

BlueNewsSM

for Providers



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

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BlueCross Honors Maternity Care in Hospitals With 'Blue Distinction' Designation

BlueCross BlueShield of South Carolina has recognized several South Carolina hospitals with a "Blue Distinction[®] Center for Maternity Care" designation as part of the Blue Distinction Specialty Care program. Blue Distinction Centers are nationally designated hospitals that show expertise in delivering improved patient safety and better health outcomes, based on objective measures that were developed with input from the medical community.

The facilities being recognized as Blue Distinction Centers for quality and cost are:

- Aiken Regional Medical Center, Aiken
- AnMed Health Medical Center, Anderson
- Beaufort Memorial Hospital, Beaufort
- Bon Secours St. Francis Xavier Hospital, Charleston
- Carolinas Hospital System, Florence
- Conway Hospital, Conway
- East Cooper Medical Center, Mount Pleasant
- GHS Greenville Memorial Hospital, Greenville
- GHS Greer Memorial Hospital, Greer
- Grand Strand Medical Center, Myrtle Beach
- Lexington Medical Center, Lexington
- MUSC Medical Center, Charleston
- Piedmont Medical Center, Rock Hill
- Roper Mount Pleasant Hospital, Mount Pleasant
- Springs Memorial Hospital, Lancaster
- St. Francis Eastside, Greenville
- The Regional Medical Center of Orangeburg & Calhoun Counties, Orangeburg
- Tidelands Waccamaw Community Hospital, Murrells Inlet

The facilities being recognized as Blue Distinction Centers for quality are:

- Baptist Easley Hospital, Easley
- Coastal Carolina Hospital, Hardeeville
- Colleton Medical Center, Walterboro
- GHS Laurens County Memorial Hospital, Clinton
- GHS Oconee Memorial Hospital, Seneca
- Hilton Head Hospital, Hilton Head Island
- Kershaw Health, Camden
- Newberry County Memorial Hospital, Newberry
- Palmetto Health Baptist, Columbia
- Palmetto Health Baptist Parkridge, Columbia
- Palmetto Health Richland, Columbia
- Palmetto Health Tuomey, Sumter
- Self Regional Healthcare, Greenwood
- Tidelands Georgetown Memorial Hospital, Georgetown
- Trident Medical Center, North Charleston

Since 2006, the Blue Distinction Specialty Care program has helped patients find quality specialty care in several areas, including cancer care, cardiac care, maternity care, knee and hip replacements, spine surgery and transplants. Research shows that, compared to other hospitals, those designated as Blue Distinction Centers demonstrate better quality and improved outcomes for patients.



Provider Incentives Announced for Medicare Advantage Plans

BlueCross Medicare Advantage network providers can now earn incentives for submitting accurate CPT Category II codes for specific services that contribute to positive health outcomes and high-quality care.

Depending on the measure, providers can earn up to \$50 for each claim that closes HEDIS® gaps.

Incentives are available for services that include comprehensive diabetes care, medication reconciliation post-discharge and BMI assessment.

Category II codes make it easier to track the delivery of quality care. The codes also simplify how performance measures are reported and reduce the need for chart abstraction. Doctors and hospitals can use the codes.

To view the complete list of HEDIS measures and the applicable codes that, when billed correctly, will result in incentives, [Click Here](#). Or go to the Provider page on www.SouthCarolinaBlues.com, and select Medicare Advantage, and then Medicare Advantage Provider Manuals and Other Information.



Getting to Know Provider Relations

In the upcoming issues of Blue News, we will introduce you to members of the BlueCross Provider Relations staff. This month, we feature Maryanne Nevill, the newest member of the staff. Maryanne works as a provider relations and education advocate, serving network providers in the Midlands region. Maryanne has been employed with BlueCross for more than five years, serving most recently as a trainer for BlueCross' clinical staff. She has more than 20 years of experience in the health care industry.

NAME: Maryanne Nevill

WHERE WERE YOU BORN? Charleston, S.C.

TITLE/RESPONSIBILITIES: Provider Advocate, BlueCross BlueShield and BlueChoice HealthPlan Provider Relations and Education.

YEARS WITH BLUE CROSS: 5½ years

EDUCATION: Business Administration (marketing), University of South Carolina

PART OF MY JOB I ENJOY MOST: Learning what other people do, learning something new every day.

FAMILY/PETS: Seven siblings, nieces and nephews and a yellow Lab (Brigs, short for Brigadier)

BEST VACATION I EVER HAD: Toss-up: Went to Italy and Spain last September. Went to England and France two years ago. London was not what I expected; I would go back tomorrow. The architecture, history — everything was incredible. Love France, and I think I could spend a month in Italy. So much to see and do! But if I had to choose, I would like to do Italy again, just longer.

HOBBIES/INTERESTS: Love interior decorating. Could get lost in Home Depot or any interior design store. Have season tickets to South Carolina football and basketball. Does eating my way across Charleston count as a hobby?

FIRST CAR: A vintage Mustang — my father bought and restored one for all of my siblings. Mine was navy blue.

MOST RECENT APP YOU DOWNLOADED: Resy, to make reservations at restaurants.

IF YOU COULD SWITCH JOBS WITH SOMEONE, WHO WOULD IT BE? Editor of Southern Living. I love Southern gardens and design, especially coastal homes. I can look at HGTV and decorating magazines for hours — in my mind, I redecorate my house on a daily basis!



BlueCross Events to Celebrate National Walk@Lunch Day

BlueCross is encouraging members, employer groups, providers and community leaders to promote healthy lifestyles by participating in the 12th annual National Walk@Lunch Day this month.

BlueCross will mark the event by hosting community walks on Thursday, April 26, at the Statehouse in Columbia, and on Friday, April 27, at Falls Park in Greenville. Each event will run from 11 a.m. until 2 p.m. Registered walkers will be entered for prize drawings. Both locations will include health-related vendors and activities.

Those who cannot attend the public events are encouraged to take a lunchtime walk at home or at work.

Walk@Lunch Day was created by the Blue Cross and Blue Shield Association to encourage Americans to incorporate lunchtime walks into their daily routines. Organizers say a 30-minute walk each day can improve health. Benefits include:

- Managing weight
- Controlling blood pressure
- Decreasing the risk of heart attack or stroke
- Relieving arthritis and back pain
- Lowering stress levels

Online Educational Programs Available Via Palmetto Provider University

BlueCross' Provider Relations team created the Palmetto Provider University online as a convenient format for offering webinars and other educational programs and materials to network providers.

Providers can find the Palmetto Provider University web page in the "Provider" section of www.SouthCarolinaBlues.com. Just navigate to the "Provider Section," select "Education Center," and look for the "Palmetto Provider University" link.

Providers should complete and submit the online registration form on the site to sign up for a webinar or workshop. Those who register will receive a confirmation and instructions for accessing the webinar the day before the training session. Upcoming webinars include:

April 26, Noon

Accessing and Understanding Medical Policies

May 17, Noon

M.D. Checkup Provider Validation Tool Demonstration





Provider.Education FAQs

Each month, we include a list of frequently asked questions submitted to Provider.Education@bcbsc.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
Where can I find a list of payer codes for electronic claims submission?	Please visit our website, www.SouthCarolinaBlues.com , to find our payer codes for each plan. Under the “Provider” tab, select “Education Center,” and then choose “Claims and Remittances.” Then, select the link under “Electronic Carrier Codes.”
What services are available to have authorized through the Medical Forms Resource Center (MFRC)?	The MFRC allows you to initiate precertification requests for many services. A list of services is included in the Medical Forms Resource Center User Guide. The guide is posted in the “Provider” section of www.SouthCarolinaBlues.com . Just select “Education Center” and then “Resources.”
Can I use the MFRC to request precertification through another benefit-management partner or program (i.e., NIA Magellan, Avalon Healthcare Solutions, NovoLogix, etc.)?	No. You will need to obtain precertification through the benefit-management partner in those cases.
Can I search for remits by entering the check/EFT number on My Remit Manager or My Insurance Manager?	You can search for remits by entering the check/EFT number on My Remit Manager. This search can be done under the “ERA” tab on the website. My Insurance Manager allows you to search by current month, specific date and/or date range. This can be done under the “Office Management” tab by selecting “Remittance Information.”
What information can I upload to My Insurance Manager through the claims attachment feature?	Once you check claim status, the information pertaining to the claim will populate. If an attachment option is showing on the website, the claim may require more information to further adjudicate. The following information can be submitted based on the claim: accident questionnaire, certificate of medical necessity for DME, medical records, other health insurance, primary carrier EOB and provider reconsideration.
Why did I receive an error message when uploading an attachment via the claims attachment feature on My Insurance Manager?	If the attachment is not a PDF file, or it exceeds 30 MB in size, you will receive the following error message: “We cannot accept the file type you selected. Please try another type.”

Medicare Advantage Providers Must Complete Training on Compliance and Preventing Fraud, Waste and Abuse

The Centers for Medicare & Medicaid Services (CMS) requires providers in the BlueCross Medicare Advantage networks and their staff members to complete, on an annual basis, two refresher online training modules that cover general compliance and prevention of fraud, waste and abuse (FWA).

Provider staff should complete the courses within 90 days of hire, and annually thereafter.

The two courses are:

- Medicare Parts C and D General Compliance Training
- Combating Medicare Parts C and D Fraud, Waste and Abuse

The online courses are available on the Medicare Learning Network at <https://learner.mlnlms.com>.

Providers and staff will be asked to download a certificate of completion at the end of each course. Providers should retain these certificates for 10 years and may be required to produce copies upon request by BlueCross or CMS for monitoring and audit purposes.

BlueCross acknowledges that some providers may have completed an internal CMS-approved compliance training course with their staff.

Providers and entities enrolled in Parts A and B of the Medicare program or through accreditation as a supplier of DMEPOS are deemed to have met the FWA training and education requirement. However, those entities deemed eligible for FWA training are NOT exempt from the general compliance training requirement.

If you suspect fraud, we encourage you to let us know anonymously. Include as many details as possible. To report fraud, call the BlueCross Fraud Hotline at **800-763-0703** or fax to **803-264-4050**. You can also complete an online form available on the Contact Us page at www.SouthCarolinaBlues.com.



My Insurance Manager and STATchatSM Browser Requirements

As a reminder, My Insurance Manager requires you to have one of the following web browsers:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Safari (current Mac OS only)

If you do not use one of the browsers listed, you may encounter connectivity issues when using the STATchat feature.



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 50104 Erythropoiesis Stimulating Agents and Darbepoetin Alfa (Aranesp)

Updated background, description, regulatory status, rationale and references.

CAM 204117 Genetic Testing of Mitochondrial Disorders

Updated medical necessity for clarity of disorders to be tested. No change to policy intent. Updated rationale, references and guidelines.

CAM 70141 Implantable Infusion Pump for Pain and Spasticity

Policy statement updated to include: medically necessary policy statements related to intraperitoneal infusion for primary epithelial ovarian cancer, and for intrahepatic artery therapy for primary liver cancer or hepatic metastases removed. Investigational statement changed to "... investigational for all other uses related to pain and spasticity." Also updated title, description, regulatory status, related policies, rationale and references.

CAM 701124 Treatment of Varicose Veins/Venous Insufficiency

No change to policy intent. Updated guidelines to include coding for microfoam sclerosants.

CAM 201101 Multispectral Digital Skin Lesion Analysis

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

CAM 20478 Molecular Markers in Fine Needle Aspirates of the Thyroid

Added medical necessity criteria for ThyroSeqv2, ThyraMIR microRNA/ThyGenX, Afirma BRAF after Afirma Gene Expression Classifier or Afirma MTC after Afirma Gene Expression Classifier. Updated background, description, guidelines, rationale and references.

CAM 20185 Neural Therapy

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

CAM 20218 Progenitor Cell Therapy for the Treatment of Damaged Myocardium Due to Ischemia

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

CAM 20307 Cytoreductive Surgery and Perioperative Intraperitoneal Chemotherapy for Select Intra-Abdominal and Pelvic Malignancies

No change to policy intent. Updated rationale and references.

CAM 20444 Genetic Expression Profiling and Genetic Testing for Cutaneous Malignant Melanoma

Updated title and revised policy verbiage for additional clarity. No change to policy intent.

CAM 40118 Ovarian and Internal Iliac Vein Embolization as a Treatment of Pelvic Congestion Syndrome

No change to policy intent. Updated rationale.

CAM 50116 Intravenous Anesthetics for the Management of Chronic Neuropathic Pain

Updated policy verbiage for clarity and specificity.

CAM 032 Telemedicine

Added HCPCS codes G0406 and G0425 as medically allowable.

CAM 10112 Oxygen Therapy

Added statement regarding the lack of medical necessity to have both liquid and gaseous oxygen.

Continued on Page 7.

CAM 20144 Dermatologic Applications of Photodynamic Therapy

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

CAM 50117 Repository Corticotropin Injection

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

CAM 50119 Injectable Clostridial Collagenase for Fibroproliferative Disorders

Updated policy to move injectable clostridial collagenase to not medically necessary (previously considered investigational).

CAM 701135 Surgical and Ablative Treatments for Chronic Headaches

Added the following verbiage: Occipital nerve block therapy is considered **INVESTIGATIONAL** for the treatment of occipital neuralgia and headache syndromes including, but not limited to, chronic migraine, chronic daily headache, cervicogenic and cluster headache.

CAM 80117 Hematopoietic Stem-Cell Transplantation for Plasma Cell Dyscrasias, Including Multiple Myeloma and POEMS Syndrome

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

CAM 80147 Intensity-Modulated Radiotherapy of the Prostate

Added medical necessity criteria for 55874 SpaceOAR.

CAM 091 Ipilimumab (Yervoy)

Removed language regarding the Bristol Myers Squibb program for adjuvant therapy and added: "Ipilimumab (Yervoy™) dosed at 10 mg/kg administered intravenously over 90 minutes every 3 weeks for 4 doses, followed by 10/mg every 12 weeks for up to 3 years or until documented disease recurrence or unacceptable toxicity is considered **MEDICALLY NECESSARY** for the adjuvant treatment of patients with cutaneous melanoma with pathologic involvement of regional lymph nodes of more than 1 mm who have undergone complete resection, including total lymphadenectomy."



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@bcssc.com or by calling **803-264-4730**.



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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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