

# BlueNews<sup>SM</sup> for Providers



BlueCross BlueShield of South Carolina and  
BlueChoice<sup>®</sup> HealthPlan of South Carolina

Reminder: Verifying  
Eligibility and Benefits

What To Know About the  
BlueCard<sup>®</sup> Program

Medical Policy Updates



## REMINDER: VERIFYING ELIGIBILITY AND BENEFITS

BlueCross BlueShield of South Carolina and BlueChoice HealthPlan offer multiple platforms for eligibility and benefits verification. The most common and preferred platform is My Insurance Manager<sup>SM</sup> (MIM).

MIM is a self-service, web-based tool that gives providers access to the following and more:

- ▶ Eligibility and benefits
- ▶ Claims status
- ▶ Prior authorizations

There are three options available for verifying eligibility and benefits in MIM. We strongly recommend the Eligibility and Benefits by Procedure Code option. This option helps you get the most accurate benefit details. The system will prompt you to enter the procedure code. You can also include modifiers and diagnoses.

Need more guidance on researching eligibility and benefits through MIM? You can access user guides and other resources on our [My Insurance Manager](#) page.



## WHAT TO KNOW ABOUT THE BLUECARD PROGRAM

The BlueCard Program allows Blue® plan members to get health care services while traveling or living in another Blue plan's service area. The program links participating health care providers across the country and around the world through a single, electronic network for claims processing and reimbursement.

### Benefits to Providers:

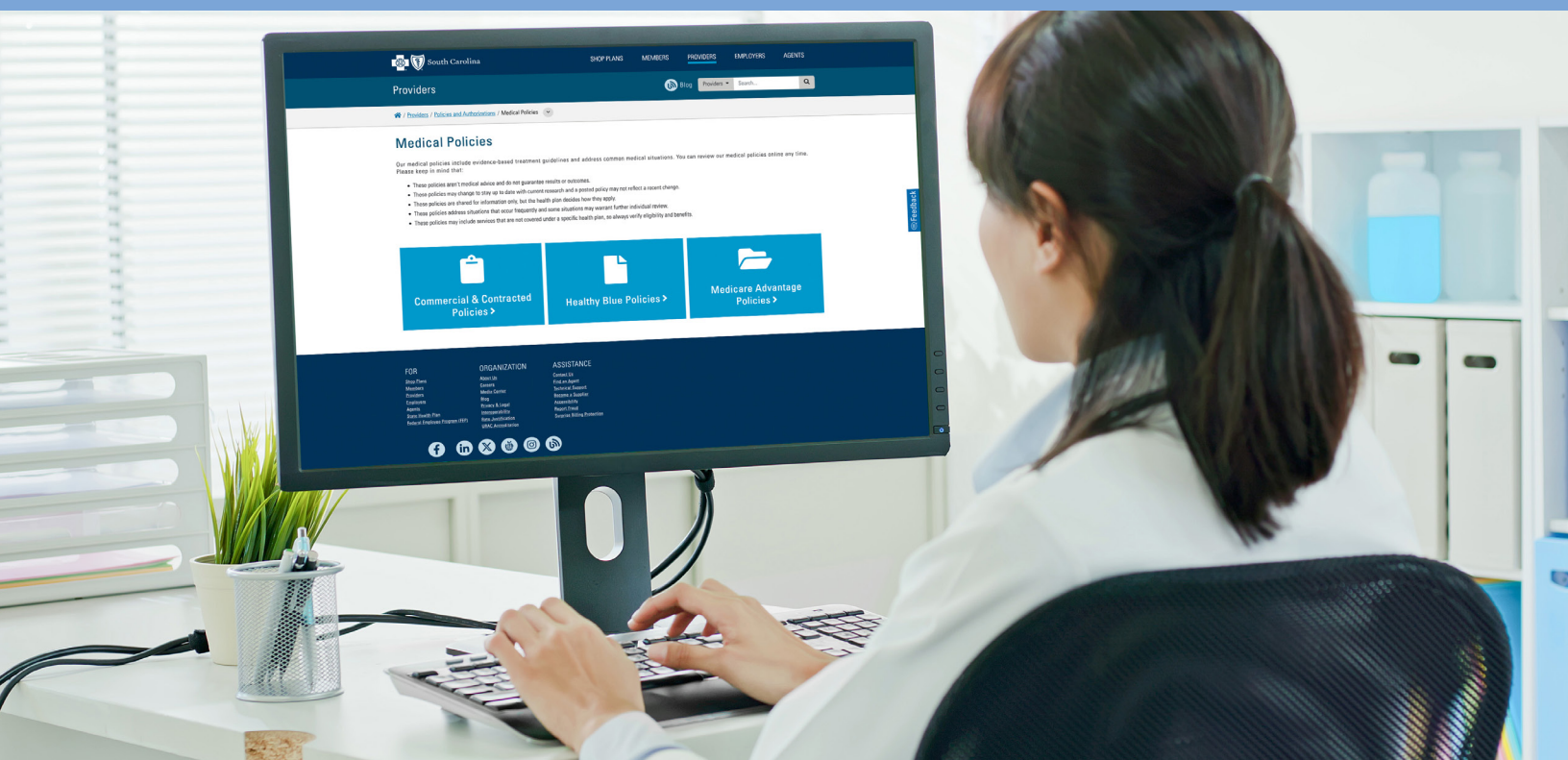
- ▶ Allows you to conveniently submit claims for members from other Blue plans directly to BlueCross
- ▶ Gives you one point of contact for all your claims-related questions

### Products Included:

- ▶ Preferred provider organization (PPO)
- ▶ Exclusive provider organization (EPO)
- ▶ Health maintenance organization (HMO)
- ▶ Point of service (POS)

### Products Excluded:

- ▶ Stand-alone dental
- ▶ Vision products delivered through a vendor
- ▶ Self-administered prescription drugs products delivered through a vendor
- ▶ Medicaid and State Children's Health Insurance Program (SCHIP) plans
- ▶ Medicare Advantage
- ▶ Federal Employee Program (FEP)



## MEDICAL POLICY UPDATES

BlueCross frequently revises the medical policies used to make clinical determinations for a member's coverage.

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



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

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**Benefits Disclaimer:** The information listed is general information and does not guarantee payment. Benefits are always subject to the terms and limitations of specific plans. No employee of BlueCross BlueShield of South Carolina or BlueChoice HealthPlan of South Carolina has authority to enlarge or expand the terms of the plan. The availability of benefits depends on the patient's coverage and the existence of a contract for plan benefits as of the date of service. A loss of coverage, as well as contract termination, can occur automatically under certain circumstances. There will be no benefits available if such circumstances occur.

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