



Save time! Use the *best method* to request details about these benefits.

	My Insurance Manager SM		Voice Response Unit (VRU) and Fax	Provider Services Call Center
	https://provider.bcbssc.com/wps/portal/hcp/providers/home		800-868-2510	800-868-2510
	Request by Service Type	Request by Procedure Code	1. Enter National Provider Identifier (NPI), press #. 2. Press 1 - Eligibility. 3. Press 1 to receive info via fax. Press 2 to hear eligibility info.	1. Enter NPI, press #. 2. Press 1 - Eligibility. 3. Press 2 to hear eligibility info. 4. Listen to the recorded benefits. When the VRU menu prompts, press 0 - Provider Services.
Advanced Radiology Procedures			✓ Best Method	
Breast Pump				✓ Best Method
Chiropractic	✓ Best Method			
Colonoscopy		✓ Best Method		
Contraception				✓ Best Method
Office visit		✓ Best Method		
Physical Therapy Occupational Therapy	✓ Best Method			
Preventive Services (i.e. physicals, well visits, immunizations)	✓ Best Method			
Specialty Drug Injections				✓ Best Method
Vision				✓ Best Method

Helpful eligibility and benefit tips!

- My Insurance Manager defaults the place of service to 11-Office. Make sure you change this option as it applies to your practice.
- Ambulatory service centers (ASC) should request benefit details by service type when using My Insurance Manager. Be certain to enter the service type code as ASC Facility-13. Do not use service type code Hospital-Outpatient-50.
- For more VRU information, visit www.SouthCarolinaBlues.com to review our guide What You Need to Know About South Carolina's VRU.



Use the **best method** to gain a pre-authorization for these services.

	My Insurance Manager SM	National Imaging Associates (NIA)*	Provider Services Call Center	Pre-Authorization Services Call Center
	https://provider.bcbssc.com/wps/portal/hcp/providers/home	www.RadMD.com (This link leads to a third party site. That company is solely responsible for the contents and privacy policies on its site.)	800-868-2510	Preferred Blue and BlueEssentials 800-334-7287 Federal Employee Program 800-327-3238 State Health Plan (Medi-Cal) 800-925-9724 BlueChoice HealthPlan and Blue OptionSM 800-950-5387
Advanced Radiology Procedures		✓ Best Method		
Physical Therapy Occupational Therapy	✓ Best Method			
Radiation Oncology		✓ Best Method		
Specialty Drug Injections			✓ Best Method	
Other Services				✓ Best Method

*NIA is an independent company that handles precertification for certain imaging services on behalf of BlueCross BlueShield of South Carolina and BlueChoice HealthPlan of South Carolina.

Helpful pre-authorization tips!

- Before contacting NIA you should determine if the member's plan requires prior authorization for advanced radiology and radiation oncology procedures. NIA will not recognize the member ID if the member's plan does not require this pre-authorization.
- Visit the Education Center at www.SouthCarolinaBlues.com and www.BlueChoiceSC.com to find out group prefixes requiring NIA precertification, and to read our precertification and referral guides.
- Learn how to submit clinical attachments for pending precertification requests online by visiting our websites.