

PROVIDER Blue

New Assistance for Providers From ProgenyHealth

Beginning Oct. 1, 2023, BlueCross BlueShield of South Carolina will partner with ProgenyHealth®. ProgenyHealth is an independent organization that specializes in neonatal care management services. Its program will enhance services to our members.

With this program, ProgenyHealth's neonatologists, pediatricians and neonatal nurse care managers will work closely with our members, attending physicians and nurses. This approach promotes healthy outcomes for BlueCross' premature and medically complex newborns.

Which plans are included?

This program will apply to BlueChoice® HealthPlan of South Carolina, fully insured business (major group, small group and individual plans) and some self-insured plans. It will not include state employees and retirees covered through PEBA's State Health Plan or Medicare Advantage.

Benefits of partnering with ProgenyHealth include:

- The support of a team who understands the complexity and stress of managing infants in the neonatal intensive care unit (NICU). This team will work with you to reach the best outcomes.
- A collaborative and proactive approach to care management that supports timely and safe discharge to home.
- A company that believes in sharing best practices. It works with NICUs nationwide to improve the health outcomes of our next generation.

In the program, families will have dedicated care managers who will provide support and education. They'll also have access to an on-call staff member 24/7. For our hospitals, ProgenyHealth will serve as a liaison for BlueCross providing inpatient review services and helping with the discharge planning process to ensure a smooth transition to the home setting.

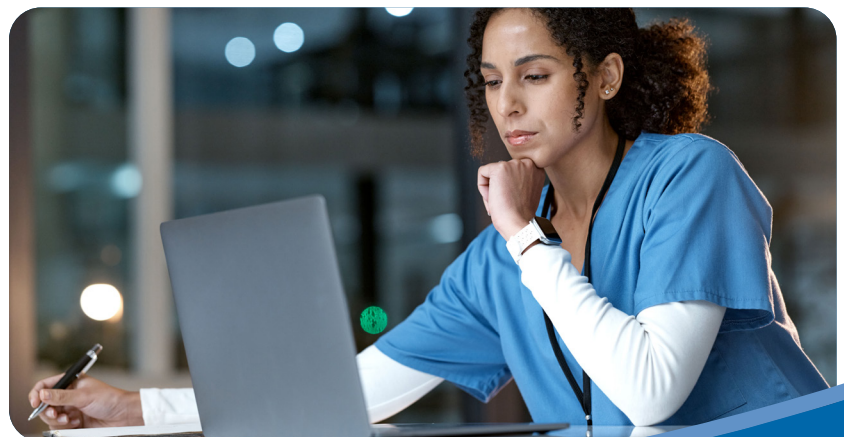
What you need to do

The process for notifying BlueCross of infant admissions to the NICU or special care nursery is not changing. Continue to follow the

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](#) pages regularly to stay up to date with these changes and to read any policy in its entirety.



New Assistance for Providers From ProgenyHealth 1
Medical Policy Updates 1
Making Corrections to Provider Enrollment Applications... 2
Provider Enrollment Reminder: 7-7-7 Rule Implementation..... 2
New Provider Education Team Members..... 3

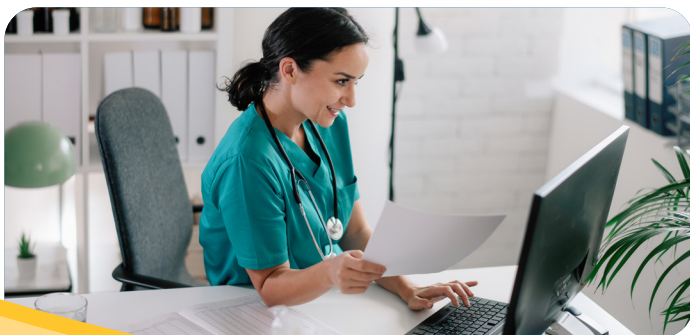
Making Corrections to Provider Enrollment Applications

My Provider Enrollment Portal (MyPEP) is a web-based solution for providers who are credentialed or are interested in credentialing with BlueCross to complete the enrollment process. Since its launch in 2022, continuous upgrades and enhancements have improved the portal’s performance to ensure applications meet the necessary requirements.

At times, providers unknowingly submit applications that include errors or have incomplete sections. This results in the application being returned to the provider for corrections. When this happens, the provider must go into the portal and make the necessary corrections, as handwritten corrections cannot be accepted. The signature and date fields are the only fields that should be handwritten.

When corrections are made in the portal, the system tracks the corrections and applies them to the appropriate fields. The system will then generate the corrected document(s) for the case. The corrected document(s) will require signatures, initials and dates to be updated based on the changes.

Going forward, if an application is returned for corrections, be sure to complete them inside the portal to avoid delays. If applications are received with handwritten corrections, they will be returned.



Provider Enrollment Reminder: 7-7-7 Rule Implementation

BlueCross’ provider enrollment process has undergone a transformation with the implementation of the MyPEP solution for credentialed providers or those interested in credentialing with BlueCross to complete the enrollment process.

Since its implementation in 2022, continuous upgrades and enhancements have improved the portal’s performance. One of the enhancements was the addition of automated notifications for missing items. While this process is not new, we had not enacted this process in MyPEP to date. Due to recent timeliness regulations from the South Carolina Department of Health and Human Services* and other entities, it is now necessary for us to implement this process.

What this means for you:

If we receive an application but it has missing items, we will send an automated notification every seven days, with a 21-day maximum. The notification goes to the contact email address listed on the application and will include which items are missing. Once we receive the missing information, we will review the application and the additional notifications will stop. If we do not receive the missing items within 21 days, the case will be placed into a “Canceled – Incomplete Submission” status. Once in this status, we cannot reopen the application, and the provider must submit a new application.

*The South Carolina Department of Health and Human Services is an independent organization that provides health information you may find helpful.



New Provider Education Team Members



Takelia Haynes

Hometown: Sumter, SC

Tenure with BlueCross: 11 years

Background: *Takelia started her career with BlueCross in Provider Services. There, she held multiple roles until her transition to Provider*

Education. She will be celebrating seven years of marriage to her amazing husband on Aug. 13. Takelia has been blessed with two bonus children and has 20 nieces and nephews, whom she loves dearly. Being the oldest, she also plays the role of parent to her three younger siblings.



Daniel Nelson

Hometown: Eastover, SC

Tenure with BlueCross: 21 years

Background: *Daniel has been with the company for 21 years. He has experience with multiple lines of business along with customer service,*

training and management. Daniel is a graduate of Lower Richland High School and Benedict College. He is married and has two children. During his spare time, he enjoys writing, coaching and traveling.



LaQuanda Williams

Hometown: Columbia, SC

Tenure with BlueCross: 8 years

Background: *LaQuanda has been with the company for eight years. During her time, she has held multiple roles, including customer*

service advocate, work leader, customer service coach, and now, provider relations consultant. Each of her positions has been provider-driven. Outside of work, LaQuanda is the mother to an 11-year-old basketball girl, fiancée to a Philadelphia Eagles fan and a huge "foodie." She loves Indian food, Marvel movies, the color green and roller-skating.



Patricia Thompson

Hometown: Blythewood, SC

Tenure with BlueCross: 9 years

Background: *Patricia has been with the company for nine years. She worked in the Finance and Accounting department at Palmetto GBA for more*

than five years. Prior to this, she worked as a customer service advocate. Patricia graduated summa cum laude from Columbia College, where she earned a bachelor's degree in business administration. Patricia loves organization, traveling and aquariums. One of her favorite quotes is by Nelson Mandela: "Education is the most powerful weapon which you can use to change the world."