



PROVIDER Blue

New Enhancements to My Provider Enrollment Portal

Have you noticed changes to My Provider Enrollment Portal (MyPEP)? On **Feb. 20, 2023**, we updated MyPEP to make the credentialing process quicker and easier.

Confirm button

One of the changes to the portal is the new Confirm button. As you know, the process cannot start until we get all required and signed documents. Now, when you upload documents under Form Information, you will see a Confirm button. By selecting this button, you are saying you have included all required documentation with applicable signatures, initials and dates to begin the process.

Note: The new Confirm button will not change the processing time of applications we have already received.

Understanding statuses

Another change is to statuses. In the past, once you submitted an application, it would show a status of "Awaiting Signature." This confused some providers.

Now, once you have completed and uploaded an application and all required documentation with applicable signatures, initials and dates, the status of the case will show as "Submitted" once you select the new Confirm button.

At initial review, if items are missing, the case will get a status of "Awaiting Provider Response." You will see the items still needed. Once you've uploaded the missing items, you will select the Confirm button again. The status will then change to "Submitted."

If signatures are missing, the case will be placed into "Awaiting Signature." Once you've uploaded the signed documents, you will need to select Confirm. The status will then change to "Submitted."

Automated missing items message

We also made changes to the automated message for missing items. If your case is "Awaiting Provider Response," you will get an automated message every seven days, with a 21-day maximum, until we have received the items. If we don't get the missing items, the application will show a status of "Canceled – Incomplete Submission." Once a case shows this status, you can't reopen it. You will need to submit a new application.

Once you upload and confirm the missing items, the status of the case will change to "Submitted," and the messages will stop.

For help with MyPEP, see the resources at www.SouthCarolinaBlues.com.

Did You Know?

Did you know we have updated our [frequently asked questions](#) to give you answers to lots of questions we've received? Be sure to check them out!

New Enhancements to My Provider Enrollment Portal..... Cover
 Did You Know?..... Cover
 Medical Policy Updates..... 1
 Public Health Emergency for COVID-19 To End 1
 Glucagon-Like Peptide-1 Agents Utilization Management Update 1
 Upcoming Webinars..... 1

Medical Policy Updates

BlueCross BlueShield of South Carolina often revises the medical policies used to make determinations for coverage. See the [latest updates](#).

Please visit the [Medical Policies and Clinical Guidelines](#) pages often to stay up to date on these changes and to read any policy.

Public Health Emergency for COVID-19 To End

We keep close tabs on the status of COVID-19. We do this so we can let you know of any changes in policy or procedure 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 will end on **May 11, 2023**.

Over the next several months, the Centers for Medicare & Medicaid Services (CMS) will work to ensure a smooth transition. Throughout the PHE, CMS offered some flexibility to make sure patients had access to care.

While the Consolidated Appropriations Act expanded some of these adjustments, we no longer need others.

We will let you know of changes. We hope you will review the [fact sheet](#) on the HHS website and [details from CMS](#) to learn about the changes to come.

Glucagon-Like Peptide-1 Agents Utilization Management Update

We've seen a large increase in the use of certain glucagon-like peptide-1 (GLP-1) products for weight loss. The U.S. Food and Drug Administration has not approved them for this use. As a result, we are changing these drugs from a step therapy to a prior authorization (PA) requirement.

Off-label use of these medications has led to shortages. It has made it hard for some people with diabetes to get the medication they need. This update will help make sure members can get these GLP-1 products to control their Type 2 diabetes. The update will also help stop improper use.

For members new to therapy, the PA requirement went into effect **Feb. 13, 2023**. For existing members who use these medications, it goes into effect **April 3, 2023**. We mailed a letter in February to tell members about the change.

View the [bulletin](#) to learn more.

Upcoming Webinars

During the first two quarters of the year, we host webinars for our providers. Here are the topics we're presenting this year:

- Dental Network April 12, 2023
- Quality April 19, 2023
- Provider 101 May 10, 2023
- Provider Enrollment..... May 17, 2023

We host all webinars through Microsoft Teams from noon – 1 p.m. You can [sign up](#) for any available sessions. We look forward to you joining us.