Amondys 45 *</b>	4	6
Artesunate	3	4
<b>Cosela *</b>	4	6
<b>Fotivda *</b>	4	6
Glyxambi	2	3
<b>Jemperli *</b>	4	6
<b>Margenza *</b>	4	6
Nayxilam #	3	4
<b>Nulibry *</b>	4	6

Product	BlueCross Tier	BlueChoice Tier
Nurtec	2	3
<b>Pepaxto *</b>	4	6
<b>Ponvory *#</b>	4	6
Trijardy XR	2	3
Ubrelvy *	2	3
Valtoco #	3	4
Verquvo *	3	4
Xofluza # (Effective 10/1/21)	3	4
<b>Zynlonta *</b>	4	6

\* Requires Prior Authorization | # Quantity Limit | **Specialty drugs in bold**



# New Implementations

## Commercial Plans

### *BlueCross and BlueChoice HealthPlan Formularies — Exclusions*

Excluded Drug	Formulary Alternatives	Excluded Drug	Formulary Alternatives
Acuvail Solution	Ketorolac Solution	Butalbital-acetaminophen-caffeine 50-300-40 mg	Multiple pain medications
Bepreve Drops	Cromolyn Sodium Solution	Ilevro Drops	Ketorolac Solution
But/Apap/Caf Capsules	But/Apap/Caf Tablets	Invokana	Farxiga, Jardiance, Synjardy/XR, Xigduo XR
Colchicine Capsules	Colchicine Tablets	Invokamet/XR	Farxiga, Jardiance, Synjardy/XR, Xigduo XR
Diclofenac/Misoprostil Tablets 75-0.2mg	Diclofenac + Misoprostil, other Diclofenac tablet formulations	Lastacaft Solution	Cromolyn Sodium Solution
Doxycycline Hyclate Tabs	Doxycycline Capsules	Nevanac Suspension	Ketorolac Solution
Equetro Capsules	Carbamazepine ER	Pazeo Drops	Cromolyn Sodium Solution
Fenofibric Capsules 135 mg DR (Brand Trilipix)	Fenofibrate Capsules 134mg	Venlafaxine Tablets 150mg	Venlafaxine Capsules 150mg



# New Implementations

## Commercial Plans

- Tier Changes
  - Pancreaze is moving to Tier 3 on the BlueCross formulary, Tier 4 on the BlueChoice formulary
- Prior Authorization Additions
  - Pancreaze, Pertzeye, Restasis, Viokace
- Step Therapy Additions

Condition/Drug Class	Step 1 Drug At least one drug must be tried first (or requires an override)	Step 2 Drug ...before this drug will be covered
ADHD	amphetamine-dextroamphetamine IR/ER, dextroamphetamine IR/SR, methylphenidate IR/ER, dexmethylphenidate IR/ER, Vyvanse	Daytrana



# Affordable Care Act — 2022 Formulary Additions *(Lists are not exhaustive.)*

2022 Formulary Additions	2022 Formulary Tier
ALECENSA CAP 150MG	SPECIALITY
AMELUZ GEL 10%	NON-PREFERRED
ASMANEX, ASMANEX HFA	PREFERRED
BREZTRI AEROAERSPHERE	PREFERRED
BYDUREON	PREFERRED
BYETTA	PREFERRED
CARISOPRODOL TAB ASA/COD	NON-PREFERRED
DIFLORASONE CRE 0.05%	NON-PREFERRED
ERTACZO CRE 2%	NON-PREFERRED
FLUOCINONIDE CRE 0.1%	GENERIC
FLURANDRENOL CRE 0.05%	NON-PREFERRED
GALAFOLD CAP 123MG	SPECIALTY
KENALOG-80 INJ	NON-PREFERRED
LULICONAZOLE CRE 1%	NON-PREFERRED
MANNITOL INJ 20%	NON-PREFERRED
MEFENAMACID CAP 250MG	NON-PREFERRED
MENTAX CRE 1%	NON-PREFERRED
MEPROBAMATE TAB 200MG, 400MG	NON-PREFERRED
MOTEGRITY TAB 1MG, 2MG	NON-PREFERRED

2022 Formulary Additions	2022 Formulary Tier
NUCYNTA TAB 75MG, 50MG, 100MG	NON-PREFERRED
ORPH CIT/ASP TAB CAFFEINE	NON-PREFERRED
ORPH/ASA/CAF TAB	NON-PREFERRED
PEGINTRON KIT 50MCG	SPECIALTY
PRED-G S.O.P OIN OP	NON-PREFERRED
PREMARIN VAG CRE 0.625MG	PREFERRED
QVAR REDIIHA AER 40MCG, 80MCG	PREFERRED
RYBELSUS TAB 3MG, 7MG, 14MG	PREFERRED
SODCITRATE SOL CITRACD	GENERIC
SOLIQUA INJ 100/33	PREFERRED
STRIVERDI AER 2.5MCG	PREFERRED
SULCONAZOLE CRE 1%	NON-PREFERRED
VABOMERE INJ 2GM(1-1)	NON-PREFERRED
VANAZOLE GEL 0.75%	GENERIC
VASOSTRICT INJ 20UNT/ML	NON-PREFERRED
VELPHORO CHW 500MG	NON-PREFERRED
XEPI CRE 1%	NON-PREFERRED
XULTOPHY INJ 100/3.6	PREFERRED
ZYLET SUS 0.5-0.3%	NON-PREFERRED



# Affordable Care Act — 2022 Formulary Uptier to Non-Preferred (Lists are not exhaustive.)

2022 Tier Changes Drug Name — Uptier to Non-Preferred		
ACETAZOLMIDE TAB 250MG, CAP 500MG ER	DESONIDE	OLOPATADINE SPR 0.6%
AMITRIPTYLINE TAB	DESVENLAFAXINE ER	OMEGA-3-ACID CAP 1GM
AMLOD/OLMESA TAB	DEXMETHYLPHENIDATE ER	OSELTAMIVIR CAP
AMLOD/VALSAR TAB	DOXEPIN HCL CAP	PRASUGREL TAB
AMPHET/DEXTR TAB 5MG	ELETRIPTAN TAB	PROMETHAZINE SUP
ARMODAFINIL TAB	EMTR/TENOFOV TAB	PROPRANOLOL CAP ER
ATOMOXETINE CAP	ENOXAPARIN INJ	RAMELTEON TAB 8MG
BUDESONIDE	ESTRADIOL TAB 10MCG	RANOLAZINE TAB
CHOLESTYRAM POW 4GM	FENOFIBRATE CAP	RITONAVIR TAB 100MG
CIPRO/DEXA SUS 0.3-0.1%	FENOFIBRIC CAP	TAZAROTENE CRE 0.1%
CLINDAMYCIN GEL 1%, LOT 1%	FLUVOXAMINE TAB	TESTOSTERONE GEL
CLOBETASOL	GUANFACINE TAB ER	TRAZODONE TAB 300MG
COLESEVELAM TAB 625MG	METAXALONE TAB 800MG	VANCOMYCIN CAP
COLESTIPOL TAB 1GM	METHYLPHENID TAB ER	YUVAFEM TAB 10MCG
DESLORATADINE TAB 5MG	NIFEDIPINE TAB 90MG ER	



# Affordable Care Act — 2022 Formulary Exclusions

2022 Non-Formulary Drug Name	Formulary Alternatives
ACYCLOVIR CRE 5%	acyclovir oint, valacyclovir, famciclovir
AZEL/FLUTIC SPR 137-50	azelastine spray 0.1%, fluticasone spray 50mcg
AZELASTINE SPR 0.15%	azelastine spray 0.1%, flunisolide spray 0.025%, fluticasone spray 50mcg; mometasone spray 50mcg
BACLOFEN TAB 5MG	baclofen tab 10mg
BUSPIRONE TAB 7.5MG	bupirone tab 5mg
BYSTOLIC TAB	nebivolol tab
CEPHALEXIN TAB	cephalexin cap 500mg, cephalexin cap 250mg
CLOBETASOL AER 0.05%	fluocinonide sol 0.05%, amcinonide lotion 0.1%, betamethasone dip lotion 0.05%, desoximetasone gel 0.05%
DAPSONE GEL 5%	adapalene cr, adapalene gel, adapalene/benzoyl peroxide, clindamycin gel/lotion/solution, clindamycin/benzoyl peroxide, erythromycin/benzoyl peroxide, tretinoin cream
DENTA 5000 CRE PLUS	sodium fluoride cream, sodium fluoride gel
FLUOXETINE TAB	fluoxetine capsule
GENVOYA TAB	Biktarvy, Symtuza
HUMALOG, HUMULIN	Novolog, Novolin
LIVALO TAB	atorvastatin tablet, pravastatin tablet, simvastatin tablet, lovastatin tablet, rosuvastatin tablet



# Affordable Care Act — 2022 Formulary Exclusions (cont'd)

2022 Non-Formulary Drug Name	Formulary Alternatives
LO LOESTRIN TAB 1-10-10	Several contraceptive alternatives available
MIRTAZAPINE TAB 7.5MG, ODT TABS	mirtazapine tablet
OLM MED/AMLO TAB/HCTZ	amlodipine tab, valsartan/hctz tab, irbesartan/hctz tab, losartan/hctz tab, olmesartan/hctz tab, valsartan/hctz tab
PROAIR HFA AER	albuterol HFA inhaler (EXCEPTION: albuterol HFA made by Prasco)
TELMISARTAN/HCTZA TAB	irbesartan/hctz tab, losartan/hctz tab, olmesartan/hctz tab, valsartan/hctz tab
TIZANIDINE CAP	tizanidine tab
TRUVADA TAB 200-300	emtricitabine/tenofovir disoproxil fumarate
VENLAFAXINE TAB 225MG ER	venlafaxine capsule
VENTOLIN HFA AER	albuterol HFA inhaler (EXCEPTION: albuterol HFA made by Prasco)



# Affordable Care Act — 2022 Utilization Management (UM) Changes

2022 UM Changes	UM Changes	2022 UM Changes	UM Changes
ABACA/LAMIVU TAB 600-300	QL Addition	NUCYNTA TAB 100 MG	QL Addition, PA Addition
ANNOVERA MIS	QL Addition	ODEFSEY TAB	QL Addition
BIKTARYVY TAB	QL Addition	PIMECROLIMUS CRE 1%	PA Addition, ST Addition
BREZTRI AERO AER SPHERE	QL Addition	POSACONAZOLE TAB 100MG DR	PA Addition
COMPLERA TAB	QL Addition	PREZCOBIX TAB 800-150	QL Addition
DUREZOL EMU 0.05%	PA Addition	RYBELSUS TAB	QL Addition, PA Addition, ST Addition
ELMIRON CAP 100MG	PA Addition	SOLIQUA INJ 100/33	QL Addition, PA Addition, ST Addition
EMTR/TENOFOV TAB 200-300	QL Addition	TAZAROTENE CRE 0.1%	PA Addition
EVOTAZ TAB 300-150	QL Addition	TRAMADOL HCL TAB ER	PA Addition
INTRAROSA SUP 6.5MG	PA Addition, ST Addition	TRIUMEQ TAB	QL Addition
JULUCA TAB 50-25MG	QL Addition	VANCOMYCIN CAP 125MG	QL Addition
LATUDA TAB	PA Addition	VIIBRYD TAB	PA Addition
MOTEGRITY TAB 2MG	QL Addition, PA Addition, ST Addition		

**PA – Prior Authorization | QL – Quantity Limit | ST – Step Therapy**





# New Implementations

## Medicare Plans

- New Essential PDP Plan with narrow formulary
- Preferred Pharmacy Network
  - Copay differential for prescriptions filled at preferred pharmacies, lower tiers
- MAPD Plans ONLY:
  - New insulin savings coverage with \$35 30-day member cost share
    - Lilly (Humalog products), Novo-Nordisk (Novolog products, Levemir), Sanofi (Lantus) + Tresiba, Toujeo, etc.



# New Implementations

## Medicare Plans

### MAPD Formularies

- 3 Plans: Total, Total Value, Secure (HMO)
- 5-Tier Formularies Designed Specifically for MAPD
- Adherence Drugs on Lowest Tiers
- Dual Insulin Strategy with \$35 cost share
- Standard Utilization Management (PA, QL, ST)

### PDP Formularies

- 3 Plans: Rx Value<sup>SM</sup>, Rx Plus<sup>SM</sup>, Rx Essential<sup>SM</sup>
- 5-Tier Formularies Designed for PDP
- Adherence Drugs on Lowest Tiers
- Standard Utilization Management (PA, QL, ST)

PA – Prior Authorization | QL – Quantity Limit | ST – Step Therapy



# New Implementations

## Medicare Plans

### Tier Composition (Drug Type Labels)

- Tier 1: Preferred Generic
- Tier 2: Generic
- Tier 3: Preferred Brand
- Tier 4: Non-Preferred Drug
- Tier 5: Specialty Tier

### Star Adherence Strategy

Generic STAR Adherence Drugs:

- Tier 1 if low cost
- Tier 2 if moderate, Tier 4 high-cost generics <\$830/month

### Formulary Rules

- Tier 1: Preferred generics (including most STAR adherence drugs)
- Tier 2: Low-cost generics
- Tier 3: Preferred brands and moderate cost generics
- Tier 4: Non-preferred brands and higher cost generics
- Tier 5: Specialty >\$830/month (brands, generics)

Tier assignment may also be impacted by:

- P&T compliance review (Risk to Benefit, Essential Drug)
- CMS category/class review concerns (representation, preferred product)

### High-Risk Medication Strategy

- Manage many HRMs with PAs/QLs that trigger for members 65 years and older
- Generally, Tier 4 with PA and/or QL or Tier 2 with PA or QL if the drug is both a STAR adherence drug and an HRM.
- HRMs based on Beer's List



# Pharmacy Reminders



# Pharmacy Reminders

## Specialty Drug Medical Benefit Management

Drug lists can be found on the Precertification and Pharmacy pages of the websites:

- [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com)
- [www.BlueChoiceSC.com](http://www.BlueChoiceSC.com)

Access MBMNow via My Insurance Manager<sup>SM</sup> (MIM) when you check the member's benefits.

- Contact information for medical specialty drug authorizations:
  - Phone: 877-440-0089
  - Fax: 612-367-0742



# Pharmacy Reminders

## PreCheck MyScript® (PCMS)

PreCheck MyScript (PCMS) is a great tool that functions in real-time to provide:

- Benefit-specific, clinically appropriate, alternative medications
- Displays savings opportunities at Optum Home Delivery and Optum Specialty Pharmacy
- Provides members access to the same information via the OptumRx digital tools

## The benefits of using PCMS include:

- \$225 average member savings per prescription switch
- More time with patients with fewer administrative tasks
- Patient medication adherence and clinical outcomes due to lower costs



# Pharmacy Resources



# Pharmacy Resources

## Commercial and Affordable Care Act Plans

- OptumRx Home Delivery Mail Service
  - E-scribe National Council for Prescription Drug Programs (NCPDP)
    - Mail NCPDP ID: 0556540
    - Specialty NCPDP ID: 5732676
- OptumRx Home Delivery
  - Call: 855-811-2218
  - Fax: 800-491-7997
- OptumRx Specialty Pharmacy
  - Call: 877-259-9428
  - Fax: 800-218-3221
- Specialty Medical Benefit Management
  - Call: 877-440-0089
  - Fax: 612-367-0742





# Pharmacy Resources

## Provider Plan Contact Information

### *Affordable Care Act (ACA) Plans*

- BlueCross
  - ACA Individual Plan Members
    - Call: 855-823-0387
  - ACA Small Group Plan Members
    - Call: 855-819-0955

[www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com)

### *Commercial Plans*

- View lists of covered drugs, excluded drugs and drug management programs at [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) or [www.BlueChoiceSC.com](http://www.BlueChoiceSC.com).
- The contact number is listed on the back of the member's ID card.
- For prior authorization, formulary exceptions and general inquiries, call 855-811-2218.



# Pharmacy Resources

## Medicare Advantage

- OptumRx Home Delivery Mail Service
  - E-scribe National Council for Prescription Drug Programs (NCPDP)
    - Mail NCPDP ID: 0556540
    - Specialty NCPDP ID: 5732676
- OptumRx Home Delivery
  - Call: 855-540-5951
- OptumRx Mailing Address
  - P.O. Box 2975
  - Shawnee Mission, KS 66201-1375
- Coverage Determinations and General Inquiries
  - Call: 888-645-6025
  - Fax: 844-403-1028
- Websites
  - [www.optumrx.com](http://www.optumrx.com)
  - [www.SCBluesMedadvantage.com](http://www.SCBluesMedadvantage.com)





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# PROVIDER ENROLLMENT

# Agenda

- My Provider Enrollment Portal
- Current Enrollment Processes
- Resources



# My Provider Enrollment Portal



# My Provider Enrollment Portal

## New Enrollment Tool

# My Provider Enrollment Portal


*Details of the portal include:*

- Launches in Q1 of 2022
- Has quick and easy navigation
- Allows documents to be uploaded and stored until ready for submission
- Offers automated statuses and notifications when additional information is needed



# My Provider Enrollment Portal

## Home Page

USER163648...

[GET ENROLLED](#) [UPDATE INFORMATION](#) [FIND A FORM](#) [MY APPLICATIONS](#) [SUPPORT](#)

### Welcome to the Blue Cross Blue Shield of South Carolina Provider Experience

Enroll in our Networks, Update your Information and more!

#### HELP


**Don't know where to go?**

If you are planning to enroll in the BlueCross BlueShield of South Carolina networks as an individual or as a group, click **Get Enrolled**. There you will find different enrollment options.


Click **Update Information** or **Find a Form** if you've already enrolled and need to provide additional information.

Click **Applications in Progress** if you need to continue a form or if you want to know the status of one of your previously submitted forms.

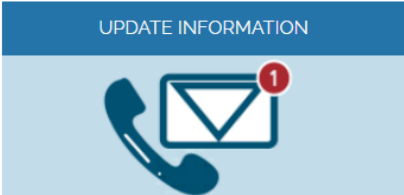
#### GET ENROLLED



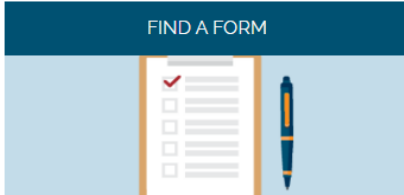
#### APPLICATIONS IN PROGRESS



#### UPDATE INFORMATION



#### FIND A FORM



### These Items Require your Attention

If there is nothing here then you currently do not have items requiring attention.



# My Provider Enrollment Portal

## Get Enrolled

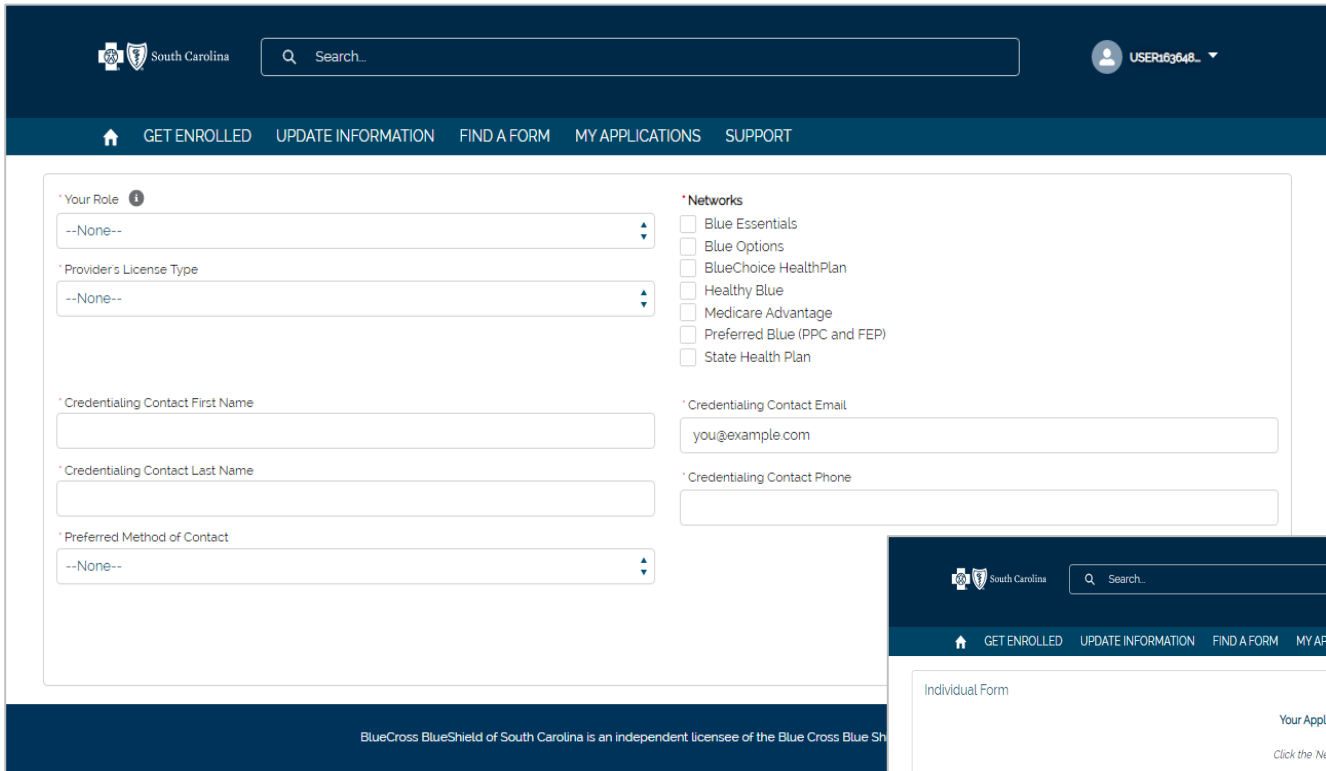
The screenshot shows the 'Get Enrolled' page of the My Provider Enrollment Portal. At the top, there is a dark blue header with the South Carolina state logo and name on the left, a search bar in the center, and a user profile icon with the text 'USER163648...' on the right. Below the header is a navigation bar with a home icon and the following menu items: GET ENROLLED, UPDATE INFORMATION, FIND A FORM, MY APPLICATIONS, and SUPPORT. The main content area has a light blue background with the title 'Get Enrolled'. On the left, there is a section titled 'Not Sure Which Forms to Fill Out?' with the subtext 'Click the Articles Below'. This section lists four articles: 'Virtual Care Enrollment' (Oct 28, 2021), 'Individual Enrollment' (Oct 28, 2021), 'Behavioral Health Enrollment' (Oct 28, 2021), and 'Group Enrollment' (Oct 28, 2021). To the right of these articles are five large, rectangular buttons: 'INDIVIDUAL ENROLLMENT' (light blue), 'BEHAVIORAL HEALTH' (dark blue), 'GROUP ENROLLMENT' (medium blue), 'VIRTUAL CARE' (medium blue), and 'HEALTH PROFESSIONAL APP' (light blue). The bottom of the page features a decorative footer with five icons: a laptop, a heartbeat line, a globe with a cursor, another heartbeat line, and a telephone handset.





# My Provider Enrollment Portal

## Get Enrolled — Individual Enrollment



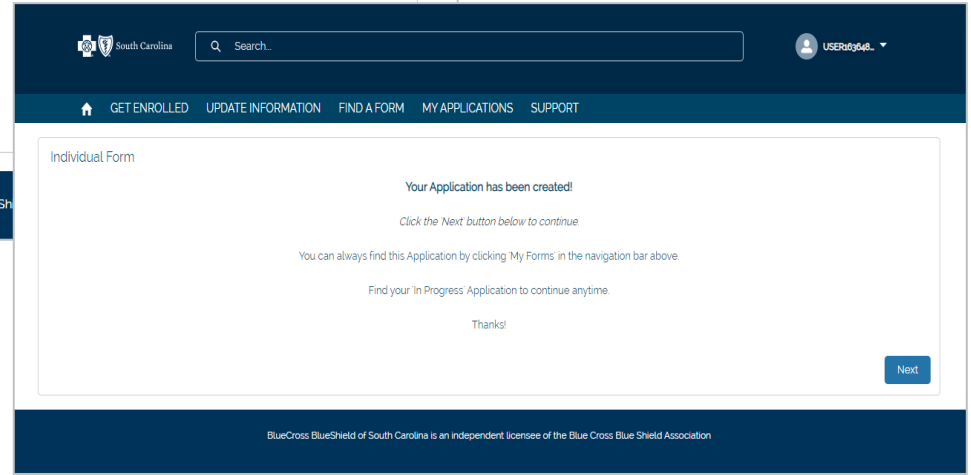
The screenshot shows the 'Individual Enrollment' form in the My Provider Enrollment Portal. The form is set against a dark blue header with the South Carolina logo and a search bar. The user is logged in as 'USER09648'. The navigation bar includes 'GET ENROLLED', 'UPDATE INFORMATION', 'FIND A FORM', 'MY APPLICATIONS', and 'SUPPORT'. The form fields are as follows:

- Your Role:** --None--
- Provider's License Type:** --None--
- Networks:** A list of checkboxes for Blue Essentials, Blue Options, BlueChoice HealthPlan, Healthy Blue, Medicare Advantage, Preferred Blue (PPC and FEP), and State Health Plan.
- Credentiating Contact First Name:** (Empty)
- Credentiating Contact Last Name:** (Empty)
- Credentiating Contact Email:** you@example.com
- Credentiating Contact Phone:** (Empty)
- Preferred Method of Contact:** --None--

At the bottom of the page, it states: 'BlueCross BlueShield of South Carolina is an independent licensee of the Blue Cross Blue Shield Association'.

Start here.

Notification advising the application has been created.



The screenshot shows the 'Individual Form' confirmation page. The header and navigation bar are identical to the enrollment form. The main content area displays the following text:

Individual Form

Your Application has been created!

Click the 'Next' button below to continue.

You can always find this Application by clicking 'My Forms' in the navigation bar above.

Find your 'In Progress' Application to continue anytime.

Thanks!


Next

At the bottom of the page, it states: 'BlueCross BlueShield of South Carolina is an independent licensee of the Blue Cross Blue Shield Association'.



# My Provider Enrollment Portal

## Get Enrolled — Individual Enrollment

 South Carolina

USER169648...

[GET ENROLLED](#) [UPDATE INFORMATION](#) [FIND A FORM](#) [MY APPLICATIONS](#) [SUPPORT](#)

### PROVIDER ENROLLMENT APPLICATION

Your application will be considered in process when all fields on this application are completed and all required documentation is included.

For a complete list of requirements please refer to the My Forms section above and select the case that is In Progress.

#### 1. APPLICANT INFORMATION

* Applicant First Name <input type="text"/>	Applicant Suffix <input type="text"/>	Gender --None--
Applicant Middle Initial <input type="text"/>	Applicant Maiden Name <input type="text"/>	Race --None--
* Applicant Last Name <input type="text"/>		Ethnicity --None--
* Birth Date <input type="text"/>	* What date will this provider Start working for your practice? <input type="text"/>	* Provider Email Address <input type="text"/>
* National Provider ID# <input type="text"/>		ECFMG # ⓘ <input type="text"/>
Social Security # <input type="text"/>		Professional Designation --None--

\* Languages \*Hold Ctrl to select multiple

- English
- Abkhaz
- Adyghe
- Afrikaans
- Akan

#### Areas of Specialty

* Primary Specialty <input type="text" value="Search Care Specialties..."/>	Primary Taxonomy <input type="text" value="Search Care Taxonomies..."/>	Sub-Specialty <input type="text" value="Search Care Specialties..."/>
--	--	--



# My Provider Enrollment Portal

## Update Information

The screenshot shows the 'Update Information' page of the My Provider Enrollment Portal. At the top, there is a dark blue header with the BlueCross BlueShield of South Carolina logo on the left, a search bar in the center, and a user profile icon labeled 'USER163648...' on the right. Below the header is a navigation bar with a home icon and the following menu items: GET ENROLLED, UPDATE INFORMATION (which is highlighted), FIND A FORM, MY APPLICATIONS, and SUPPORT. The main content area has a light blue background with the heading 'Update your Information' and a sub-heading 'Update your Information' followed by the instruction: 'Determine which form you need then click the corresponding button for the form on the right of the page.' Below this, there is a section titled 'Change of Address Form' with a description: 'Use this form to update your physical, pay to, correspondence and/or billing agency addresses for Preferred Blue®, BlueChoice HealthPlan, Healthy BlueSM, State Health Plan, and FEP networks.' A note follows: 'Note: If you are changing a pay to address, the provider or the CEO, CFO, director of finance, or director of billing must sign this form for your protection.' To the right of this text is a large blue button labeled 'CHANGE OF ADDRESS FORM'. At the bottom of the page, a dark blue footer contains the text: 'BlueCross BlueShield of South Carolina is an independent licensee of the Blue Cross Blue Shield Association'.



# My Provider Enrollment Portal

## Find a Form

The screenshot shows the 'Find a Form' page of the My Provider Enrollment Portal. At the top, there is a dark blue header with the Blue Cross Blue Shield of South Carolina logo on the left, a search bar in the center, and a user profile icon labeled 'USER163648...' on the right. Below the header is a navigation bar with links for 'GET ENROLLED', 'UPDATE INFORMATION', 'FIND A FORM', 'MY APPLICATIONS', and 'SUPPORT'. The main content area has a light blue background with the heading 'Find a Form' and the instruction 'Click on each article for more information.' Two articles are listed: 'Application for Clinic/Group/Institution/Location to File Claims or to Change Employer Identification Number (EIN)' and 'Appendix D'. Each article includes a brief description, a view count, a date, and a category. A footer at the bottom of the page states: 'BlueCross BlueShield of South Carolina is an independent licensee of the Blue Cross Blue Shield Association'.

South Carolina

Search...

USER163648...

GET ENROLLED UPDATE INFORMATION FIND A FORM MY APPLICATIONS SUPPORT

### Find a Form

Click on each article for more information.

#### Application for Clinic/Group/Institution/Location to File Claims or to Change Employer Identification Number (EIN)

Complete this form to notify BlueCross BlueShield of South Carolina and BlueChoice HealthPlan of the creation of a new location that wishes to file claims for the following networks.

2 Views · Oct 28, 2021 · Knowledge

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#### Appendix D

For groups participating with BlueChoice. Please download this contract and attach it back to the Files section on your Individual Application Case. Click 'My Forms' in the navigation bar to find your applications that are in progress. Or click 'Get Enrolled' to begin enrollment.

3 Views · Oct 28, 2021 · Knowledge


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BlueCross BlueShield of South Carolina is an independent licensee of the Blue Cross Blue Shield Association



# My Provider Enrollment Portal



## My Applications






USER06648...

[GET ENROLLED](#) [UPDATE INFORMATION](#) [FIND A FORM](#) [MY APPLICATIONS](#) [SUPPORT](#)

### Applications

Below are applications that you started or submitted.  
You can see which form you filled out under "Form Type"

 Cases  
Recently Viewed  New


12 items • Updated a few seconds ago      

Case Number	Subject	Case Record Type	Status
1 00001171		Individual Application Case	In Progress
2 00001170		Individual Application Case	In Progress
3 00001169		Change of Address App	New
4 00001168		Health Professional Case	New
5 00001167		Individual Application Case	In Progress
6 00001140		Individual Application Case	In Progress
7 00001150		Individual Application Case	In Progress
8 00001149		Individual Application Case	In Progress



# My Provider Enrollment Portal


## Support



[Home](#) [GET ENROLLED](#) [UPDATE INFORMATION](#) [FIND A FORM](#) [MY APPLICATIONS](#) [SUPPORT](#)

### Contact Support

CONTACT CUSTOMER SUPPORT  
TELL US HOW WE CAN HELP.

CONTACT NAME <input type="text" value="Search Contacts..."/>	STATUS  <input type="text" value="New"/>
PROVIDER <input type="text" value="Search Contacts..."/>	SUBJECT <input type="text"/>
GROUP NPI <input type="text"/>	DESCRIPTION <input type="text"/>
LOCATION NAME <input type="text"/>	

BlueCross BlueShield of South Carolina is an independent licensee of the Blue Cross Blue Shield Association



# Current Enrollment Processes



# Current Enrollment Processes

## Getting Started

The Provider Enrollment page provides options to join a network, make updates for your practice and more.

### Provider Enrollment

#### Enrollment Options

Whether you're new, updating or recredentialing, we have what you need.

- [Get Enrolled](#) >
- [Demographic Updates](#) >
- [Recredentialing](#) >
- [Find a Form](#) >

#### Resources

Here are some resources to help you with the enrollment process.

- [Provider Enrollment Webinar](#) >
- [Application Status](#) >
- [Get Help](#) >
- [Frequently Asked Questions](#) >

Click Get Enrolled to join one of our many networks.





# Current Enrollment Processes

## Getting Started (cont'd)

### Get Enrolled

<h4>Individual Provider Enrollment</h4> <p>For providers wanting to enroll with BlueCross BlueShield of South Carolina and BlueChoice HealthPlan.</p> <ul style="list-style-type: none"><li><a href="#">Provider Enrollment Checklist &gt;</a></li><li><a href="#">Provider Enrollment Application &gt;</a></li><li><a href="#">New Provider Enrollment &gt;</a></li><li><a href="#">Get Help &gt;</a></li></ul>	<h4>Group Practice Enrollment</h4> <p>For group practices wanting to enroll with BlueCross BlueShield of South Carolina and BlueChoice HealthPlan.</p> <ul style="list-style-type: none"><li><a href="#">Group Enrollment Checklist &gt;</a></li><li><a href="#">Application for Clinic/Group Enrollment &gt;</a></li><li><a href="#">Practice Enrollment &gt;</a></li><li><a href="#">Get Help &gt;</a></li></ul>	
<a href="#">Laboratory &gt;</a>	<a href="#">Behavioral Health &gt;</a>	<a href="#">Forms &gt;</a>
<a href="#">Virtual Care &gt;</a>	<a href="#">Patient-Centered Medical Home &gt;</a>	

Only for primary care practices.



# Current Enrollment Processes

## Enrollment Checklists

### Available checklists

- Individual enrollment
- Group/practice enrollment

### CHECKLIST FOR INITIAL PROVIDER ENROLLMENT

Submit all documentation to [Provider.Blue.Enroll@cbssc.com](mailto:Provider.Blue.Enroll@cbssc.com).

Use this checklist to determine which forms you need based on your specialty type. **Each checklist item is hyperlinked to forms or examples for your reference.** Note: Mid-levels include NP, PA, CRNA, CNM, CNS and hospital-based physicians. Ancillary includes speech, physical, occupational and audiology therapists.

Checklist Items	Mid-Level	Physician	DDS	DMD	Ancillary	Chiro
<b>A</b> <a href="#">Provider Enrollment Application</a>	See Footnote 1			See Footnote 7		
<b>B</b> <a href="#">Registration Form for Mid-Level and Hospital-Based Providers</a>						
<b>C</b> <a href="#">SC Dental Credentialing Application*</a>						
<b>D</b> <a href="#">Copy of SC Medical/Practice License</a>						
<b>E</b> <a href="#">DEA Certification*</a>			See Footnote 9	See Footnote 9		
<b>F</b> <a href="#">Current Copy of Malpractice Insurance (Minimum \$1M/\$3M)</a> (Must include the provider's name or a roster with the provider name to be valid.)						
<b>G</b> <a href="#">Authorization for Clinic/Group to Bill for Services*</a>						
<b>H</b> <a href="#">Clinical Lab Improvement Amendments (CLIA) Form</a>						
<b>I</b> <a href="#">NP Preceptor Form</a>						
<b>J</b> <a href="#">Network Contracts (send in a request)</a>						
<b>K</b> <a href="#">Hold Harmless for BlueChoice HealthPlan</a>						
<b>L</b> <a href="#">Appendix D for BlueChoice HealthPlan</a>						
<b>Additional Items for Medicaid</b>						
<b>M</b> <a href="#">Medicaid ID Number*</a>						
<b>N</b> <a href="#">Nurse Protocols</a>						

If you are a mid-level provider who wants to be enrolled in our Medicaid network, fill out the Provider Enrollment Application.

\*If the provider performs any routine dental or Dental Credentialing Application is needed. If applicable.

Individual

Group/Practice

### PROVIDER ENROLLMENT CHECKLIST

Submit all documentation to [Provider.Blue.Enroll@cbssc.com](mailto:Provider.Blue.Enroll@cbssc.com) or fax 803-870-8919 for network provider request. Email non-network requests to [Provider.Blue.Updates@cbssc.com](mailto:Provider.Blue.Updates@cbssc.com) or fax to 803-264-4795.

Checklist item is hyper-linked with forms or examples for your reference.

Checklist Items	Physician's Office	Ambulance	DME	Home Health, Hospice, Dialysis, Hospitals, Skilled Nursing, Ambulatory Surgical Centers	Pharmacy	Dental
<b>A</b> <a href="#">Application For Clinic/Group/Institution Location to File Claims or to Change Employer Identification Number (EIN)</a>						
<b>B</b> <a href="#">IRS Verification of Tax ID (No W-9s)</a>						
<b>C</b> <a href="#">EFT/ERA Enrollment (Signed Terms/Conditions)*</a>						
<b>D</b> <a href="#">Application for Satellite Location</a>						
<b>E</b> <a href="#">Clinical Lab Improvement Amendments (CLIA)</a>						
<b>F</b> <a href="#">Network Contracts (request them)</a>						
<b>G</b> <a href="#">Copy of CMS Letter</a>						
<b>H</b> <a href="#">Copy of Medicare PTAN Letter</a>						
<b>I</b> <a href="#">Copy of Business License</a>						
<b>J</b> <a href="#">Copy of DHEC License</a>						
<b>Additional Items for Healthy Blue™ Medicaid</b>						
<b>K</b> <a href="#">Medicaid ID Number</a>						

\*Only needed if the provider is registering a brand-new Tax ID number.

\*Only needed if the provider is registering a brand-new Tax ID number or a new satellite location.

Additional documentation may be required depending on the type of group you're enrolling. Contact us for more information. Please note all individual providers also need to be credentialled. For instructions on credentialing individual providers, please see the Provider Enrollment section of [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com).



# Current Enrollment Processes

## Clean Application Process

*Four main steps in the clean application enrollment process include:*

1. Credentialing team receives complete enrollment application
2. Application is reviewed for completion and sent to the Credentialing Committee
  - Only complete and accurate packets are sent to the committee.
    - For applications with missing/incomplete documentation, providers have **30 days** to submit the requested items.
3. Providers are notified if the application is approved
  - Non-approved applications go to the Disciplinary Committee for approval or denial, and the verdict is sent to the provider.
4. Welcome email and packet (with effective dates) is sent to the provider



# Current Enrollment Processes

## Clean Application Process (cont'd)

*Keep in mind that:*

- Effective dates are based on the Credentialing Committee's approval date, per Utilization Review Accreditation Commission (URAC) requirements
- The Credentialing Committee reviews all enrollment applications to ensure all required credentialing criteria are met
  - URAC
  - National Committee for Quality Assurance (NCQA)
  - South Carolina Department of Health & Human Services (SCDHHS), when applicable
- Back dating network dates are not allowed



# Current Enrollment Processes

## Missing/Incorrect Documentation

*Five common missing or incorrect items that cause delays in the processing of applications:*

1. Outdated applications
2. Five-year work history, including current employers
  - Gaps longer than six months must include an explanation.
  - If work history is less than six months, include schooling.
3. Malpractice roster and/or coversheet with provider's name included
4. Clinical Laboratory Improvement Amendment (CLIA) form with ALL applications, except non-medical dental
  - Form must be completed even if the provider does not have a CLIA certificate.
5. Unaltered contract pages with wet signatures and current dates



# Current Enrollment Processes

## Recredentialing

*When is recredentialing required?*

- Every three years
- Initial enrollment required if recredentialing timeframe is missed

### Recredentialing

Is it time for you to go through the recredentialing process? You'll need to complete the [South Carolina Uniform Managed Care Practitioner Credentials Update Form](#).

### Additional Documentation

We'll also need the following:

- Copy of your state license(s)
- Copy of your current DEA Registration, if applicable
- Proof of current malpractice insurance/COI (must be a minimum of \$1MM/\$3MM)
- [Clinical Laboratory Improvement Amendment \(CLIA\) Certification Verification Form](#). Please include a separate form for each location where you render lab services.

### Submitting Your Recredentialing Materials

You can send these items to us via fax or email.

- Fax to 803-870-9997.
- Email to [Recred.App@bcssc.com](mailto:Recred.App@bcssc.com).



# Current Enrollment Processes

## Dental Credentialing

### *Included Plans:*

- GRID members
- State Health Plan members
- Medicare Advantage members
- Federal Employee Program (FEP)



### Dental Enrollment Application

**We cannot process this credentialing application until you complete it in full.**

**Please maintain a copy of this application for your records.**

**Your individual dentist contract is portable, and we will apply it to all current locations where you are practicing as identified in this application.**

*The information contained in this application will be used by the contracting entity of each participation agreement and for each network you wish to participate in, including those of affiliates.*

The Dental Enrollment Application is complete when:

- You have signed and dated it
- You have attached current copies of:
  - Dental license (include copies of every state in which you are licensed)
  - Federal DEA registration for every entity in which the DDS is prescribing controlled substances (or documentation that DEA registration is pending)
  - American Board/Specialty Certificate (if applicable)
  - Professional Liability Insurance Declaration page for each state in which you practice, showing policy limits, dentist's name, policy number, effective and expiration dates. If the expiration date is within weeks of this application, submit updated documentation.
  - Authorization to Bill
- For multiple practice locations, attach a separate spreadsheet with practice information.
- A signed contract signature page for the Participating Dental Network. [Request a copy.](#)

Email the completed application and required documentation to [Provider.Blue.Enroll@bcbsc.com](mailto:Provider.Blue.Enroll@bcbsc.com) or fax at 803-870-8919.

### Notice of Applicant's Right

You may review or request the status of your application and information from publicly available documents at any time during the verification process. This does not include documents protected by hospital policy and/or applicable state laws. If there are discrepancies in the information received during the credentialing process, we will notify and allow you an opportunity to correct erroneous information submitted by another party within 30 days of submitting your application. This includes information submitted by an outside primary source, such as a professional insurance carrier, state-licensed board and/or the National Practitioner Data Bank and the Healthcare Integrity Protection Data Bank.

### Confidentiality Statement

Information gathered as part of the credentialing or recredentialing process is maintained in a confidential manner and will not be communicated or reproduced. The provision is designed to safeguard information and ensure confidentiality.

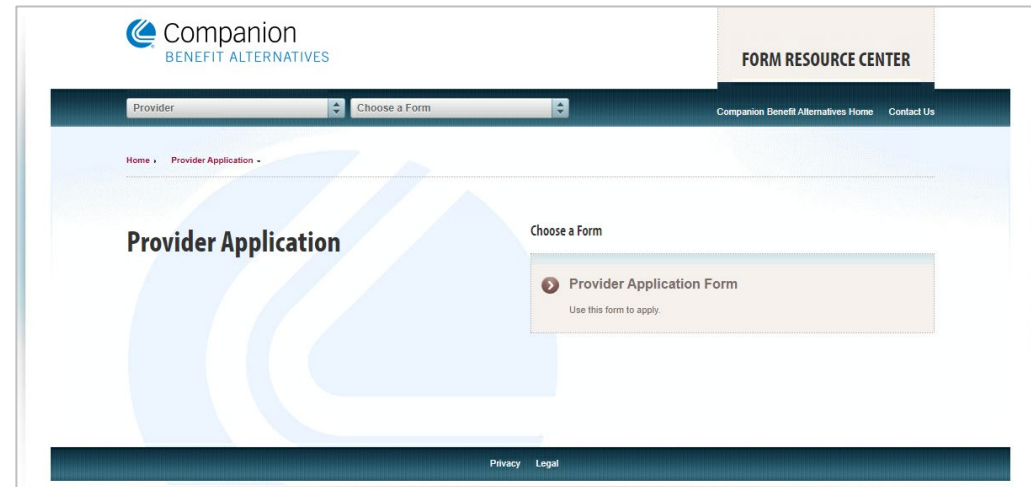


# Current Enrollment Processes

## Behavioral Health Credentialing

### *Included providers:*

- Psychiatrists
- Psychologists
- Addictionologists
- Clinical social workers
- Licensed professional counselors
- Licensed marriage and family therapists



### *For Questions:*

**Call: 800-868-1032, ext. 25744**

**or**

**Email: [CBA.ProvRep@companiongroup.com](mailto:CBA.ProvRep@companiongroup.com)**

*CBA is a separate company that administers mental health and substance abuse benefits on behalf of BlueCross and BlueChoice® HealthPlan.*





# Current Enrollment Processes

## Non-credentialed Providers

*Providers not credentialed by BlueCross BlueShield of South Carolina:*



# Current Enrollment Processes

## Provider Directory Validation

**Effective Jan. 1, 2022**, providers must verify their demographic data at least every 90 days. This applies to both individual physicians and facilities.

### *Importance of Validation*

- Allows us to maintain accurate directories
- Ensures members know where to find you

### *How to Validate Information*

- M.D. Checkup



# Current Enrollment Processes

## M.D. Checkup



### *What is M.D. Checkup?*

- Web-based tool used for provider demographic updates
- Updates can be made at any time

### *What can be done in M.D. Checkup?*

- **Verify** current data
- **Update** data for your office or practice
- **View & Edit** office or practice details
- **Terminate or Inactivate** locations and/or practitioners
- **Add** practitioners



# Current Enrollment Processes

## M. D. Checkup (cont'd)



**My INSURANCE MANAGER™**

Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory Provider Update

### Provider Data Validation - Locations List

Need help? Ask Provider Services

**Instructions:** Please verify that every location in this list is associated with your practice and that all of the information is correct.

Search locations...

You can search by Location, Address, City, State or Zip

Location	Status	View & Edit	Remove Location
Provider 1 Main Street	Requires Verification	View & Edit	Remove Location
Provider 2 Pine Road	Requires Verification	View & Edit	Remove Location
Provider 3 Davis Avenue	Requires Verification	View & Edit	Remove Location

### Request to Remove Location

By, State or Zip

Are you sure you wish to remove **Palmetto Northeast**? Please enter the date on which you want this location to be removed.

Note: The removal date must be after the original effective date.

mm/dd/yyyy

View & Edit

View & Edit

Cancel Remove

View & Edit Remove Location

**DO NOT** use this function to remove a location from your **VIEW!**




# Current Enrollment Processes


## Electronic Funds Transfer (EFT)

### Benefits of EFT:

- Eliminates paper checks
- Quicker payment turnaround

Form available on  
[www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com)

 **South Carolina**  
BlueCross BlueShield of South Carolina  
An Independent Member of the  
Blue Cross and Blue Shield Association

 **BlueChoice HealthPlan**  
South Carolina  
An Independent Member of the  
Blue Cross and Blue Shield Association

**BlueCross BlueShield of South Carolina Electronic Funds Transfer (EFT) Enrollment**

**Provider Information**

Provider Name: \_\_\_\_\_ Billing NPI Number: \_\_\_\_\_

Provider Address (Cannot be a P.O. Box) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Provider Federal Tax Identification Number (TIN) or Employer Identification Number (EIN): \_\_\_\_\_

**Provider Contact Information**

Provider Contact Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

Telephone Number: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Financial Institution Information (required for SC providers)**

Financial Institution Name: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

Financial Institution Telephone Number: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_

Financial Institution Routing Number: \_\_\_\_\_

Type of Account: Checking: \_\_\_\_\_ Savings: \_\_\_\_\_

Provider Account Number with Financial Institution: \_\_\_\_\_

**Enrollment Type:**

**New Enrollment**  
(If you do not currently receive EFTs from BCBS SC and need to provide banking information)

**Change Enrollment**  
(If you already receive EFTs from BCBS SC and need to update your banking information)

Requested EFT Start/Change Date (mm/dd/yyyy): \_\_\_\_/\_\_\_\_/\_\_\_\_

\*NOTE: When a new bank account is loaded, it requires a test period. Testing can last two to four weeks, depending on how often you file claims. You will receive an email from the EFT Department with your new EFT effective date once your enrollment has been completed.

**Authorized Signature** \_\_\_\_\_

**Return completed forms to Provider EFT at [provider.eft@bcbsc.com](mailto:provider.eft@bcbsc.com)**

mh 12/01/21



# Provider Enrollment Resources



# Provider Enrollment Resources

## Contact Us

### *For Questions*

- Provider Services: 800-868-2510, Option 5

***Note: This option will be available until Q2 of 2022.***

***Once My Provider Enrollment Portal is implemented, all business will be conducted through the new tool.***





QUALITY



# Introductions



**Alicia Buffum**

Manager

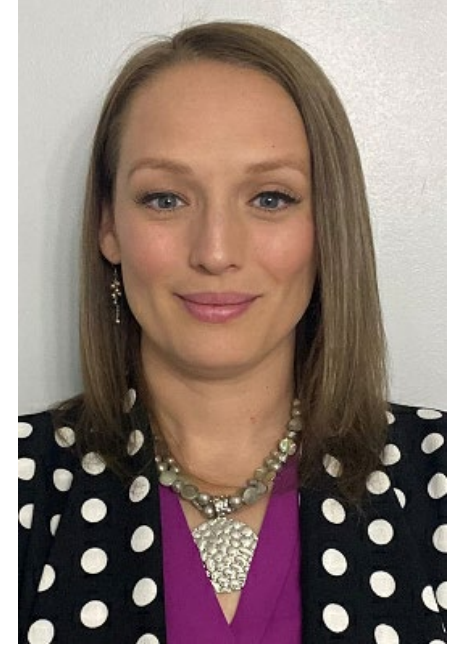
Provider Quality Improvement



**Stacey Penning**

Manager

Provider Quality Improvement



**Shannon Montgomery**

Manager

Corporate Quality Management



# Agenda

- National Committee for Quality Assurance (NCQA®)
- Healthcare Effectiveness Data and Information Set (HEDIS®)
- Requests for Information and Compliance
- Line of Businesses Breakouts
- Quality Navigator Program
- Key Takeaways



# National Committee for Quality Assurance (NCQA<sup>®</sup>)



# National Committee for Quality Assurance (NCQA®)

## What is the National Committee for Quality Assurance (NCQA)?



- NCQA is a private organization dedicated to improving healthcare quality by developing quality standards and performance measures.
- Healthcare Effectiveness Data and Information Set (HEDIS®) coordination.
- Provider involvement.

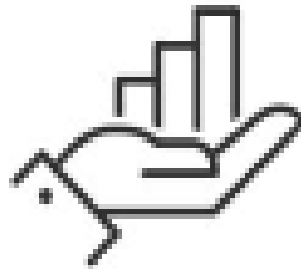


# National Committee for Quality Assurance (NCQA®)

What does the NCQA mean to you?



Contracts  
Bonuses  
Incentives



Reporting  
data back to  
the plan



Patient  
Safety



# Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>)



# Healthcare Effectiveness Data and Information Set (HEDIS)

## What is Healthcare Effectiveness Data and Information Set (HEDIS)?

- HEDIS is used to track trends in population health.

## What entities utilize HEDIS data?

- NCQA®
- Members
- Centers for Medicare and Medicaid Services (CMS)
  - Quality Rating System for the ACA/ Exchange products
  - Medicare Advantage
- Federal Employee Program (FEP)

**HEDIS® Measurement Year 2020 & Measurement Year 2021 Volume 2**

**Technical Specifications  
for Health Plans**





## HEDIS “Season”

- Also referred to as **Retro Season** or **Retrospective Season** or **Hybrid Season**
- Looks at the care given or due in the prior year
- Runs from January through May of the following year
  - 2021 will be the measurement year reviewed during HEDIS 2022
- Members are chosen by NCQA
- All requested member documentation is based on the selected HEDIS measure

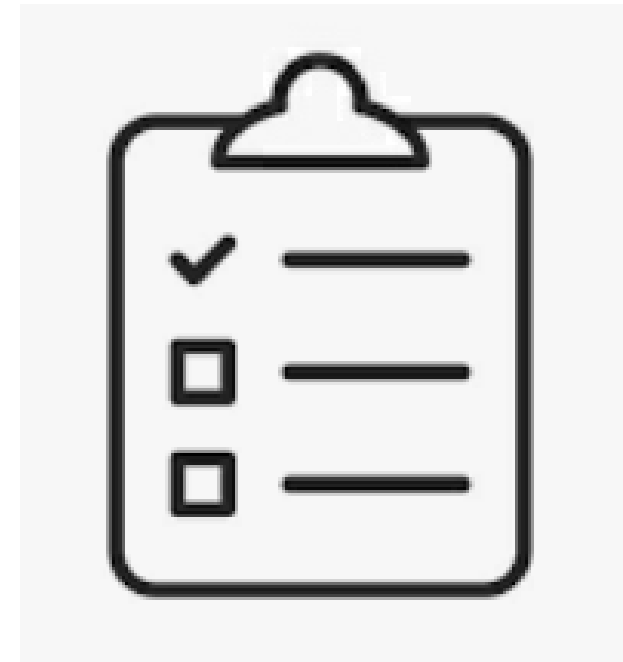




# Healthcare Effectiveness Data and Information Set (HEDIS®)

## HEDIS “Year-Round”

- Also referred to as **Prospective Season**
- Continuously monitors rates in real-time
- Runs from Jan. 1 through Dec. 31 of the current year
- Total membership rates
- Additional options for compliance:
  - Claims
  - Data transfer
  - Medical records
  - Compliance forms




**Things to do!**



# Requests for Information




# Requests for Information

 South Carolina  
Department of Health and Human Services  
Division of Health Care Regulation

---

Medical Records Request

 Prospective/ Year-Round HEDIS

---

**VS.**

 South Carolina  
Department of Health and Human Services  
Division of Health Care Regulation

---

Medical Records Request

 Retrospective Review/ HEDIS Hybrid Season

---



# Requests for Information

## How are requests sent?

Requests are based on claims and are sent via email, fax or mail.

We can negate all medical records requests if given remote access to your EMR. This can be done by emailing [NAVIGATOR@bcssc.com](mailto:NAVIGATOR@bcssc.com).

## How are requests created?

Claims!

***Note: You will not receive medical record requests for compliance that was already received during Prospective/Year-round HEDIS.***

 South Carolina  
Division of Health Care Regulation  
A Division of the South Carolina Department of Health and Natural Resources

**Request for Medical Records - Cover Letter**

To: PH CROSS CREEK INTERNAL MEDICINE 50 Cross Park CT, GREENVILLE, SC, 296054263 Phone: 788-888-8888/Fax: 777-777-7777	From: BlueCross BlueShield of South Carolina Fax: 803-419-8191 Requested Date: 10/07/2021
--	---

Greetings:

Please see the attached medical record requests.  
Please return the requested medical records within 14 business days. If this is not possible, reach out to [Navigator@bcssc.com](mailto:Navigator@bcssc.com) to discuss alternate options.

Please only return compliant medical records according to the measure and measure timeframe specified. In accordance with HIPAA, do not return any medical records that do not meet the measure requirements and measure timeframe specified.

If the member has not yet received this care, please indicate as such, return this to our plan within 14 business days and schedule the member for the care indicated before 12/31/2021.

We appreciate your cooperation and ask that you return the attached form and requested medical records for each member by fax to 803-419-8191, or by secure email to [HEDIS.Records@bcssc.com](mailto:HEDIS.Records@bcssc.com), or if a copy service is returning records on your behalf, please return these via the associated copy service portal.

If you are required to mail records, please send them to:

BlueCross BlueShield of South Carolina  
Attn: Quality Management Department  
P.O. Box 100300 AX-310  
Columbia, SC 29202

If you have questions or concerns, please email the Quality Department at [Navigator@bcssc.com](mailto:Navigator@bcssc.com).



# Requests for Information

## What information should be returned?

Providers are required to return the requested documentation in **bold**.

*Example*

Immunization record including **DTaP**, PV, HiB, **MMR, Hep B**, VZV, **PCV**, Hep A, **RV**, Flu  
-OR-  
**For MMR, Hep B, VZV, and/or Hep A: A seropositive antigen test result history**  
-OR-  
**For MMR, Hep B, VZV, and/or Hep A: Documented history of illness**  
-OR-  
Documentation of any contraindications to any of the vaccines  
-OR-  
Documentation of hospice from 01/01/2021 through 12/31/2021

Providers only need to send back the requested documentation in bold if there are multiple sub-measures on one page.



# Requests for Information

**Please check the appropriate box:**

- Unable to locate patient in medical records
- Medical Record Attached, please return via one of the following methods:  
FAX: 803-419-8191  
EMAIL: HEDIS.Records@bcbssc.com  
MAIL: BlueCross BlueShield of South Carolina, Attn: Quality Management Department,  
P.O. Box 100300 AX-310, Columbia, SC 29202
- No medical records with requested information during the time frame specified



# Lines of Business



# Health Insurance Exchange BCBSSC



## Rating System

- Quality Ratings System (QRS)

## Technical Specifications

- Used by more than 90 percent of the nation's health plans, employers and regulators
- Clinical, customer satisfaction and patient experience quality measurement
- Many plans collect HEDIS data, and the measures are specific
- Outcome is a Star Rating





# Health Insurance Exchange BCBSSC



BlueCross BlueShield of South Carolina and  
BlueChoice® HealthPlan of South Carolina

Independent licensees of the Blue Cross and Blue Shield Association



# Federal Employee Program (FEP)

## Rating System

- Clinical Quality, Customer Service and Resource Use (QCR)

## Technical Specifications

- NCQA Technical Specifications are the same as HIX
- Audit is completed by an outside vendor then submitted to NCQA
- Clinical, customer satisfaction and patient experience
- Outcome is Performance Improvement Plan (PIP) rating



# Federal Employee Program (FEP) — 2020MY



# Quality Navigator Program



# Quality Navigator Program

## What is the Quality Navigator Program?

- Participation is based on the provider attribution within primary care specialties.
- Providers are automatically enrolled.
- There is no cost to providers.
- There are multiple tools and offerings to support providers.



## What is a Quality Navigator?

- A dedicated team member in the quality department with either a registered nursing license or related healthcare bachelor's degree
- Your point of contact for care coordination and patient engagement
- Available to schedule in-office or conference call education sessions to assist with understanding the NCQA measures, review your open quality care opportunities, and collaborate with you to improve your overall quality scores



# Quality Navigator Program

## What can the Quality Navigator do for you during the Retrospective/HEDIS Season?

- Answer questions about the specific records that are being requested for the sample members
- Pull records via remote access for the sample members
- Come on-site to pull records for the sample members

## What can the Quality Navigator do for you during the Prospective/Year-round Season?

- Assist in analyzing GIC reports
- Collaborate on targeting specific measures
- Link you with our Data department for scheduling educational sessions on quality EHR transfers
- Assist in closing your assigned gaps in care
- Link you with the Value Based Care programs
- Link you with the Value Based Care programs



# Quality Navigator Program — Prospective/Year-Round Season

## Accessing Care Opportunity Reports

Reports are no longer emailed and are in My Insurance Manager<sup>SM</sup> (MIM).

The screenshot displays the My Insurance Manager (MIM) web interface. At the top left, the logo reads "My INSURANCE MANAGER SM". Below the logo is a navigation bar with tabs for "Home", "Patient Care", "Office Management", "Resources", "Modify Profile", and "Staff Directory". A large blue arrow points down from the logo area to the "Office Management" tab. The "Office Management" tab is selected, and a sub-menu is open. The sub-menu is divided into "Health" and "Dental" sections. Under the "Health" section, there are three items: "EDI Reports", "EFT/ERA Enrollment", and "Remittance Information". Under the "Dental" section, there are three items: "HEDIS® Quality Reports", "Employer Group Care Reports", and "Provider Report Cards". A blue arrow points from the "Office Management" tab to the "HEDIS® Quality Reports" item, which is highlighted with a yellow border. To the left of the sub-menu, a "Welcome, PROVIDER NAME" message is visible. At the bottom of the screenshot, the email address "Navigator@bcbssc.com" is displayed in large blue text. The word "Information" is partially visible at the bottom right of the interface.



# Quality Navigator Program — Prospective/Year-Round Season

## Understanding Care Opportunity Reports

- Past medical history has been added for members (□).
- Non-compliance can be a true “gap” in care or a “gap” in data (□).

PATIENT FIRSTNAME	PATIENT LASTNAME	DATEOF BIRTH	GENDER	MEMBER ID_CARD	LOB	SERVICING PROVIDER SSUI	SERVICING PROVIDER FIRST NAME	COMPLIANT MEASURES	NON-COMPLIANT MEASURES	PAST MEDICAL HISTORY
JOHN	DOE	10/22/1936	M	R12345566	CROSS EXCH	134290167012	CAROLINA INTERNAL MEDICINE	ACUTE HOSPITAL UTILIZATION, ACUTE EMERGENCY DEPARTMENT UTILIZATION	DISEASE MODIFYING ANTI-RHEUMATIC DRUG THERAPY FOR RHEUMATOID ARTHRITIS	RHEUMATOID ARTHRITIS ASTHMA COPD
JANE	DOE	12/23/1940	F	R12345566	CROSS EXCH	134290167012	CAROLINA INTERNAL MEDICINE	CONTROLLING HIGH BLOOD PRESSURE BREAST CANCER SCREENING	COLORECTAL CANCER SCREENING CERVICAL CANCER SCREENING	STAGE 3A BREAST CANCER, RIGHT BILATERAL MASTECTOMY HYPERTENSION






# Quality Navigator Program - Prospective/Year-Round Season

## Additional Resources






### HEDIS® Quality Reports

 For your convenience, we have provided reports of care opportunities for members across multiple lines of business at both the summary and detail level. Please feel free to view, download or print these files as needed.

#### Search

[All Locations](#) [Choose a Location](#)

As of 08/31/2020 | Showing 6 Results

Report Name	Provider Name
 LOCATION 1 DETAILED REPORT	PROVIDER NAME
 ALL LOCATION SUMMARY REPORT	PROVIDER NAME
 LOCATION LEVEL DETAILED REPORT	PROVIDER NAME
 ALL LOCATION DETAILED REPORT	PROVIDER NAME
 LOCATION 1 COMBINED REPORT	PROVIDER NAME

#### Reference Documents

- Incentive Plans ▲
- HEDIS Quick Reference Guide with Coding ▲
- Quality Navigator Program ▼
- Compliance Forms ▼
- WebEx Information ▼
- NCQA End-User License Agreement ▼



# Key Takeaways



# Key Takeaways

## High Impact to HEDIS® and Quality Ratings

- Submit NCQA approved quality codes on claims whenever appropriate.
- Schedule patients for exams.
  - Include periodic screenings and preventive services.
  - Follow up on missed appointments.
- Promote medication adherence.
  - Recommend formulary alternatives.
- Remember that customer service happens with every member interaction.
  - A smile goes a long way when a patient is nervous or stressed out.
  - Lab and test results should be returned in a timely manner and explained.
  - Telehealth is a wonderful option for practices that are overwhelmed at the bedside/office.



# Contact Us!

## Questions or Assistance

- For any questions that you may have or if additional assistance is needed, be sure to contact the Quality team at:

[NAVIGATOR@bcbssc.com](mailto:NAVIGATOR@bcbssc.com)





# WEB TOOLS

# Agenda

- Website Review
- My Insurance Manager<sup>SM</sup> (MIM)
- My Remit Manager (MRM)



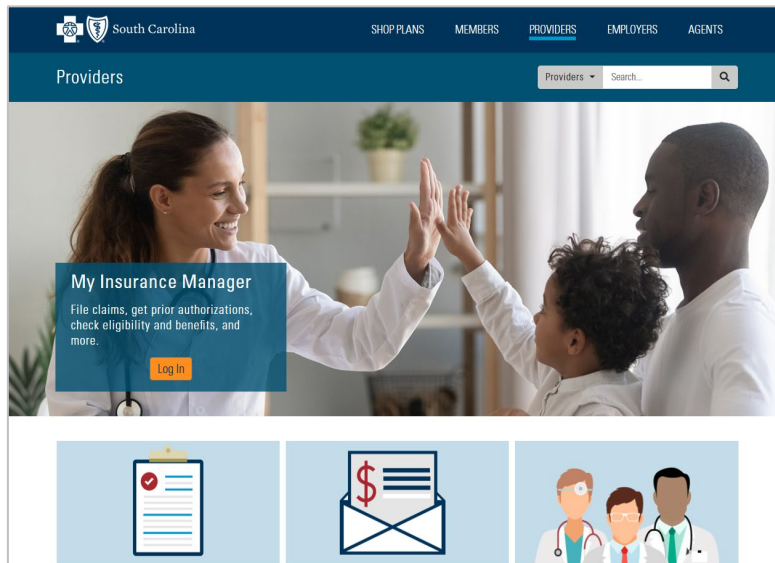
# Website Review



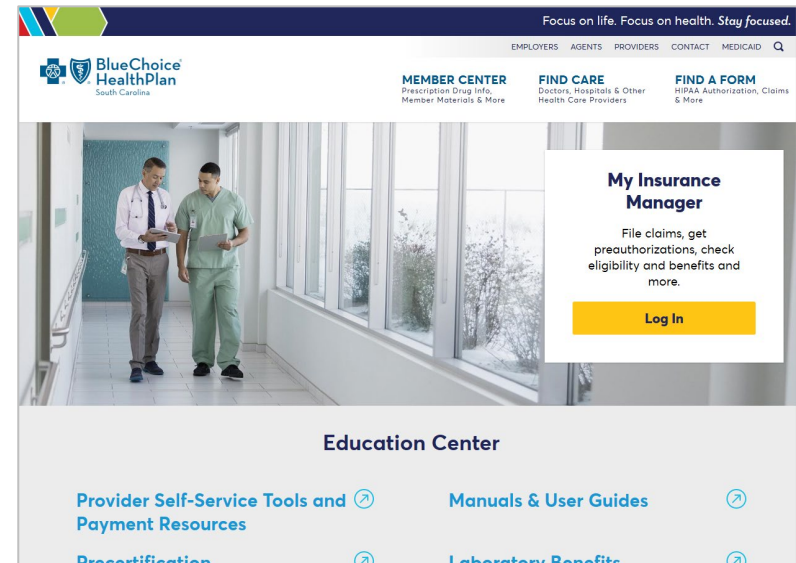
# Website Review

## Provider pages of our websites include:

- Educational materials
- Access to various secure web tools
  - My Insurance Manager<sup>SM</sup>
  - My Remit Manager



[www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com)



[www.BlueChoiceSC.com](http://www.BlueChoiceSC.com)





# Website Review

## Provider Bulletins

The screenshot shows the 'Providers' page on South Carolina Blues.com. The navigation bar includes 'SHOP PLANS', 'MEMBERS', 'PROVIDERS', 'EMPLOYERS', and 'AGENTS'. The 'Providers' section is active. Below the navigation, there is a search bar and a breadcrumb trail: 'Home / Providers / News and Events / Current News'. The main content area is titled 'Current News' and features a list of topics on the left and several news items on the right. The topics include COVID-19 (8), Claims (7), Medical Policies (15), Other (2), Pharmacy (4), Laboratory/Medical Benefits (2), Medicare Advantage (3), Dental (1), Prior Authorization (4), Enrollment (1), Telehealth (2), Quality (HEDIS) (1), NIA Magellan (1), Serving Members (2), Training and Special Events (1), and All (46). The news items include: 'COVID-19 Vaccine, Ages 5-11' (November 3, 2021), 'Reminder: Proper Use of Modifiers' (November 3, 2021), 'October 2021 Medical Policy Updates' (October 29, 2021), 'Upcoming 2022 Annual Provider Summit' (October 7, 2021), and 'Self-Administered Block Medication Update' (October 7, 2021).

SouthCarolinaBlues.com

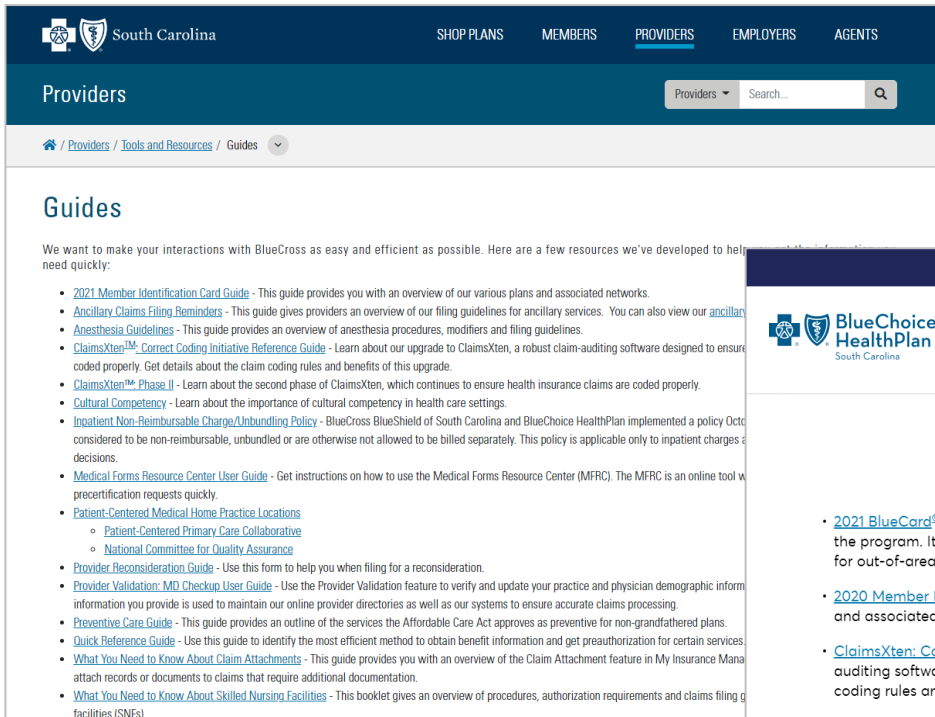
The screenshot shows the '2021 News' section on the BlueChoice HealthPlan South Carolina website. The navigation bar includes 'EMPLOYERS', 'AGENTS', 'PROVIDERS', 'CONTACT', and 'MEDICAID'. The main content area is titled '2021 News' and features a list of news items, each with a 'Permalink' icon. The news items include: 'Avalon Policy Number Updates', 'Medical Policy Updates (01/29/2021)', 'COVID-19: Billing Guidelines', 'COVID-19: Vaccine', 'COVID-19: Telehealth', 'COVID-19: High Dollar Pre-payment Reviews (HDPR)', 'Medical Policy Updates (02/26/2021)', 'Medical Policy Updates (03/31/2021)', and 'Telehealth Updates', 'High Dollar Pre-payment Review (HDPR): CARC 216, RARC N183'.

BlueChoiceSC.com



# Website Review

## Manuals & Guides



The screenshot shows the South Carolina Blues website. The top navigation bar includes 'SHOP PLANS', 'MEMBERS', 'PROVIDERS', 'EMPLOYERS', and 'AGENTS'. The 'PROVIDERS' tab is selected. Below the navigation bar, there is a search bar and a breadcrumb trail: '/ Providers / Tools and Resources / Guides'. The main content area is titled 'Guides' and contains an introductory paragraph followed by a list of links to various guides and manuals.

South Carolina

SHOP PLANS MEMBERS **PROVIDERS** EMPLOYERS AGENTS

Providers Search...

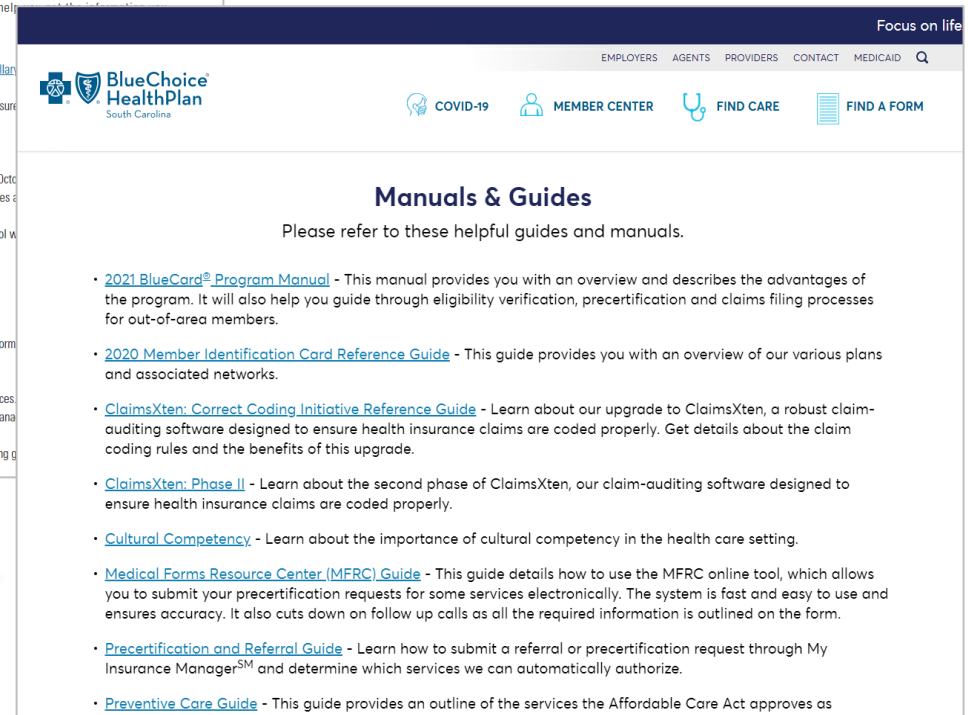
/ Providers / Tools and Resources / Guides

### Guides

We want to make your interactions with BlueCross as easy and efficient as possible. Here are a few resources we've developed to help you need quickly:

- [2021 Member Identification Card Guide](#) - This guide provides you with an overview of our various plans and associated networks.
- [Ancillary Claims Filing Reminders](#) - This guide gives providers an overview of our filing guidelines for ancillary services. You can also view our [ancillary Anesthesia Guidelines](#) - This guide provides an overview of anesthesia procedures, modifiers and filing guidelines.
- [ClaimsXten<sup>SM</sup> Correct Coding Initiative Reference Guide](#) - Learn about our upgrade to ClaimsXten, a robust claim-auditing software designed to ensure coded properly. Get details about the claim coding rules and benefits of this upgrade.
- [ClaimsXten<sup>SM</sup> Phase II](#) - Learn about the second phase of ClaimsXten, which continues to ensure health insurance claims are coded properly.
- [Cultural Competency](#) - Learn about the importance of cultural competency in health care settings.
- [Inpatient Non-Reimbursable Charge/Unbundling Policy](#) - BlueCross BlueShield of South Carolina and BlueChoice HealthPlan implemented a policy Octo considered to be non-reimbursable, unbundled or are otherwise not allowed to be billed separately. This policy is applicable only to inpatient charges and decisions.
- [Medical Forms Resource Center User Guide](#) - Get instructions on how to use the Medical Forms Resource Center (MFRC). The MFRC is an online tool w precertification requests quickly.
- [Patient-Centered Medical Home Practice Locations](#)
  - [Patient-Centered Primary Care Collaborative](#)
  - [National Committee for Quality Assurance](#)
- [Provider Reconsideration Guide](#) - Use this form to help you when filing for a reconsideration.
- [Provider Validation: MD Checkup User Guide](#) - Use the Provider Validation feature to verify and update your practice and physician demographic inform information you provide is used to maintain our online provider directories as well as our systems to ensure accurate claims processing.
- [Preventive Care Guide](#) - This guide provides an outline of the services the Affordable Care Act approves as preventive for non-grandfathered plans.
- [Quick Reference Guide](#) - Use this guide to identify the most efficient method to obtain benefit information and get preauthorization for certain services.
- [What You Need to Know About Claim Attachments](#) - This guide provides you with an overview of the Claim Attachment feature in My Insurance Mana attach records or documents to claims that require additional documentation.
- [What You Need to Know About Skilled Nursing Facilities](#) - This booklet gives an overview of procedures, authorization requirements and claims filing g facilities (SNFs).

SouthCarolinaBlues.com



The screenshot shows the BlueChoiceSC.com website. The top navigation bar includes 'EMPLOYERS', 'AGENTS', 'PROVIDERS', 'CONTACT', and 'MEDICAID'. The 'PROVIDERS' tab is selected. Below the navigation bar, there is a search bar and a breadcrumb trail: '/ Providers / Tools and Resources / Guides'. The main content area is titled 'Manuals & Guides' and contains an introductory paragraph followed by a list of links to various manuals and guides.

Focus on life

EMPLOYERS AGENTS **PROVIDERS** CONTACT MEDICAID

COVID-19 MEMBER CENTER FIND CARE FIND A FORM

### Manuals & Guides

Please refer to these helpful guides and manuals.

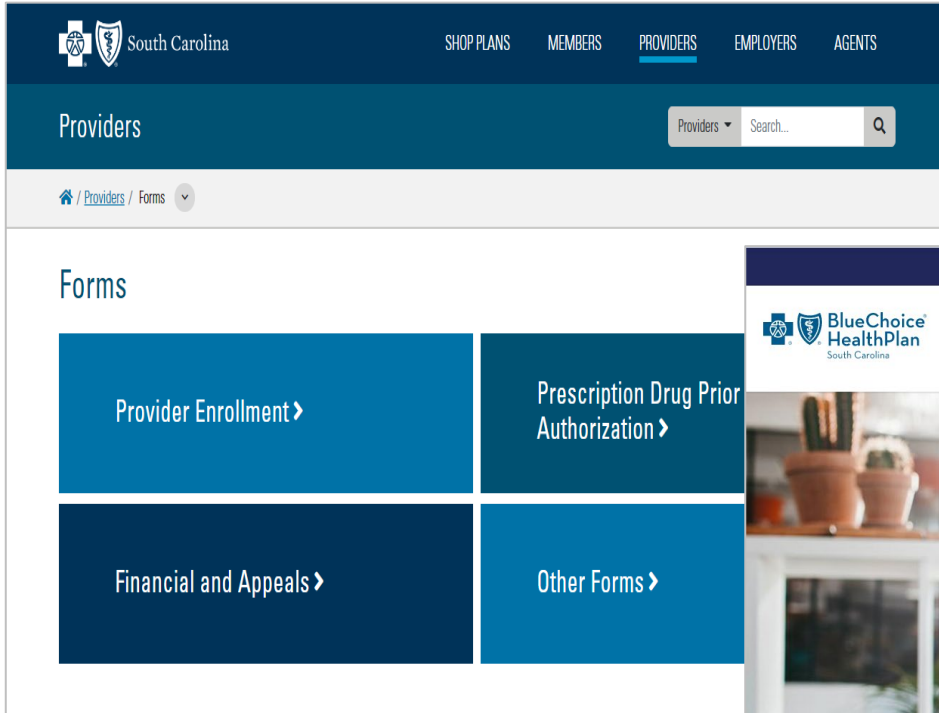
- [2021 BlueCard<sup>®</sup> Program Manual](#) - This manual provides you with an overview and describes the advantages of the program. It will also help you guide through eligibility verification, precertification and claims filing processes for out-of-area members.
- [2020 Member Identification Card Reference Guide](#) - This guide provides you with an overview of our various plans and associated networks.
- [ClaimsXten: Correct Coding Initiative Reference Guide](#) - Learn about our upgrade to ClaimsXten, a robust claim-auditing software designed to ensure health insurance claims are coded properly. Get details about the claim coding rules and the benefits of this upgrade.
- [ClaimsXten: Phase II](#) - Learn about the second phase of ClaimsXten, our claim-auditing software designed to ensure health insurance claims are coded properly.
- [Cultural Competency](#) - Learn about the importance of cultural competency in the health care setting.
- [Medical Forms Resource Center \(MFRC\) Guide](#) - This guide details how to use the MFRC online tool, which allows you to submit your precertification requests for some services electronically. The system is fast and easy to use and ensures accuracy. It also cuts down on follow up calls as all the required information is outlined on the form.
- [Precertification and Referral Guide](#) - Learn how to submit a referral or precertification request through My Insurance Manager<sup>SM</sup> and determine which services we can automatically authorize.
- [Preventive Care Guide](#) - This guide provides an outline of the services the Affordable Care Act approves as

BlueChoiceSC.com



# Website Review

## Forms



South Carolina

SHOP PLANS MEMBERS **PROVIDERS** EMPLOYERS AGENTS

Providers

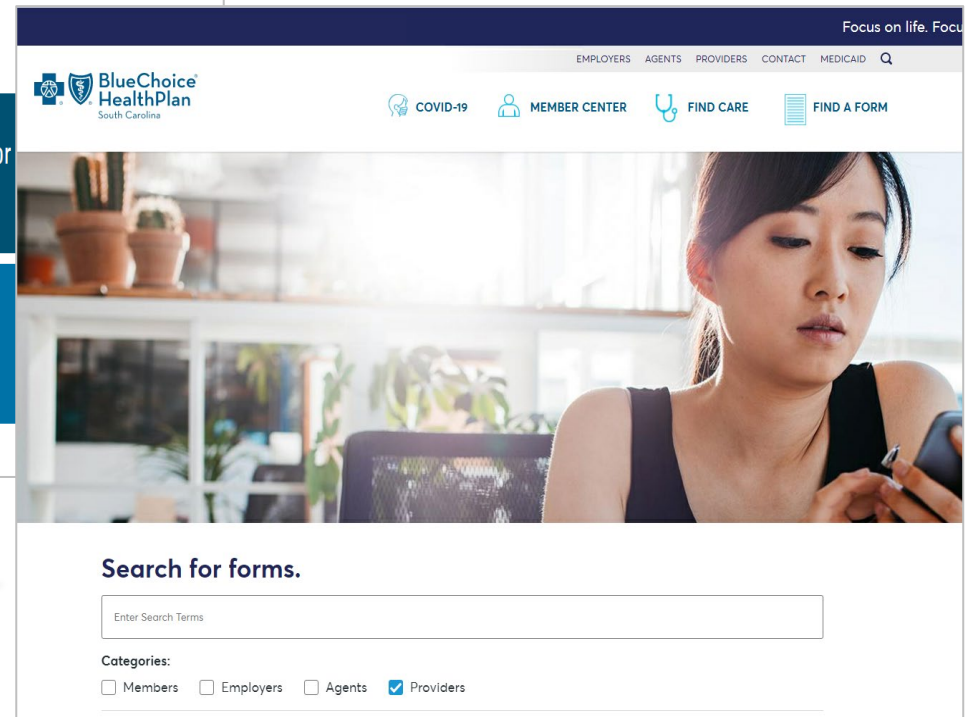
Providers / Forms

### Forms

- Provider Enrollment >
- Prescription Drug Prior Authorization >
- Financial and Appeals >
- Other Forms >

SouthCarolinaBlues.com

BlueChoiceSC.com



Focus on life. Focus on health.

EMPLOYERS AGENTS PROVIDERS CONTACT MEDICAID

COVID-19 MEMBER CENTER FIND CARE FIND A FORM

### Search for forms.

Enter Search Terms

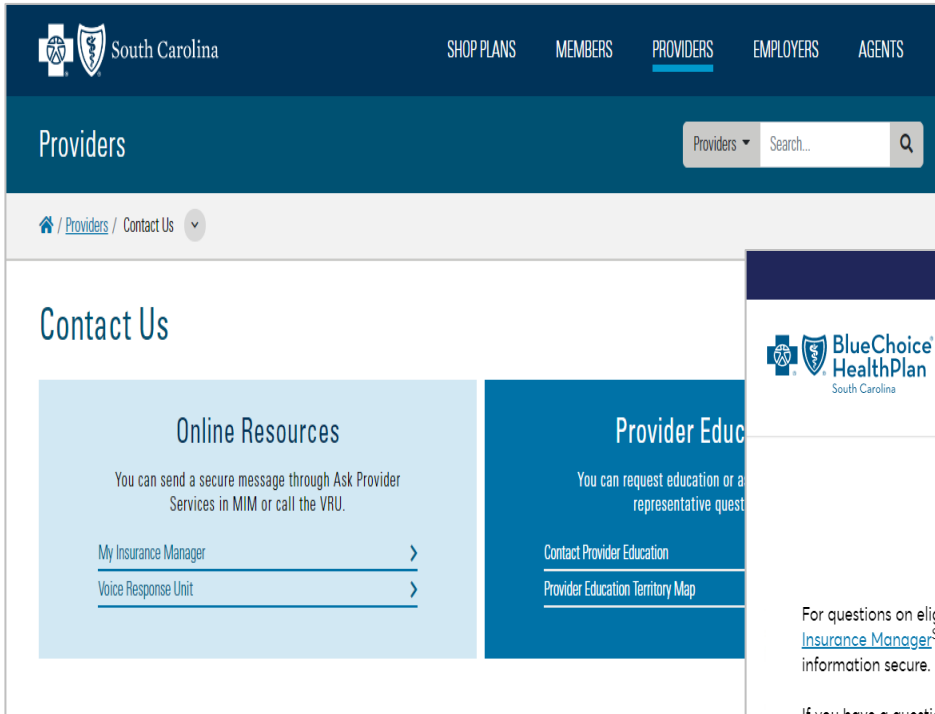
Categories:

- Members
- Employers
- Agents
- Providers



# Website Review

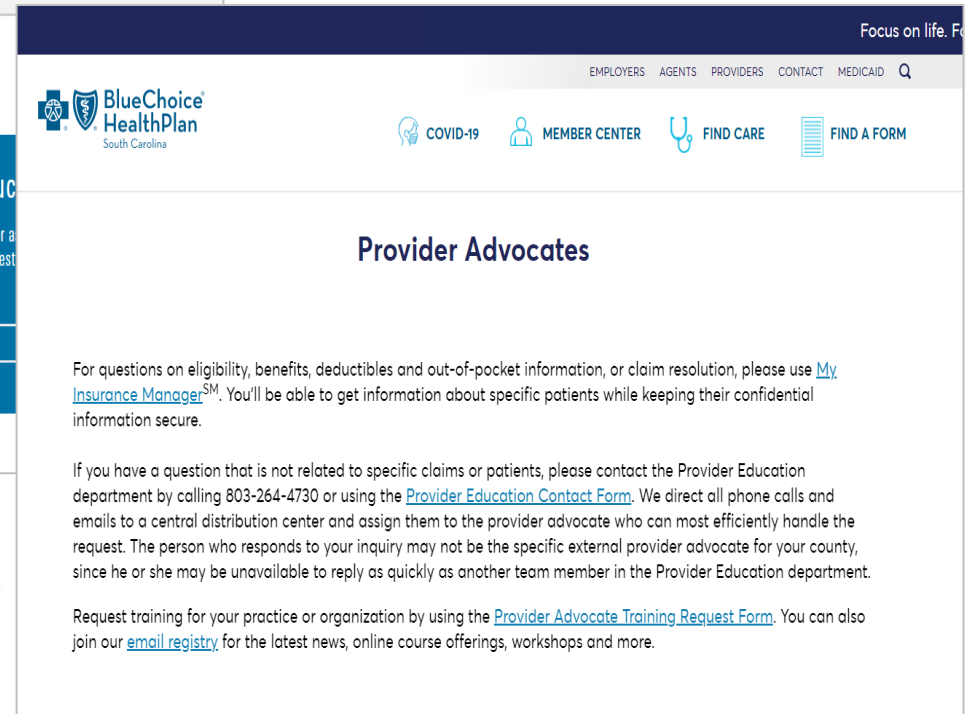
## Contact Us



The screenshot shows the top navigation bar of the South Carolina Blues website. The navigation menu includes 'SHOP PLANS', 'MEMBERS', 'PROVIDERS' (highlighted), 'EMPLOYERS', and 'AGENTS'. Below the navigation is a search bar with a dropdown menu set to 'Providers'. The breadcrumb trail shows the user is in 'Providers / Contact Us'. The main content area is titled 'Contact Us' and features two columns of resources. The left column, 'Online Resources', includes 'My Insurance Manager' and 'Voice Response Unit'. The right column, 'Provider Education', includes 'Contact Provider Education' and 'Provider Education Territory Map'.

SouthCarolinaBlues.com

BlueChoiceSC.com



The screenshot shows the 'Provider Advocates' page on the BlueChoice HealthPlan South Carolina website. The navigation bar includes 'EMPLOYERS', 'AGENTS', 'PROVIDERS', 'CONTACT', and 'MEDICAID'. The page title is 'Provider Advocates'. The main content area contains two paragraphs of text. The first paragraph explains that for questions on eligibility, benefits, deductibles, and out-of-pocket information, users should use the 'My Insurance Manager' tool. The second paragraph provides contact information for the Provider Education department, including a phone number (803-264-4730) and a 'Provider Education Contact Form'. It also mentions that the provider advocate who responds may not be the specific external provider advocate for the user's county. The third paragraph describes how to request training for a practice or organization using the 'Provider Advocate Training Request Form' and mentions an 'email registry' for updates.



# My Insurance Manager<sup>SM</sup>



# My Insurance Manager<sup>SM</sup>

## Overview

Tool used to check eligibility and benefits, claims status, request prior authorizations and much more.

### *Available Guides:*

- Getting Started
- Eligibility & Benefits
- Claims Entry
- Claims Status, Patient Directory, Superbill Maintenance & Coordination of Benefits
- Precertification, Pre-Treatment Estimate for Authorization Status
- Office Administration
- Provider Validation: M.D. Checkup



# My Insurance Manager<sup>SM</sup>

## Getting Started

- Click **Register Now** to get started.

Start here.

The screenshot shows the My Insurance Manager website interface. At the top left is the logo "My INSURANCE MANAGER<sup>SM</sup>". Below it is a login form with fields for "Username" and "Password", a "Login" button, and a "Register Now!" link. There are also links for "Forgot Username?" and "Forgot Password?". To the right of the login form is a large banner featuring a smiling female doctor in a white coat. The banner text reads "Welcome to My Insurance Manager!" and "Log in to file a claim, check benefits and more! If you have never registered, you will need to create a profile." with a "Register Now" button. Below the banner is a "Browser Requirements" section with a list of supported browsers: Internet Explorer 10 or Higher\*, Mozilla Firefox (current version), Google Chrome (current version), and Safari (Mac OS Only). Below the browser requirements is a "Latest Features" section with two cards. The first card is titled "Safeguard PHI!" and asks "Is your password strong enough?" with a "Learn how" button. The second card is titled "Let us know!" and asks "Are you accepting new patients?" with a "Validate Now" button.



# My Insurance Manager<sup>SM</sup>

## Getting Started (cont'd)

When creating a profile, the 9-digit Tax ID must be entered; click **Continue**.

**My INSURANCE MANAGER<sup>SM</sup>**

**Create Profile** [Printer-Friendly](#)

Please enter your 9-digit Tax ID number. \* Required

\* Tax ID:

By clicking Continue, you agree to the [Terms and Conditions](#).

**Continue** or [Cancel](#)

**Need help? Call us at 855-229-5720.**





# My Insurance Manager<sup>SM</sup>

## Getting Started (cont'd)

- The information associated with the Tax ID entered will auto-populate.
  - If there are multiple locations associated with the provider's practice, they will be given the option to select the primary location.
- Enter the remaining contact and login information, along with selecting a security question.
- Click **Next**.

Create Profile Printer-Friendly

\* Required

**Profile Information**

Each person can register under your Tax ID. For example, both Stuart and Sally work for ABC Practice. Under Practice/Facility Name, both would enter "ABC Practice." Then, each would enter a different Username, Password and other registration information.

Tax ID:  Provider:

Address:  Note: If this address is incorrect, please complete the [change of address form](#).

\* Primary Location:   Primary Work Location:

Profile Type:

**Contact Information**

\* First Name:

\* Last Name:

\* Phone Number:

\* Email:

\* Confirm Email:

**Login Information:**

\* Desired Username:  5 to 11 characters.

\* Password:  8 to 25 characters.

\* Confirm Password:

**Security Question**

\* Security Question:

\* Security Answer:

or

Need help? Call us at 855-229-5720.



# My Insurance Manager<sup>SM</sup>

## Getting Started (cont'd)

If registering as the administrator, validation must be made by selecting: **Enter Claim Information** or **Request Security Code**. Also, select the delivery method to receive the code.

Validate Profile Printer-Friendly

**Profile Validation**

Please choose a way to validate yourself as an administrator of this Tax ID.

Enter Claim Information

Request Security Code

**Request Security Code** \* Required

*i* You can request that we send a Security Code via the delivery method we have on file associated with your Tax ID.

\* Location:  Select

\* Delivery Method:

Email:

Fax:

Physical Address:

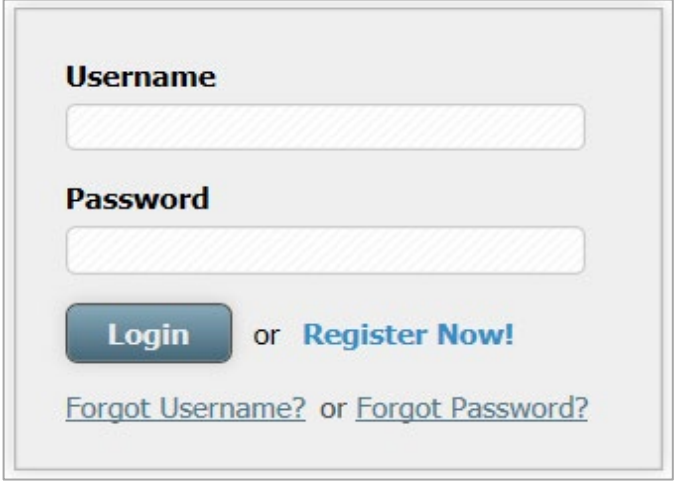
Recommended option.



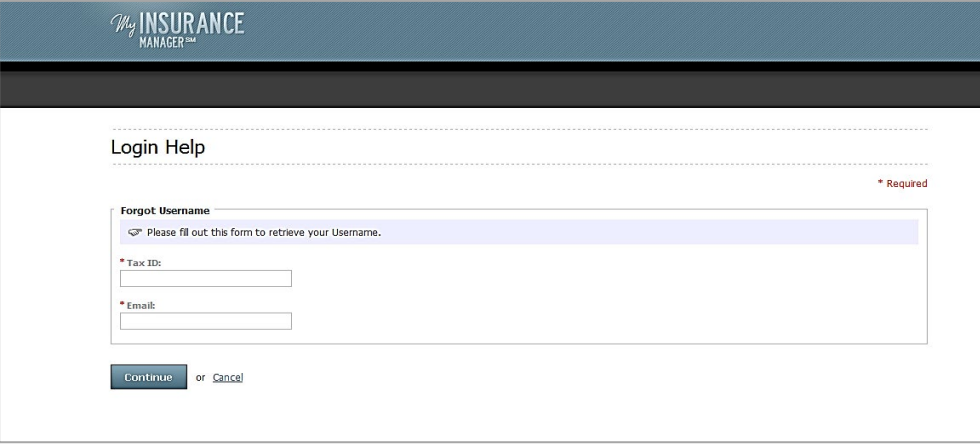
# My Insurance Manager<sup>SM</sup>

## Logging In

- From the MIM homepage, enter the username and password; click Login.



A screenshot of a login form. It features two input fields: "Username" and "Password". Below the password field is a blue "Login" button, followed by the text "or Register Now!". At the bottom, there are two links: "[Forgot Username?](#)" and "[Forgot Password?](#)".



A screenshot of the "Forgot Username" form. The page header includes the "My INSURANCE MANAGER<sup>SM</sup>" logo. The form is titled "Login Help" and includes a "Forgot Username" section with a sub-header "Please fill out this form to retrieve your Username." Below this are two required input fields: "\* Tax ID:" and "\* Email:". At the bottom of the form is a blue "Continue" button followed by "or Cancel". A "\* Required" label is positioned to the right of the form.



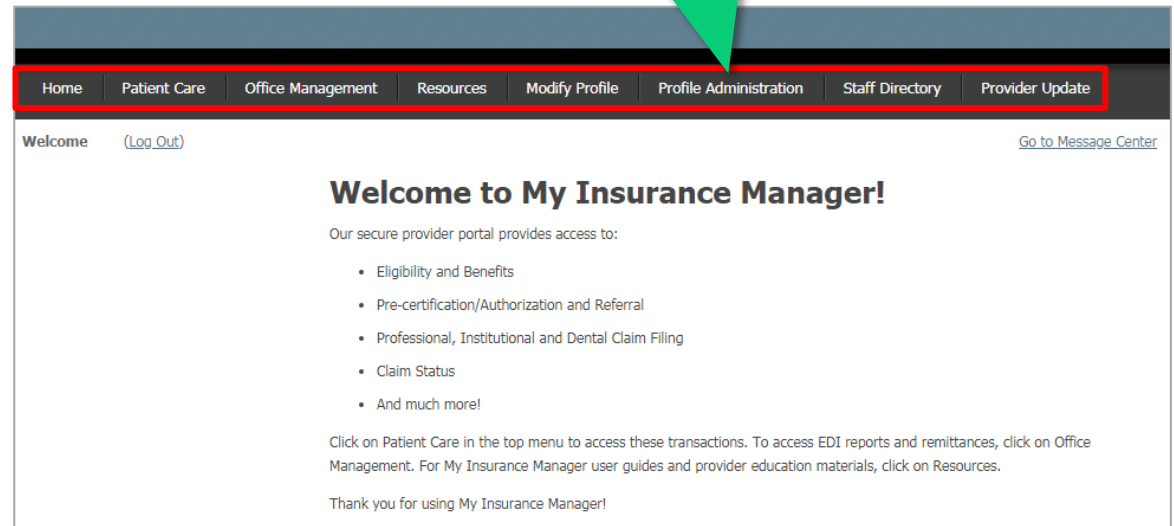
# My Insurance Manager<sup>SM</sup>

## Administrative Tabs

The following administrative tabs will be located at the top of the homepage:

- Patient Care
- Office Management
- Resources
- Modify Profile
- Profile Administration
- Staff Directory
- Provider Update (M.D. Checkup)

Only available for profile administrators.



# My Insurance Manager<sup>SM</sup>

## Patient Care

The Patient Care tab is broken down into Health and Dental.

For both Health and Dental services, the following options include:

- View claims status
- Check eligibility and benefits
- Request prior authorizations
- and much more.

Patient Care	
<b>Health</b>	
▶ Authorization Extension	▶ Patient Directory
▶ Authorization Status	▶ Pre-Certification/Referral
▶ Claims Status	▶ Superbill Maintenance
▶ Eligibility and Benefits	▶ Pre-Service Review for Out-of-Area Members
▶ Institutional Claim Entry	▶ Professional Claim Entry
▶ Other Health Insurance	▶ Verify Primary Care Physician
<b>Dental</b>	
▶ Claims Status	▶ Patient Directory
▶ Dental Claim Entry	▶ Superbill Maintenance
▶ Eligibility and Benefits	▶ Pre-Treatment Estimate Entry
▶ Other Dental Insurance	▶ Pre-Treatment Estimate Status



# My Insurance Manager<sup>SM</sup>

## Office Management

For both Health and Dental services, available options include EDI reports, enroll for EFT/ERA and view remittance information.

Additional options for Health services include:

- PCMH Reports/Patient Validation
- Refund Letters
- HEDIS<sup>®</sup> Reports
- Employer Group Care Reports
- Provider Report Cards

Office Management	
<b>Health</b>	
▶ EDI Reports	▶ Refund Letters
▶ EFT/ERA Enrollment	▶ HEDIS <sup>®</sup> Quality Reports
▶ PCMH Reports	▶ Employer Group Care Reports
▶ PCMH Patient Validation	▶ Provider Report Cards
▶ Remittance Information	
<b>Dental</b>	
▶ EDI Reports	▶ Remittance Information
▶ EFT/ERA Enrollment	



# My Insurance Manager<sup>SM</sup>


## Refund Letters

Refund letters include:


- Reason for the refund
- Refund control number (RCN)
- Claim details
- Patient details

0000034

Mail code AX-820  
1-20 @ Alpine Road  
Columbia, SC 29219

 **South Carolina**  
BlueCross BlueShield of South Carolina  
is an independent licensee of the  
Blue Cross and Blue Shield Association  
Visit MyInsuranceManager<sup>SM</sup>  
at [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com)

JUNE 04, 2021

  
TONG AP 2106  
14 00100

Re: Patient Name:  
ID Number:  
Provider Number:  
Date of Service:  
Refund Control Number (RCN):

Dear Provider:

Thank you for serving our members.

**Why we are writing:**  
We sent a payment to you on March 01, 2021 in error for a claim for this patient. We previously requested a refund, but as of the date of this letter, we have not received it. We requested this refund for the following reason:

**THIS POLICY WAS CANCELLED WHEN THESE SERVICES WERE RENDERED.**

**What you need to do:**  
Please send a check or money order for \$110.79 made payable to BlueCross BlueShield. Include a copy of this letter and send it to: BlueCross BlueShield of South Carolina, Attn: Refunds AX-A31, 1-20 @ Alpine Rd, Columbia, SC 29219-0001.

**How to contact us:**  
If you have questions, you can visit [SouthCarolinaBlues.com](http://SouthCarolinaBlues.com) for current information and resources. You can send secure emails through Ask Provider Services or contact the call center for priority service using STATchat.

Thank you. We appreciate the opportunity to serve you.

*Note: A refund letter is also mailed to your practice.*



# My Insurance Manager<sup>SM</sup>

## Provider Report Cards

Provider Report Cards provide:

- Electronic Media Claims Percentages
- Average Days to Process Claims
- First Pass Claim Percentages
- First Call Resolution Percentages
- Duplicate Filing Rates
- Valid NDC Code Usage
- Precertification Self-Service Usage
- Provider Claim Editor Denial Percentage

**Note: Empty fields indicate there was no data available for the measure during that period.**



Measure	Previous Rate	Current Rate	Benchmark Rate	Rating
Electronic Media Claims Percentage (EMC)	99.01%	94.23%	94.83%	Above Average
Average Days to Process Claims	1.15	1.19	0.71	Average
First Pass Claim percentage (%)	56.95%	64.97%	92.86%	Below Average
First Call Resolution percentage (%)	100.00%	100.00%	88.25%	Above Average
Duplicate Filing Rates	0.00%	0.00%	0.00%	Above Average
Valid NDC Code Usage				
Precertification Self-Service Usage (Web/VRU)				
Provider Claim Editor denial percentage (%)				



# My Insurance Manager<sup>SM</sup>

## Resources

The Resources tab provides beneficial information, some of which may route to a separate website.

*Most used resources include:*

- Avalon Lab Benefit Manager Provider Portal
- Education Center
- Medical Policies
- My Remit Manager

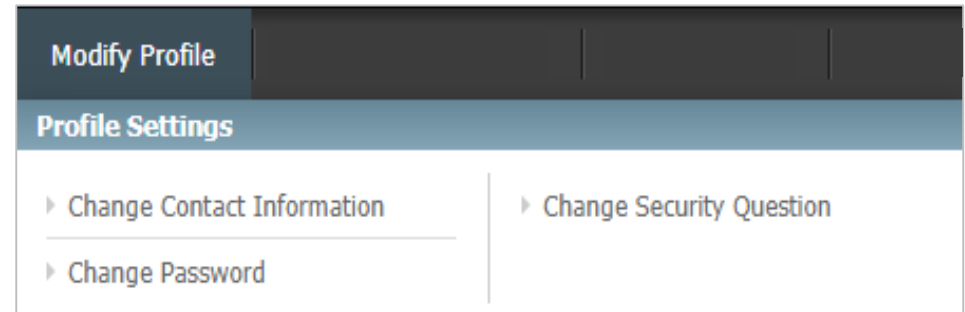


# My Insurance Manager<sup>SM</sup>

## Modify Profile

If changes are needed to your profile, simply look under the Modify Profile tab. Options include:

- Change Contact Information
- Change Password
- Change Security Question

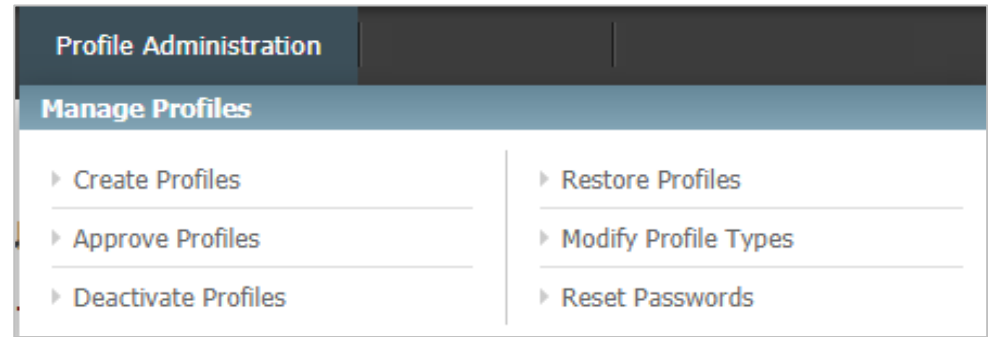


# My Insurance Manager<sup>SM</sup>

## Profile Administration

The Profile Administration tab is available for the administrator(s) only. This gives them the option to:

- Create Profiles
- Approve Profiles
- Deactivate Profiles
- Restore Profiles
- Modify Profile Types
- Reset Passwords



**Only available for profile administrators.**



# My Insurance Manager<sup>SM</sup>

## Staff Directory & Provider Update

- The Staff Directory tab provides a list of profiles associated with the Tax ID in MIM.
- The Provider Update (M.D. Checkup) tab allows updates and/or validations to be made to the demographic information we have in the Provider Directory (e.g., address, phone number, etc.).
  - Effective Jan. 1, 2022, this will be required at least **every 90 days**, as part of the Consolidated Appropriations Act (CAA).

Staff Directory

Provider Update



# My Insurance Manager<sup>SM</sup>

## Troubleshooting Tips

- Complete the MIM registration process to avoid limited access features.
- Be sure to use one of the recommended browsers:
  - Internet Explorer (IE) 10 or higher
  - Mozilla Firefox
  - Google Chrome
  - Safari
- On Sundays from 5 p.m. to midnight EST, MIM is unavailable for maintenance.
- For technical issues, call Technical Support at 855-229-5720.



# My Remit Manager



# My Remit Manager

## Overview

Tool used to track payments and pull electronic remittance advices.

### *Available Guides:*

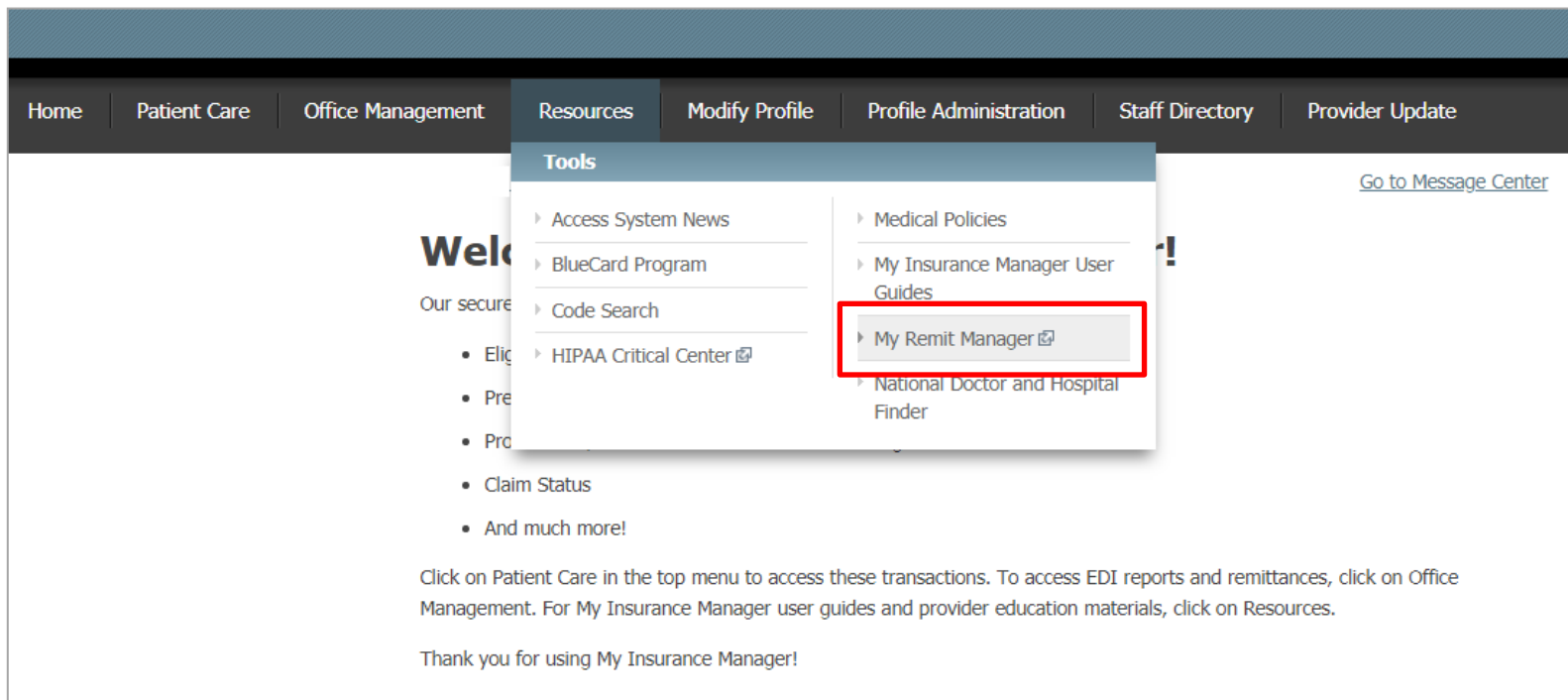
- My Remit Manager



# My Remit Manager

## Getting Started

From My Insurance Manager<sup>SM</sup>, hover over Resources, then click My Remit Manager.





# My Remit Manager

## Getting Started (cont'd)

- To sign up or for password resets, click the Provider Education Contact Form link.
- New registrants will receive their username and password, along with instructions via email.

South Carolina  
BlueCross BlueShield of South Carolina is an independent licensee of the Blue Cross and Blue Shield Association

Log In

User Name:

Password:

Remember me next time.

Log In

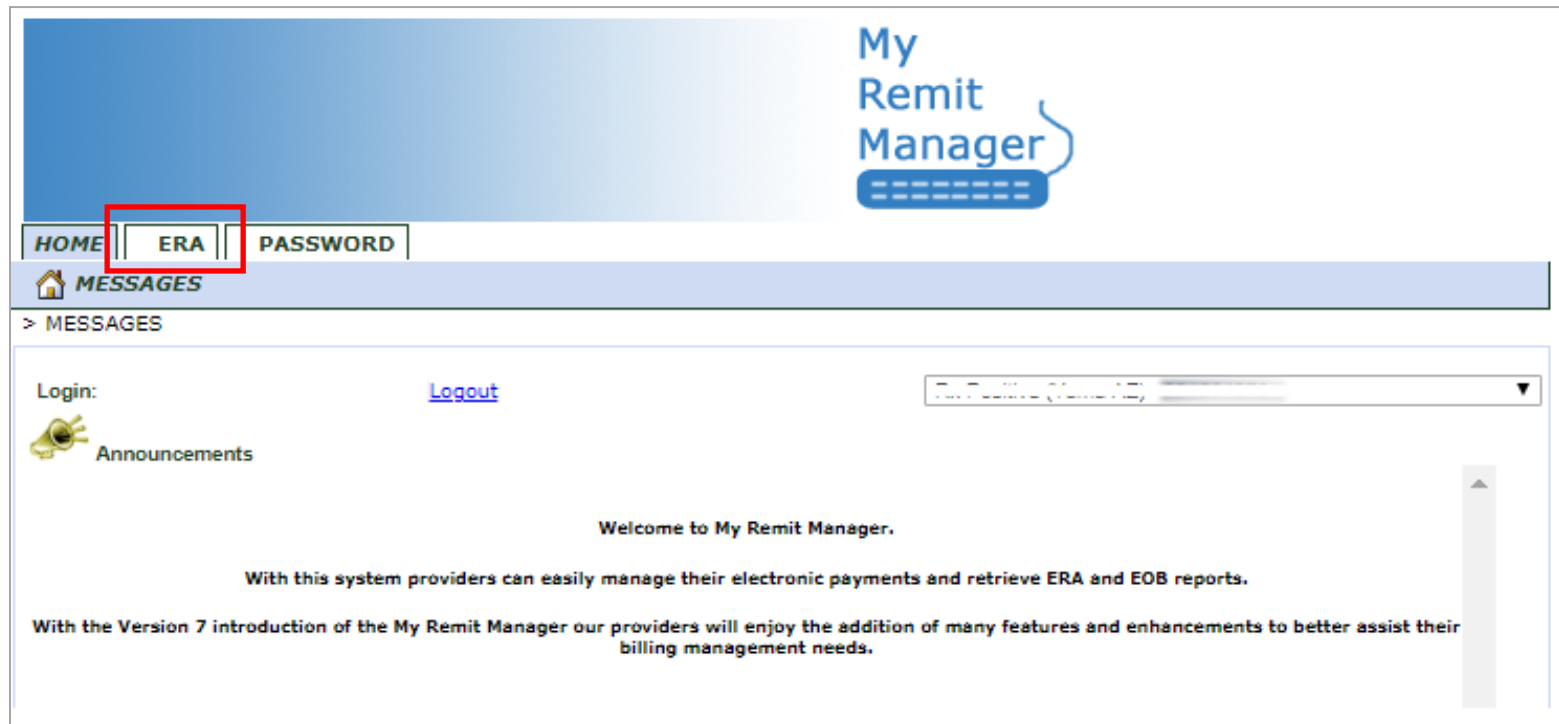
Need to **Register?**  
Forgot **User Name or Password?**  
Complete our [Provider Education Contact Form.](#)



# My Remit Manager

## Getting Started (cont'd)

Click the ERA tab (Electronic Remittance Advice) to view check and remittance information.



My Remit Manager

HOME ERA PASSWORD

MESSAGES

> MESSAGES

Login: [Logout](#)

Announcements

Welcome to My Remit Manager.

With this system providers can easily manage their electronic payments and retrieve ERA and EOB reports.

With the Version 7 introduction of the My Remit Manager our providers will enjoy the addition of many features and enhancements to better assist their billing management needs.



# My Remit Manager

## ERA Tab

### Check Date

- Select the date of the remittance needed.
- Click on the associated check number.

The screenshot shows the ERA Tab interface. At the top, there is a navigation menu with 'HOME', 'REALTIME', 'CLAIMS', 'ERA', 'PASSWORD', and 'ADMIN'. Below this is a secondary menu with 'CHECK DATE', 'POST DATE', 'PATIENTS', 'REPORTS', and 'DOWNLOAD ERA'. The main content area is titled '> CHECKS BY CHECK DATE'. It features a 'Login:' field, a 'Logout' link, and a 'Switch Accounts' link. A 'Select Date' dropdown menu is highlighted with a red box. Below this is a calendar for June 2021. To the right of the calendar is a bar chart titled 'Billed vs. Paid by Week'. Below the calendar and chart are filters for 'Order By' (Name), 'Download ERA', 'Download X12', 'Search for', 'Search', 'Hide Reconciled', 'Payer' (\*All Items), and 'Provider' (\*All Items). At the bottom is a table of remittance items with columns: RECC, CHECK NUMBER, CHECK TYPE, CHECK DATE, POST DATE, BILLED, PAID, PROVIDER, PAYER, and TYPE. The 'CHECK NUMBER' column is highlighted with a red box.

RECC	CHECK NUMBER	CHECK TYPE	CHECK DATE	POST DATE	BILLED	PAID	PROVIDER	PAYER	TYPE
Select		ACH	6/15/2021	6/13/2021	1879.00	354.33			5010
Select		ACH	6/15/2021	6/13/2021	2169.00	680.09			5010
Select		ACH	6/15/2021	6/13/2021	4981.00	880.26			5010



# My Remit Manager

## ERA Tab (cont'd)

### Check Date

Select the account of the patient.

The screenshot displays the My Remit Manager interface. At the top, there is a navigation bar with tabs for HOME, REALTIME, CLAIMS, ERA, PASSWORD, and ADMIN. Below this is a secondary bar with icons and labels for CHECK DATE, POST DATE, PATIENTS, REPORTS, and DOWNLOAD ERA. The main content area is titled '> CHECKS BY CHECK DATE > PATIENTS'. It includes a search section with fields for Check Number/Date, Payer, Provider, and Status (set to 'All Items'), along with a Search button. Below the search section are several links: ERA Patient Per Page, ERA Patient Listing, ERA Patient Summary, ERA Text, Export, Selected ERA Per Page, and Unselect All. A table of records is shown, with the first row highlighted. The 'ACCOUNT' column in the first row is highlighted with a red box. The table has columns for ACCOUNT, PATIENT, STATUS, POLICY, Display POS, and BILLED per page PAID. The data rows are as follows:

ACCOUNT	PATIENT	STATUS	POLICY	Display POS	BILLED per page	PAID
48184	[REDACTED]	<input type="checkbox"/> Processed as Primary	-----	5/30/2021	456.00	170.62
48208	[REDACTED]	<input type="checkbox"/> Processed as Primary	-----	6/2/2021	154.00	75.20
48039	[REDACTED]	<input type="checkbox"/> Processed as Secondary	-----	5/13/2021	374.00	34.02
48157	[REDACTED]	<input type="checkbox"/> Processed as Primary	-----	6/1/2021	141.00	47.92
48008	[REDACTED]	<input type="checkbox"/> Processed as Secondary	-----	5/17/2021	754.00	26.57



# My Remit Manager

## ERA Tab (cont'd)

Below is an example of how the remittance will pull.

ERA Patient Listing													
Electronic Reproduction ASC 005010X221A1													
CHECK/EFT: 0000120012						CHECK DATE: 06/15/2021							
Account: 46030			POS: 11	HIC: 123456789	ICN: 1234567890	Provider: 123456789012345678901234567890							
Status: Processed as Secondary													
PreProv	ServDate	NOS	REV	Proc/Mods	Billed	Allowed	Deduct	Coins	RC-Amt	Paid	CAS Summary		
161633693	05/20/2021	1		HC:99202	145.00	70.12			131.14	13.86	*OA	23	131.14
REMITTANCE SUMMARY					145.00	70.12	.00	.00	131.14	13.86			
TOTALS													
Denied/Non-Covered: 131.14													
*OA	23	131.14	[Payment adjusted due to the impact of prior payer(s) adjudication including payments and/or adjustments]										
* Denotes Denied Or Non-covered Charges													
REMITTANCE SUMMARY													
					Billed	Allowed	Deduct	Coins	RC-Amt	PLB Adj	Paid		
Totals					145.00	70.12	.00	.00	131.14	.00	13.86		



# My Remit Manager

## ERA Tab (cont'd)

### Patients

- Enter the patient's name in Last Name, First Name format.

The screenshot shows the 'PATIENTS' section of the My Remit Manager interface. At the top, there are navigation tabs: HOME, REALTIME, CLAIMS, ERA (selected), PASSWORD, and ADMIN. Below these are icons for CHECK DATE, POST DATE, PATIENTS (with a magnifying glass), REPORTS, and DOWNLOAD ERA. The main area is titled '> PATIENTS' and contains search filters: 'Search for' with a text input and a 'Search' button; 'Filter on' with a dropdown set to 'None' and a 'Select Date' dropdown; 'Payer' with a dropdown set to 'All Items' and 'From Date' and 'To Date' input fields; and 'Status' with a dropdown set to 'All Items' and 'Provider' with a dropdown set to 'All Items'. At the bottom, there are links for 'ERA Patient Per Page', 'ERA Patient Listing', 'ERA Patient Summary', 'ERA Text', 'Export Selected ERA Per Page', and 'Unselect All'. The text 'RECORDS RETURNED: 0' is visible on the right side of the form area.

- ERA Patient Per Page
- ERA Patient Listing
- ERA Patient Summary
- ERA Text
- Export Selected ERA Per Page
- Unselect All



# My Remit Manager

## Electronic Remittance Advice (ERA)

### *ERA Received from BlueCross*

- Complete the ERA Enrollment/Clearinghouse or ERA Enrollment/Direct Submitter Forms located on [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) to receive ERAs.
- Complete the Electronic Funds Transfer (EFT) Application located at the above-mentioned website to receive EFTs (direct deposits).
- Submit both forms via email to [Provider.EFT@bcbssc.com](mailto:Provider.EFT@bcbssc.com).

### *ERA Received from Clearinghouse*

- Complete the EDI Gateway ERA Enrollment Form.
- Submit form via email to [EDI.Services@bcbssc.com](mailto:EDI.Services@bcbssc.com).



# Thank You!

