

BlueNewsSM for Providers



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

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2023

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PROVIDER EDUCATION WELCOMES OUR NEWEST TEAM MEMBER



Tara Sanders

Title: Provider Relations Consultant

Hometown: Spartanburg, South Carolina.

Tenure with the company: 3 years

Tara began her career as a customer service representative more than 10 years ago. She also worked with two great organizations: United Way and Midlands Technical College. She is the mom of two, Naeemah and Ervin.

She loves music, good food, online shopping, watching documentaries, spending time with family and friends, and traveling. She is excited to be back with BlueCross BlueShield of South Carolina to be a member of a talented, dynamic team like Provider Education.

REMINDER: 90-DAY PROVIDER VALIDATION REQUIREMENTS

Provider demographic data and our networks can change often throughout the year. To ensure our members know where to find the right doctors or facilities for the care they need, we validate their contact information regularly.

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

Use M.D. Checkup, located in My Insurance Manager™, to validate your demographic data. Validations are determined based on the number of days since the provider's last validation. To review your information:

1. Log in to My Insurance Manager.
2. In the purple box labeled "Provider Validation," select Validate Now.
3. For each location with a status of "Verification Required," select View & Edit.
4. Review and edit the information as needed and then select Verify.

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

1. Log in to My Insurance Manager.
2. In the purple box labeled "Provider Validation," select Validate Now.
3. For each location with a status of "Suppressed from Directories," select View & Edit.
4. Review and edit the information as needed and then select Verify.

We receive your data automatically and update our directories once you validate your information in My Insurance Manager.





PUBLIC HEALTH EMERGENCY FOR COVID-19 HAS ENDED

BlueCross BlueShield of South Carolina has kept an eye on the status of COVID-19 to ensure our providers stay up to date on changes in policies or procedures related to the care of your patients, our members.

On Feb. 9, 2023, the Department of Health and Human Services (HHS) announced the public health emergency (PHE) for COVID-19 would end on May 11, 2023.

As COVID-19 remains a priority over the next several months, the Centers for Medicare & Medicaid Services (CMS) will work to ensure a smooth transition. Throughout the PHE, CMS used a combination of emergency authority waivers, regulations, enforcement discretion and subregulatory guidance to ensure patients had access to care. While some of these flexibilities were recently expanded by the Consolidated Appropriations Act, 2023, others are no longer needed.

We will continue to keep CMS providers aware of changes. We encourage you to review the fact sheet on the HHS website and the details from CMS regarding waivers and flexibilities to learn more on the changes to come.

MEDICARE ADVANTAGE PARTNERS WITH INTEGRATED HOME CARE SERVICES

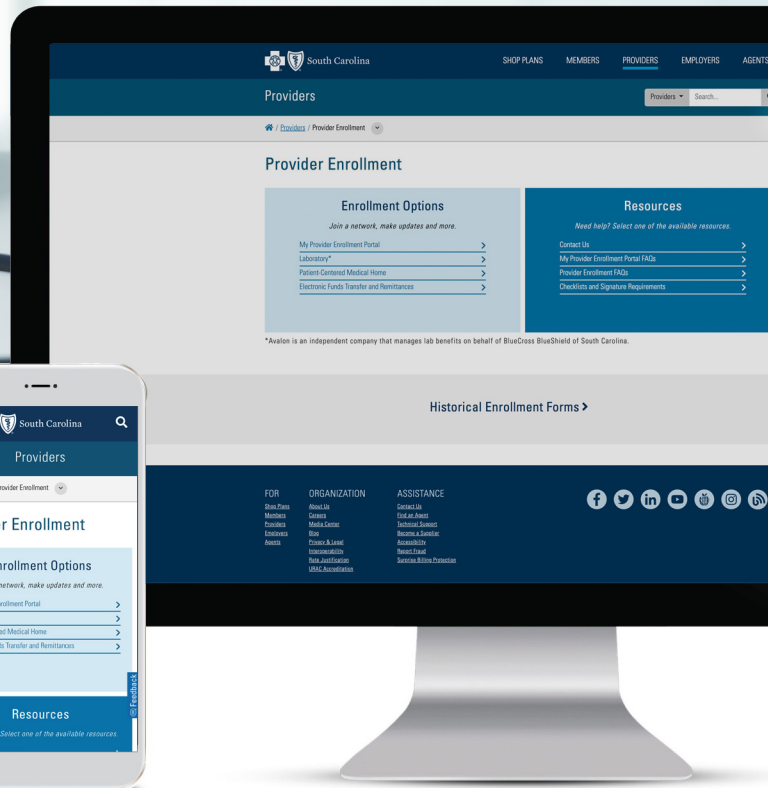
BlueCross proudly announces a formal agreement with Integrated Home Care Services (IHCS) for the coordination and provision of durable medical equipment (DME), home health and home infusion services to our Medicare Advantage line of business.

Effective July 5, 2023, all DME, home health and home infusion services will require prior authorization by IHCS. Please fax all prescriptions, medical orders and discharge orders to IHCS at 844-215-4265. Its customer service team is available if you have questions or need help with an order. You can contact the team at 844-215-4264.

Visit the Medicare Advantage prior authorization page to see a list of codes that will require authorization.

For questions, please contact the Medicare Advantage team at 855-204-2744.





UPDATES TO PROVIDER ENROLLMENT, EFFECTIVE JUNE 1, 2023

Our provider enrollment process has recently changed with the implementation of My Provider Enrollment Portal (MyPEP).

MyPEP is our web-based solution for credentialed providers or those interested in credentialing with BlueCross to complete the enrollment process. Since we started using it in 2022, continuous upgrades and enhancements have improved the portal's performance.

As of June 1, 2023, MyPEP is the sole source for completing the provider enrollment processes and communications. All other processes (fax, email and phone) will end.

What this means to you:

The existing email addresses and phone number for provider enrollment will be out of service:

- ▶ Provider.Blue.Enroll@bcssc.com
- ▶ Provider.Blue.Updates@bcssc.com
- ▶ 800-868-2510, option 5

We will review applications received before June 1, 2023, for completion. We will contact you and give you a fax number or email address to submit minimal data required to complete the review.

Depending on where you are in the application process, we may ask you to resubmit it through the portal to meet all application requirements.

What you should do:

If you're not already using the portal, we encourage you to sign up as soon as possible. Follow these steps to sign up:

1. Visit www.SouthCarolinaBlues.com.
2. Go to Providers, and then select Provider Enrollment.
3. Select My Provider Enrollment Portal.
4. Select the link to the portal.
5. Select New User on the homepage.
6. Enter the name and email address.
7. Select Sign Up.

It is best to sign up using a shared group email address. This lets anyone with access to the login view cases created or submitted for the practice.

We have resources available for quick assistance with MyPEP.

REMINDER: BLUE EXCLUSIVESM AND BLUE EXTENDSM PLANS

BlueCross BlueShield of South Carolina offers BlueExclusive and BlueExtend plans to provide coverage for individuals and families in select counties.

These plans comply with the Affordable Care Act. However, they are separate from our historical and broader BlueCross individual health insurance exchange preferred provider network.

Members participating in one of these networks do not have out-of-network or out-of-state benefits, except for emergent care.

Review the Member Identification Card Guide for samples of each plan.

Reedy Network

- ▶ The prefixes are RBX and RBN.
- ▶ Members must reside in Greenville, Laurens, Oconee or Pickens County.
- ▶ The network includes Prisma Health.

Cooper Network

- ▶ The prefixes are MBX and MBY.
- ▶ Members must reside in Berkeley, Charleston, Dorchester, Orangeburg or Williamsburg County.
- ▶ The network includes MUSC Health, the Regional Medical Center (Orangeburg) and Williamsburg Regional Hospital.

Congaree Network

- ▶ The prefixes are CNN and CNS.
- ▶ Members must reside in Kershaw, Lexington or Richland County.
- ▶ This network includes Lexington Medical Center and MUSC Health.

Pee Dee Network

- ▶ The prefixes are PEQ and PEZ.
- ▶ Members must reside in Florence, Georgetown, Horry or Marion County.
- ▶ This network includes Conway Medical Center, MUSC Health and Tidelands Health.

BlueExtend Network

- ▶ The prefix is BXZ.
- ▶ Cards reflect the network: BlueExtend network exclusive provider organization (EPO).
- ▶ Members must use providers in the BlueEssentials network when receiving services in South Carolina.
- ▶ When traveling outside of South Carolina, members must use participating providers (PPO).



NEED TO GET IN TOUCH WITH PROVIDER RELATIONS AND EDUCATION?

The Provider Education team is always eager to assist you. If you have a training request, use the [Provider Training Request Form](#). For questions about an ongoing education initiative or recent news bulletins, submit the Provider Education Contact Form. Lastly, be sure to view the [Provider Education Territory Map](#) for the latest updates.

This information is located on the Provider Education page of our website.



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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