REFERENCE GUIDE

For Provider Information and Contacts

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

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Preferred Blue and BlueEssentials Provider Services

For claim status, benefits and eligibility

My Insurance Manager^{SM}	www.SouthCarolinaBlues.com
Voice Response Unit (VRU)	800-868-2510 (Outside of Columbia) 800-334-2583 (Columbia Area Only)
Fax	803-264-4172

For Out-of-State (BlueCard) Members

For claim status and inquiries

My Insurance Manager	www.SouthCarolinaBlues.com or www.BlueChoiceSC.com
VRU	800-868-2510 (Outside of Columbia) 800-334-2583 (Columbia Area Only)
Fax	803-264-4172

For benefits and eligibility

My Insurance Manager	www.SouthCarolinaBlues.com or www.BlueChoiceSC.com
VRU	800-676-BLUE (2583)

VRU options for Preferred Blue, BlueEssentials and out-of-state members

Enter Your Tax ID Number or National Provider Identifier (NPI) Number	Press #
Eligibility and Benefits	Press 1
Claims Status	Press 2
Prior Authorization (Preauthorization, Precertification, etc.)	Press 3
Refunds	Press 4
To Return to the Main Menu	Press 8

BlueChoice® and Blue Option Provider Services

For claim status, benefits and eligibility

My Insurance Manager	www.BlueChoiceSC.com
VRU	800-868-2528 (Toll Free)
Fax	803-714-6443

VRU options

If you are a provider	Press 2
Enter Your Tax ID Number or National Provider Identifier (NPI) Number	Press #
Eligibility and Benefits	Press 1
Claims Information	Press 2
Prior Authorization (Preauthorization, Precertification, etc.)	Press 3

Healthy Blue

For claim status, benefits and eligibility

My Insurance Manager	www.HealthyBlueSC.com
VRU	866-757-8286 (Toll Free)

VRU options

For Providers	Say Provider
Say the type of service	
Say what you need help with	
Enter National Provider Identifier (NPI) Number	Press #
Say or Enter the Member's Alphanumeric ID Card Number	Press #
Say or Enter the Member's Date of Birth	Press #

Federal Employee Program Provider Services

For claim status, benefits and eligibility

My Insurance Manager	www.SouthCarolinaBlues.com
Voice Response Unit (VRU)	888-930-2345 (Toll Free) 803-788-0222, ext. 48800 (Columbia Area Only)
Fax	803-264-8104

For benefits and eligibility

FEP Website	www.fepblue.org
VRU	888-930-2345 (Toll Free) 803-788-0222, ext. 48800 (Columbia Area Only)

Did you know clinical attachments can be submitted online using My Insurance Manager for review? This method is much quicker and more efficient than fax and mail.

VRU options

Main menu	
Medical Providers	Press 2
Federal Employee Program Members	Press 2
Provider menu options	**Press 3**
Enter Your Tax ID Number or National Provider Identifier (NPI) Number	Press #
Eligibility, Deductibles, Benefits	Press 1
Claims Status	Press 2
Filing Addresses	Press 3
Prior Authorization (Preauthorization, Precertification, etc.)	Press 4
Provider or Practice Additions or Changes	Press 5
New Provider Numbers	Press 6
To Repeat Menu Options	Press *

State Health Plan Provider Services

For claim status, benefits and eligibility

My Insurance Manager	www.SouthCarolinaBlues.com
VRU	800-444-4311 (Toll Free)
Fax	803-264-4204

VRU options

Main menu

State Health Plan	Press 1
State Vision Plan	Press 2
State Dental or Dental Plus	Press 3

Provider menu options	Press 3
Enter Your Tax ID Number or National Provider Identifier (NPI) Number	Press #
Eligibility, Deductibles, Benefits	Press 1
Pharmacy	Press 2
Claims Status	Press 3
Prior Authorization (Preauthorization, Precertification, etc.)	Press 4
Provider or Practice Additions or Changes	Press 5
Filing Addresses	Press 6
All Other Inquiries	Press 0

BlueCross Medicare Advantage

Medicare Advantage (Part C) plans provide Medicare coverage through private health insurance companies approved to participate in the Medicare program. Medicare Advantage plans provide all Part A (hospital insurance) and Part B (medical insurance) services as Original Medicare while generally including additional services, such as wellness programs and more. Medicare Advantage plans generally also include prescription drug coverage (Part D). These plans tend to have a maximum out-of-pocket cost and lower overall cost sharing.

For claim status, benefits and eligibility

My Insurance Manager	www.SouthCarolinaBlues.com
Voice Response Unit (VRU)	855-209-7267
Prior Authorization	855-843-2325

Did you know our plans come with a variety of benefits, programs and extras? These include predictable out-of-pocket costs with a low monthly premium, a large network of doctors and hospitals with no referrals, prescription drug coverage, and much more. They also come with dental, hearing and vision coverage included at no extra cost!

Prior Authorization (Preauthorization, Precertification, etc.) Services

My Insurance Manager	www.SouthCarolinaBlues.com or www.BlueChoiceSC.com
Preferred Blue and BlueEssentials	800-334-7287
Federal Employee Program	800-327-3238
State Health Plan (Medi-Call)	800-925-9724
BlueChoice and Blue Option	800-950-5387
BlueCard	800-868-BLUE (2583)
Medicare Advantage	855-843-2325

We use the Cohere Health platform to provide you with a powerful tool to accelerate the prior authorization (PA) process and expand real-time approvals.

You will still sign on through My Insurance Manager℠ so you can begin the process for medical services, but the portal will route you to the new web-based application, powered by Cohere Health, to enhance the efficiency of PA decisions.

Note: All clinical decisions are made by BlueCross.

Provider Authorization Benefit Management Partners

Evolent

Evolent is an independent company that handles prior authorization for certain imaging, radiation oncology, nuclear cardiology and musculoskeletal services on behalf of BlueCross and BlueChoice.

Website	www.RadMD.com
BlueCross Phone	866-500-7664
BlueChoice Phone	888-642-9181

Avalon Healthcare Solutions

Avalon is an independent company that handles prior authorization for certain lab procedures on behalf of BlueCross and BlueChoice. Visit its website to get prior authorization for certain genetic testing, cytogenetic testing and molecular pathology codes.

Website	www.AvalonHCS.com
Phone	844-227-5769
Fax	813-751-3760

Companion Benefit Alternatives (CBA)

CBA is a separate company that manages behavioral health and substance abuse benefits on behalf of BlueCross and BlueChoice.

Website	www.CompanionBenefitAlternatives.com
Phone	800-868-1032

Pharmacy Benefit Manager (PBM) for MBMNow

MBMNow is the PBM's online prior authorization tool for specialty drugs covered under the medical benefit. MBMNow provides a set of comprehensive capabilities including care management, utilization management, network administration and claims administration. This tool allows you to check the status and follow up on a prior authorization request and is available via single sign-on access through My Insurance Manager.

Website	Single sign-on through My Insurance Manager, accessible at www.SouthCarolinaBlues.com or www.BlueChoiceSC.com
Phone	877-440-0089
Fax	612-367-0742

Additional Contacts

BlueCross and BlueChoice Provider Relations and Education

Website	www.SouthCarolinaBlues.com or www.BlueChoiceSC.com
Email	Provider.Education@bcbssc.com
Phone	800-288-2227, ext. 44730

Healthy Blue Provider Relations and Education

Educational support for Healthy Blue plans

Website	www.HealthyBlueSC.com (Look for "Providers" on the homepage)

Electronic data interchange (EDI)

Email	EDI.Services@bcbssc.com
Help Desk	800-868-2505

Electronic data interchange gateway (EDIG)

Enroll practices or billing services as recipients of electronic data

Email	EDIG.Services@bcbssc.com
Support	EDIG.Support@PalmettoGBAServices.com

Electronic funds transfer (EFT) and electronic remittance advice (ERA)

To receive payments or remittances electronically

Email	Provider.EFT@bcbssc.com

Doctor and hospital finder

To verify network participation for Blue Plans nationwide

Website	www.SouthCarolinaBlues.com or www.BlueChoiceSC.com or www.bcbs.com (Look for Find Care on the homepage.)

We are here to service you in any way we can. We have many phone numbers, fax numbers and addresses for our company, each related to a different part of our business. We want to make sure your question or concern ends up in the right place! Please visit www.SouthCarolinaBlues.com to locate any additional information you need!

Technology Support Center

To reset password for encrypted emails, problems with STATchat functionality

Phone	855-229-5720

Fraud

Do you suspect fraud? We encourage you to let us know. Remember, you can remain anonymous! Please include as many details as possible. You can reach us in several ways:

BlueCross BlueShield of South Carolina Fraud Hotline	Phone: 800-763-0703, Fax: 803-264-4050
Write us at:	BlueCross BlueShield of South Carolina Anti-Fraud Unit, Mail Code AX-E01 P.O. Box 24011 Columbia, SC 29224-4011

Did you know there are four elements of fraud? The four elements of fraud include intent to defraud through deliberate deception, knowledge of wrongdoing, misrepresentation in making a false impression and reliance on receiving benefit to which the recipient is not legally entitled.

Laboratory Benefit Management Best Practices

Of laboratory claims, 99 percent deny because the procedures are done too frequently or because the diagnosis is not compatible with the procedure code. Here are some other reasons we see claim denials:

Policy Rule	Definition
Experimental and Investigational	Procedure is not covered under the member's benefit due to exclusion.
Demographic Limitations	Limitations exist based on patient age.
Excessive Procedure Units	Total units within and across claims for a single date of service are 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.
Mutually Exclusive Codes	Procedures are not valid with other procedures on the same date of service.
Diagnosis Does Not Support Test Requested	Procedures were not appropriate for the clinical situation.

Avoiding claim edits

Review medical policies at https://www.southcarolinablues.com/web/public/brands/sc/providers/policies-and-authorizations/medical-policies/.

Use the Avalon Trial Claim Tool in My Insurance Manager, accessible at www.SouthCarolinaBlues.com or www.BlueChoiceSC.com.

Get authorizations when required.

Use and refer patients to network participating laboratories.

Visit the Laboratory Benefits Management pages of our websites for updated information.

Locating participating labs

You can verify participating labs by visiting our provider directories found at www.SouthCarolinaBlues.com or www.BlueChoiceSC.com.

You may also contact Avalon at 855-895-1676 for additional information.

Interested in joining the Avalon network? Please complete the Provider Application form located at www.SouthCarolinaBlues.com and email it to Avalon-Providers@AvalonHCS.com.

Provider Enrollment and Credentialing

My Provider Enrollment Portal

On April 4, 2022, we implemented our new provider enrollment tool, My Provider Enrollment Portal (MyPEP).
The new portal offers a web-based solution for providers who are credentialed or are interested in credentialing with
BlueCross BlueShield of South Carolina to complete the enrollment process.

My Provider Enrollment Portal Website:	scproviderexperience.force.com/providerenrollment/s/ login/?ec=302&startURL=%2Fproviderenrollment%2Fs%2F

Case numbers

When you submit an application, form or support case, you will be given a case number. Always keep track of your case numbers, as they are needed to check statuses, submit case comments, upload contracts and more.

Statuses

In Progress/Not Submitted	The application or form is being worked on and has not been completed for submission.
Submitted	The application and all required documentation with applicable signatures, initials and dates have been uploaded.
Awaiting Signature/Not Submitted	The application or form has been completed and submitted, but signatures are missing.
Awaiting Provider Response	There are missing items needed to continue the enrollment process.
Under Review	The application or form has been assigned to an enrollment representative and is progressing through the enrollment process.
Denied	The application or form was not approved by BlueCross
Canceled	The application or form is no longer being worked on and has been closed by BlueCross.
Congratulations! Complete	The application or form has been approved by BlueCross.

Contracts

While the application is in progress, the enrollment team will review and upload all applicable contracts to the case within two business days of receipt of the practitioner and related group information. This will ensure the contracts can be included with the application and other required forms.

Be sure to download, print and have the practitioner sign the contracts in ink. After, upload the signed contracts to the appropriate case. Once the signed contracts are received, the enrollment team member will continue the process.

Note: Behavioral health contracts can be signed electronically.

Case comments and support cases

If you have case-specific questions (e.g., status, missing information, etc.), please submit a case comment within the case. Once the case is assigned to an enrollment representative, he or she will respond.

You can also complete a support case within the portal for questions regarding which applications or forms should be submitted or for questions not related to a specific case.

Carrier/Payer Codes

We prefer that claims be submitted electronically. We use payer codes to route electronic transactions to the appropriate line of business once the gateway accepts the claim. Failure to use the correct codes will result in misrouted claims or delayed payments.

Use the following carrier/payer codes for direct electronic claim submissions to BlueCross BlueShield of South Carolina. If you transmit through a clearinghouse, the clearinghouse may require different payer IDs.

00400	State Health Plan
00401	Preferred Blue, BlueEssentials and out-of-state BlueCard claims
00402	Federal Employee Program
00403	BlueChoice HealthPlan Medicaid (Healthy Blue)
00922	BlueChoice HealthPlan and Blue Option
00C63	Medicare Advantage

Use this carrier code for third-party administrators (TPAs) that use the Preferred Blue network and are accepted electronically.

| 00886 | Planned Administrators Inc. (PAI) |

Use these carrier codes for dental claim submissions.

| 38520 | BlueCross BlueShield of South Carolina |
| 77828 | Companion Life |

Notes

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