

BlueNewsSM

for Providers



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

Opioid Management Program
Provider Education FAQs
Digital Member ID Cards

Point-of-Pickup ZIP Codes
Latest Medical Policy Updates
Provider Relations and Education

Heart of the Matter

February Is A Perfect Time To Focus On Heart Health, Lifestyle Changes

Millions of Americans will celebrate Valentine's Day in February. Health care experts say it is also a great time for physicians to discuss heart health and healthy lifestyle changes with their patients.

February is American Heart Month, a federal designation aimed at focusing attention on heart disease, the leading cause of death for both men and women in the United States. According to the U.S. Department of Health and Human Services (DHHS), one in every four deaths in the United States is due to heart disease.

The condition is particularly prevalent in South Carolina, which has the 15th-highest death rate from heart disease in the nation, according to the American Heart Association. The state Department of Health and Environmental Control (DHEC) lists risk factors for heart disease that include smoking, being overweight or obese, a sedentary lifestyle, hypertension, diabetes and high cholesterol.

South Carolina saw more than 10,000 deaths from heart disease in 2015, DHEC says, and more than 50,000 hospitalizations, costing more than \$3.2 billion.

The good news is that heart disease often can be prevented through healthy diet and lifestyle choices. DHHS offers the following guidance you can offer to your patients to improve heart health:

- **Talk about heart health at office visits.** It's important to schedule regular checkups, even if you think you are not sick. Partner with your doctor and health care team to set goals for improving your heart health, and don't be afraid to ask questions and trust their advice.
- **Add exercise to your daily routine.** Start off the month by walking 15 minutes, three times each week. By mid-month, increase your time to 30 minutes, three times each week.
- **Increase healthy eating.** Cook heart-healthy meals at home at least three times each week and make your favorite recipe lower-sodium. For example, swap out salt for fresh or dried herbs and spices.
- **Take steps to quit smoking.** If you smoke, quitting can cut your risk for heart disease and stroke.
- **Take medication as prescribed.** Talk about the importance of high blood pressure and cholesterol medications. If you're having trouble taking your medicines on time or if you're having side effects, ask your doctor for help.

Who's at Risk for Heart Disease?

Risks for heart disease increase if you:

- Have high cholesterol or high blood pressure
- Smoke
- Are overweight or obese
- Don't get enough physical activity
- Don't eat a healthy diet

Your age and family history also affect your risk for heart disease. Your risk is higher if:

- You are a woman over age 55
- You are a man over age 45
- Your father or brother had heart disease before age 55
- Your mother or sister had heart disease before age 65

Source: U.S. Department of Health and Human Services



Opioid Management Program to Launch April 1

BlueCross BlueShield of South Carolina and BlueChoice Health Plan are dedicated to reducing the over-prescribing of opioids to ultimately help reduce the number of new opioid addicts and deaths. Our Pharmacy & Therapeutics (P&T) Committee has developed an Opioid Management Program to begin April 1, 2018. The P&T Committee based its recommendations and decisions on the guidance set forth by the federal Centers for Disease Control and Prevention (CDC). The program will consist of daily quantity limits specific to each drug, along with prior authorization for certain prescribing situations.

A few highlights of the program include:

- An initial supply fill limit for all short-acting/immediate-release (IR) opioids.
- Specific initial fill limit for all long-acting/extended-release (ER) opioids, provided the patients' prescription history has proof of a previous fill of an IR opioid prescription in the past 90 days.
- All daily supply limits for IR and ER opioids are calculated based on 90 MME (morphine milligram equivalents) a day. Requests for quantities above 90 MME a day will require prior authorization.

- If the request for quantities above 90 MME is approved, patients will be allowed to fill a prescription for up to a maximum of 120 MME per day.
- Prior authorization criteria will be implemented to manage the allowed appropriate daily limits and to encourage ongoing physician monitoring of patients on opioid therapy.
- The program applies to all BlueCross and BlueChoice® members. The program does not apply to ACA members and plans, as these members are subject to a similar program administered by CVS/Caremark. CVS/Caremark is a division of CVS/Health, an independent company that provides pharmacy services on behalf of BlueCross and BlueChoice.
- Patients undergoing cancer treatment, palliative and end-of-life care will be exempt from the program requirements.

Additional program information is outlined in a news bulletin posted in the "Provider News" section at www.SouthCarolinaBlues.com.

Provider Education FAQs

Each month, we include a list of frequently asked questions submitted to Provider.Education@bcbssc.com. If you have a question, please email us, submit your question using the [Provider Education Contact Form](#) or call us at **803-264-4730**.

Your Question	Our Response
Do BlueCross' Medicare Advantage plans cover chiropractic services? Is the member's copayment for chiropractic services the same as for an office visit with a specialist?	Medicare covers manual manipulation of the spine to correct subluxation. The member copayment is not the same as for a specialist visit. The copayment for each Medicare-covered chiropractic visit is \$20 under both BlueCross Total (PPO) and BlueCross Secure (HMO).
What does the "B" next to the PPO logo on the ACA member ID cards represent?	Blue Essentials SM and Blue Option SM members do not have access to benefits outside of South Carolina, except in the event of a true emergency. The "PPOB" indicates they have access to PPO network providers outside of South Carolina for emergencies only.
Do I have to wait for my security code to be mailed in order to validate my profile on My Insurance Manager?	Providers have two ways of validating profiles on My Insurance Manager — entering claims information or having a security code mailed to the location we have on file. If you choose to have the security code mailed and don't want to wait, please email Provider.Education@bcbssc.com or call 803-264-4730 . Provider Education representatives Jamie Pringle and Noelle Jacobs will be happy to assist you.
Can I add provider information to My Insurance Manager if it doesn't appear to be listed?	If information doesn't show up in My Insurance Manager (NPI number, location, etc.), we most likely do not have it in our files. My Insurance Manager pulls from our files and cannot add anything the system doesn't recognize. To credential a provider or to add his/her information to our files, please email Provider.Cert@bcbssc.com . You may use the M.D. Checkup feature in My Insurance Manager to update information that appears in our Provider Directories, such as addresses, phone numbers and office hours. You may also use M.D. Checkup to add an affiliated provider who is already credentialed.
How do I get set up for STATchat SM ?	STATchat is a communication tool that allows providers to speak with Provider Services representatives through an internet connection. Please view the latest bulletin for STATchat on www.SouthCarolinaBlues.com under "Provider News." If you are still unable to get set up, our technical team can be reached at 855-229-5720 to help.

Digital Member ID Cards

BlueCross and BlueChoice have launched a feature in My Health Toolkit® for members to access digital copies of their ID cards. Members can access their digital ID cards anytime, anywhere from their computers or mobile devices. They will also be able to order cards online, print copies, download images of the cards and email the images securely from My Health Toolkit.

How Members Can Access Their Digital ID Cards

If members are at your office and don't have their plastic ID card, advise them to:

- Go to www.SouthCarolinaBlues.com or www.BlueChoiceSC.com on their mobile device and log in to My Health Toolkit.
- Select "Insurance Card" from the main menu.

Advantages For Members

The digital ID card is identical to the plastic card. Unlike the plastic cards, members don't have to worry about losing them or ordering duplicate copies for their families. Members can easily:

- View the card on a smartphone, tablet or computer.
- Email the card to a spouse, children, doctor's office or pharmacy.
- Print the card at home from a smartphone, tablet or computer.

Advantages For Providers

The digital ID card:

- Provides real-time information. The digital ID card is always current.
- Is readily accessible.
- Provides a new way to capture insurance information. If your office accepts patient emails, you can encourage members to email their cards. It can also expedite check-ins and annual updates.

Digital ID card emails will come from either noreply@southcarolinablues.com or noreply@bluechoicesc.com with the subject "Insurance Card."

Continue your practice of verifying eligibility and benefits when a member presents you with a copy of the ID card.

If you have any questions about digital ID cards, please contact Provider Education at **803-264-4730** or submit your question using the [Provider Education Contact Form](#).



Ambulance Claims Require Point-of-Pickup ZIP Codes

BlueCross and BlueChoice remind ambulance service providers that all claims must include the point-of-pickup (POP) ZIP code. The requirement applies to claims submitted for ground, water or air ambulance services.

The POP ZIP code is the code for the location of the patient when he or she is placed on board the ambulance. Processing may be delayed for claims submitted without the code.

The Blue Cross and Blue Shield Association began requiring the POP ZIP code on ambulance claims submitted to Blue Plans in October 2016.

Include the POP ZIP code in the following claim form fields:

CMS 1500 Health Insurance Claim Form

- Enter the five-digit point-of-pickup ZIP code in field 23.

837 Professional Electronic Submission

- Enter the five-digit point-of-pickup ZIP code in loop 2310E.
- Enter the five-digit drop-off location ZIP code in loop 2310F.

UB-04 Institutional Claim Form

- Enter the condition code AK and value code A0 with the five-digit point-of-pickup ZIP code in fields 39-41.

837 Institutional Electronic Submission

- Enter the condition code AK and the value code A0 with the five-digit point-of-pickup ZIP code in loop 2300.

Latest Medical Policy Updates

We frequently revise the medical policies we use to make clinical determinations for a member's coverage. Here are recent medical policies that have been reviewed, updated or newly added. Please visit the Medical Policies and Clinical Guidelines pages of www.SouthCarolinaBlues.com and www.BlueChoiceSC.com regularly to stay informed of these changes and to read any policy in its entirety.

CAM 701100

Bone Morphogenetic Protein

Changed phrasing. This does not change the intent. Also updated background, description, regulatory status, rationale and references.

CAM 60158

Endobronchial Ultrasound for Diagnosis and Staging of Lung Cancer

No change to policy intent. Updated background, description, regulatory status, rationale and references.

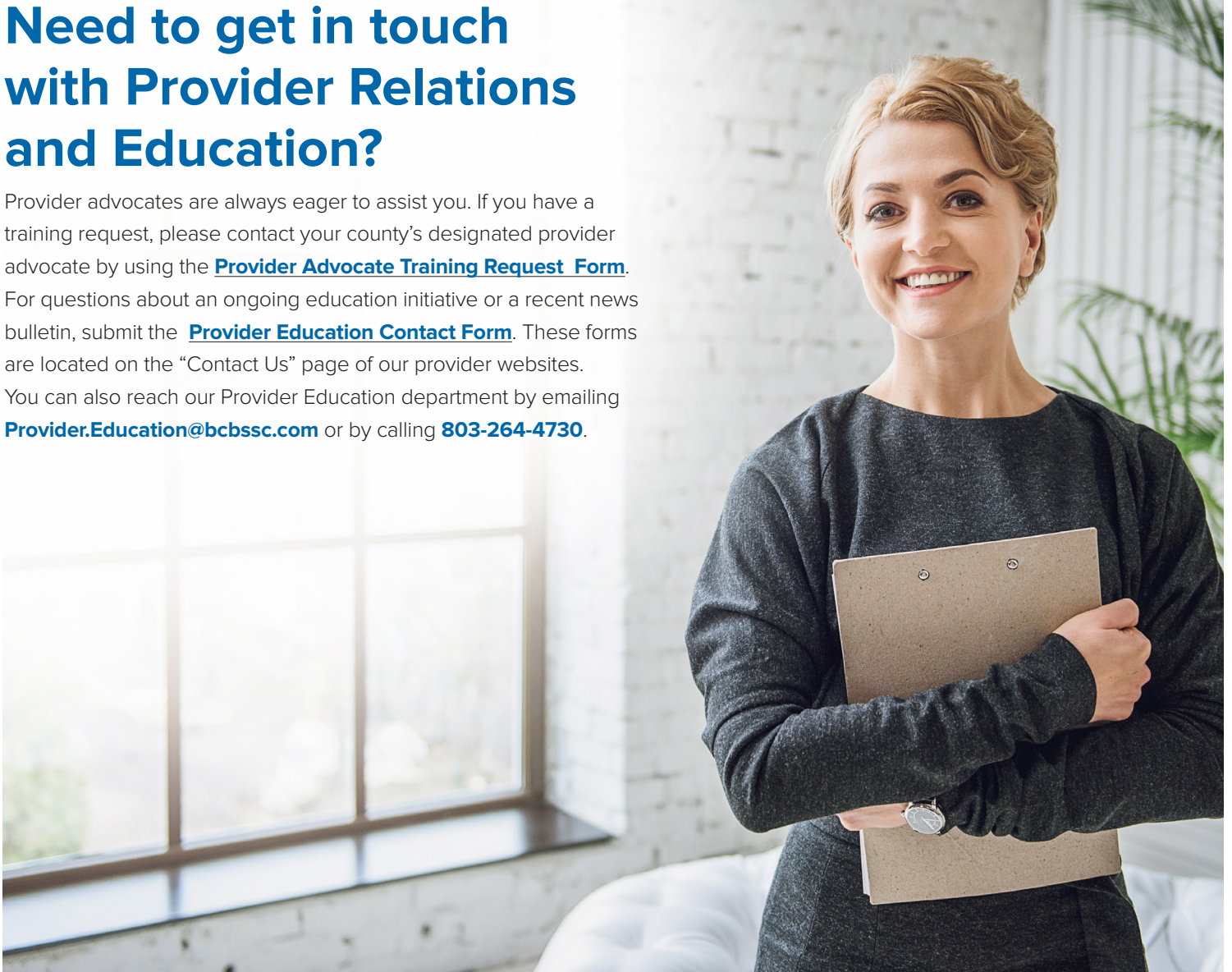
CAM 10120

Continuous or Intermittent Monitoring of Glucose in Interstitial Fluid

Corrected typo and minor editing in description and rationale related to Type 2 diabetes. No change in policy intent.

Need to get in touch with Provider Relations and Education?

Provider advocates are always eager to assist you. If you have a training request, please contact your county's designated provider advocate by using the [Provider Advocate Training Request Form](#). For questions about an ongoing education initiative or a recent news bulletin, submit the [Provider Education Contact Form](#). These forms are located on the "Contact Us" page of our provider websites. You can also reach our Provider Education department by emailing Provider.Education@bcbsc.com or by calling **803-264-4730**.





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

Independent licensees of the Blue Cross and Blue Shield Association

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.

Publication Disclaimer: For educational and research purposes only. While the articles in this publication are derived from sources believed reliable, it is not intended to be professional health care advice. Every effort has been made to ensure that the information in this editorial was correct. We do not assume and hereby disclaim any liability for loss caused by errors or omissions in preparation and editing of this publication.