



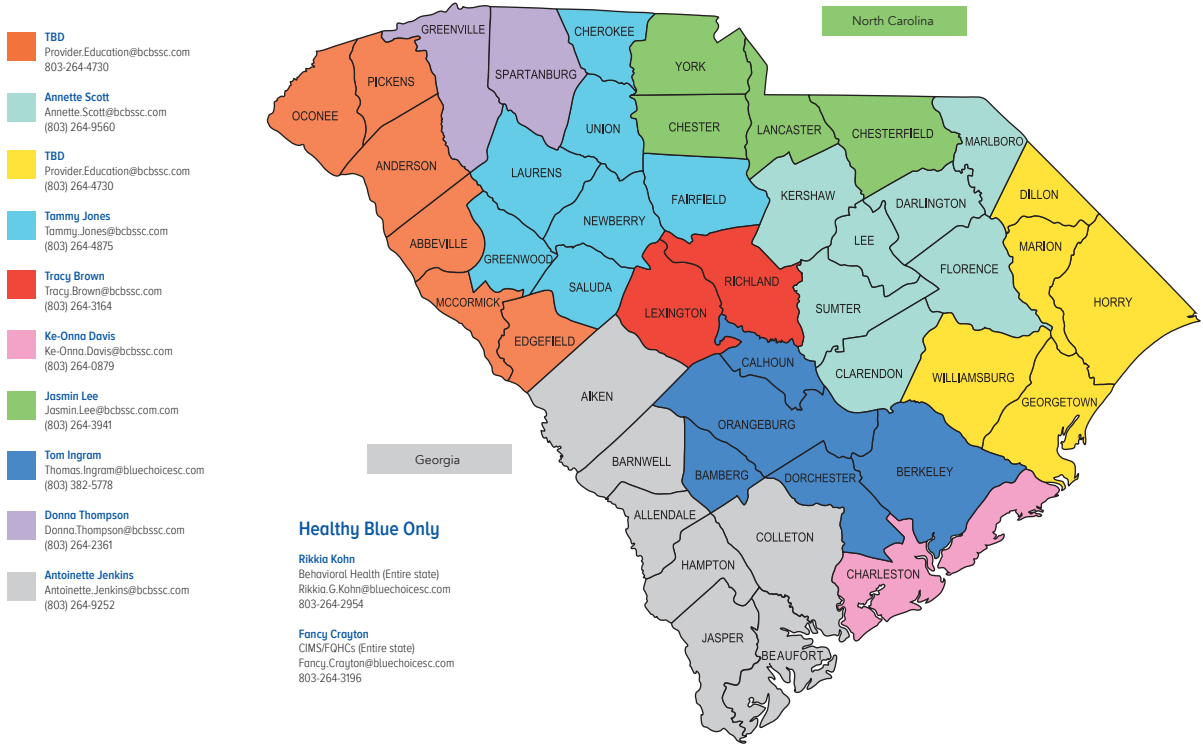
# REFERENCE GUIDE

For Provider Information & Contacts



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

# BlueCross BlueShield of South Carolina Provider Representative Territory Map



## Table of Contents

Preferred Blue and BlueEssentials <sup>SM</sup> Provider Services	1
For Out-of-State (BlueCard <sup>®</sup> ) Members	1
BlueChoice <sup>®</sup> HealthPlan and Blue Option <sup>SM</sup> Provider Services	3
Healthy Blue <sup>SM</sup>	4
Federal Employee Program Provider Services	5
State Health Plan Provider Services	7
BlueCross Medicare Advantage	9
Prior Authorization	10
Provider Authorization Benefit Management Partners	11
Additional Contacts	13
Laboratory Benefit Management Best Practices	15
Provider Enrollment and Credentialing	18
Carrier/Payer Codes	20

## Preferred Blue and BlueEssentials Provider Services

### For claim status, benefits and eligibility

My Insurance Manager®

[www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com)

Voice Response Unit (VRU)

800-868-2510 (Outside of Columbia)

800-334-2583 (Columbia Area Only)

Fax

803-264-4172

## For Out-of-State (BlueCard) Members

### For claim status and inquiries

My Insurance Manager

[www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) or  
[www.BlueChoiceSC.com](http://www.BlueChoiceSC.com)

VRU

800-868-2510 (Outside of Columbia)

800-334-2583 (Columbia Area Only)

Fax

803-264-4172

---

## For benefits and eligibility

My Insurance Manager	<a href="http://www.SouthCarolinaBlues.com">www.SouthCarolinaBlues.com</a> or <a href="http://www.BlueChoiceSC.com">www.BlueChoiceSC.com</a>
VRU	800-676-BLUE (2583)

---

## VRU Options for Preferred Blue, BlueEssentials and Out-of-State Members

Enter Your Tax ID Number or National Provider Identifier (NPI) Number	Press #
Eligibility and Benefits	Press 1
Claims Status	Press 2
Prior Authorization (Preauthorization, Precertification, etc.)	Press 3
Refunds	Press 4
Provider Enrollment (Credentialing, Validation, etc.)	Press 5
To Return to the Main Menu	Press 8

---

## BlueChoice® and Blue Option Provider Services

### For claim status, benefits and eligibility

My Insurance Manager	<a href="http://www.BlueChoiceSC.com">www.BlueChoiceSC.com</a>
VRU	800-868-2528 (Toll Free)
Fax	803-714-6443

### VRU Options

If you are a provider	Press 2
Enter Your Tax ID Number or National Provider Identifier (NPI) Number	Press #
Eligibility and Benefits	Press 1
Claims Information	Press 2
Prior Authorization (Preauthorization, Precertification, etc.)	Press 3

## Healthy Blue

### For claim status, benefits and eligibility

Availity Portal

[www.Availity.com](http://www.Availity.com)

Availity is an independent company that administers the secure provider portal on behalf of BlueChoice HealthPlan.

VRU

866-757-8286 (Toll Free)

### VRU Options

For providers

Say Provider

Enter Your Tax ID Number or National Provider Identifier (NPI) Number

Press #

Say or Enter the Member's Alphanumeric ID Card Number

Press #

Say or Enter the Member's Date of Birth

Press #

Say Fax back, Eligibility, Coverage, Claims or New ID

## Federal Employee Program Provider Services

### For claim status, benefits and eligibility

My Insurance Manager	<a href="http://www.SouthCarolinaBlues.com">www.SouthCarolinaBlues.com</a>
Voice Response Unit (VRU)	888-930-2345 (Toll Free) 803-788-0222, ext. 48800 (Columbia Area Only)
Fax	803-264-8104

### For benefits and eligibility

FEP Website	<a href="http://www.FEPBlue.org">www.FEPBlue.org</a>
VRU	888-930-2345 (Toll Free) 803-788-0222, ext. 48800 (Columbia Area Only)



Did you know that clinical attachments can be submitted online using My Insurance Manager for review? This method is much quicker and more efficient than fax and mail.



---

## VRU Options

### Main menu

Medical Providers Press 2

Federal Employee Program Members Press 2

### Provider Menu Options Press 3

Enter Your Tax ID Number or National Provider Identifier (NPI) Number Press #

Eligibility, Deductibles, Benefits Press 1

Claims Status Press 2

Filing Addresses Press 3

Prior Authorization (Preauthorization, Precertification, etc.) Press 4

Provider or Practice Additions or Changes Press 5

New Provider Numbers Press 6

To Repeat Menu Options Press \*

---

## State Health Plan Provider Services

### For claim status, benefits and eligibility

My Insurance Manager [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com)

VRU 800-444-4311 (Toll Free)

Fax 803-264-4204

### VRU Options

#### Main menu

State Health Plan Press 1

State Vision Plan Press 2

State Dental or Dental Plus Press 3

---

**Provider Menu Options****Press 3**

Enter Your Tax ID Number or National Provider Identifier (NPI) Number

Press #

Eligibility, Deductibles, Benefits

Press 1

Pharmacy

Press 2

Claims Status

Press 3

Prior Authorization (Preauthorization, Precertification, etc.)

Press 4

Provider or Practice Additions or Changes

Press 5

Filing Addresses

Press 6

All Other Inquiries

Press 0

## BlueCross Medicare Advantage

Medicare Advantage plans, also known as Part C, offer all the same benefits as Original Medicare and more. We offer two types of Medicare Advantage plans: BlueCross Total<sup>SM</sup> (PPO) and BlueCross Secure<sup>SM</sup> (HMO). Both offer prescription drug coverage as a benefit. These plans also have annual limits on out-of-pocket costs. After the member reaches their limit, the plans pay 100 percent for covered services for the remaining of the benefit year.

### For claim status, benefits and eligibility

My Insurance Manager	<a href="http://www.SouthCarolinaBlues.com">www.SouthCarolinaBlues.com</a>
----------------------	--

Voice Response Unit (VRU)	855-209-7267
---------------------------	--------------

Prior Authorization	855-843-2325
---------------------	--------------



Did you know our plans come with a variety of benefits, programs and extras? These include: predictable out of pocket costs with a low monthly premium, a large network of doctors and hospitals with no referrals, prescription drug coverage, plus dental, hearing and vision coverage included at no extra cost, and much more!

## Prior Authorization (Preauthorization, Precertification, etc.) Services

My Insurance Manager	<a href="http://www.SouthCarolinaBlues.com">www.SouthCarolinaBlues.com</a> or <a href="http://www.BlueChoiceSC.com">www.BlueChoiceSC.com</a>
Medical Forms Resource Center	<a href="http://www.formsresource.center">www.formsresource.center</a>
Preferred Blue and BlueEssentials	800-334-7287
Federal Employee Program	800-327-3238
State Health Plan (Medi-Call)	800-925-9724
BlueChoice and Blue Option	800-950-5387
BlueCard	800-868-BLUE (2583)
Medicare Advantage	855-843-2325



Did you know you can utilize the Medical Forms Resource Center (MFRC) to obtain certain prior authorizations? The system is fast and easy to use and ensures accuracy. It also cuts down on follow-up calls, as all the required information is outlined on the form. Visit [www.formsresource.center](http://www.formsresource.center) to get started.

## Provider Authorization Benefit Management Partners

### **National Imaging Associates (NIA) Magellan Healthcare Inc.**

*NIA is an independent company that handles precertification for certain imaging, radiation oncology, nuclear cardiology and musculoskeletal services on behalf of BlueCross and BlueChoice.*

Website	<a href="http://www.RadMD.com">www.RadMD.com</a>
---------	--

BlueCross Phone	866-500-7664
-----------------	--------------

BlueChoice Phone	888-642-9181
------------------	--------------

### **Avalon Healthcare Solutions**

*Avalon is an independent company that handles precertification for certain lab procedures on behalf of BlueCross and BlueChoice. Visit their website to get prior authorization for certain genetic testing, cytogenetic testing and molecular pathology codes.*

Website	<a href="http://www.AvalonHCS.com">www.AvalonHCS.com</a>
---------	--

Phone	844-227-5769
-------	--------------

Fax	888-791-2181
-----	--------------

---

## Companion Benefit Alternatives (CBA)

*CBA is a separate company that manages behavioral health and substance abuse benefits on behalf of BlueCross and BlueChoice.*

Website	<a href="http://www.CompanionBenefitAlternatives.com">www.CompanionBenefitAlternatives.com</a>
---------	--

Phone	800-868-1032
-------	--------------

---

## Pharmacy Benefit Manager (PBM) for MBMNow

*Effective Jan. 1, 2020, MBMNow is the PBM's online prior authorization tool for specialty drugs covered under the medical benefit. MBMNow provides a set of comprehensive capabilities including care management, utilization management, network administration and claims administration. This tool allows you to check the status and follow up on a prior authorization request and is available via single sign-on access through My Insurance Manager.*

Website	Single sign-on through My Insurance Manager, accessible at <a href="http://www.SouthCarolinaBlues.com">www.SouthCarolinaBlues.com</a> or <a href="http://www.BlueChoiceSC.com">www.BlueChoiceSC.com</a> .
---------	---

Phone	877-440-0089
-------	--------------

Fax	612-367-0742
-----	--------------

---

## Additional Contacts

### BlueCross and BlueChoice Provider Relations and Education

Website	<a href="http://www.SouthCarolinaBlues.com">www.SouthCarolinaBlues.com</a> or <a href="http://www.BlueChoiceSC.com">www.BlueChoiceSC.com</a>
---------	---

Email	<a href="mailto:provider.education@bcbssc.com">provider.education@bcbssc.com</a>
-------	--

Phone	800-288-2227, ext. 44730
-------	--------------------------

### Healthy Blue Provider Relations and Education

*Educational Support for Healthy Blue Plans*

Website	<a href="http://www.HealthyBlueSC.com">www.HealthyBlueSC.com</a> (Look for “Providers” on the homepage)
---------	--

### Electronic Data Interchange (EDI)

Email	<a href="mailto:edi.services@bcbssc.com">edi.services@bcbssc.com</a>
-------	--

Help Desk	800-868-2505
-----------	--------------



---

## **Electronic Data Interchange Gateway (EDIG)**

*Enroll practices or billing services as recipients of electronic data*

Email	<a href="mailto:edig.services@bcbsc.com">edig.services@bcbsc.com</a>
-------	--

## **Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA)**

*To receive payments or remittances electronically*

Email	<a href="mailto:provider.eft@bcbsc.com">provider.eft@bcbsc.com</a>
-------	--

## **Doctor and Hospital Finder**

*To verify network participation for Blue Plans nationwide*

Website	<a href="http://www.SouthCarolinaBlues.com">www.SouthCarolinaBlues.com</a> or <a href="http://www.BlueChoiceSC.com">www.BlueChoiceSC.com</a> or <a href="http://www.bcbs.com">www.bcbs.com</a> (Look for Find Care on the homepage)
---------	---

We are here to service you in any way we can. We have many phone numbers, fax numbers and addresses for our company, each related to a different part of our business. We want to make sure your question or concern ends up in the right place! Please visit [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) to locate any additional information that you need!

---

---

## Technology Support Center

*Reset password for encrypted emails, problems with STATchat functionality*

Phone 855-229-5720

---

## Fraud

*Do you suspect fraud? We encourage you to let us know. Remember, you can remain anonymous! Please include as many details as possible. You can reach us in several ways:*

BlueCross BlueShield of South Carolina  
Fraud Hotline: 800-763-0703, or fax: 803-264-4050

---

Write us at:

BlueCross BlueShield of South Carolina  
Anti-Fraud Unit, Mail Code AX-E01  
P.O. Box 24011  
Columbia, SC 29224-4011

---



Did you know there are four elements of fraud? The four elements of fraud include: intent to defraud through deliberate deception, knowledge of wrongdoing, misrepresentation in making a false impression and reliance on receiving benefit to which the recipient is not legally entitled.

---

## Laboratory Benefit Management Best Practices

Ninety nine percent of laboratory claims deny because the procedures are done too frequently or because the diagnosis is not compatible with the procedure code. Here are some other reasons we see claim denials:

Policy Rule	Definition
Experimental and Investigational	Procedure is not covered under the member's benefit due to exclusion
Demographic Limitations	Limitations based on patient age
Excessive Procedure Units	Total units within and across claims for a single date of service more than necessary
Excessive Units per Period of Time	Maximum allowable units within a defined period of time has been exceeded
Insufficient Time Between Procedures	Minimum time required before a second procedure is warranted
Mutually Exclusive Codes	Procedures are not valid with other procedures on the same date of service
Diagnosis Does Not Support Test Requested	Procedures were not appropriate for the clinical situation

---

**Avoid claim edits by:**

Reviewing medical policies at [www.cam-policies.com](http://www.cam-policies.com)

Using the Avalon Trial Claim Tool in My Insurance Manager, accessible at [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) or [www.BlueChoiceSC.com](http://www.BlueChoiceSC.com)

Obtaining authorizations when required

Using and referring patients to network participating laboratories

Visiting the Laboratory Benefits Management pages of our websites for updated information

---

**Locating Participating Labs:**

You can verify participating labs by visiting our Provider Directories found on [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) or [www.BlueChoiceSC.com](http://www.BlueChoiceSC.com).

You may also contact Avalon at 855-895-1676 for additional information.

---

Interested in joining the Avalon Network? Please complete the Provider Application form located at [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) and email it to [avalon-providers@avalonhcs.com](mailto:avalon-providers@avalonhcs.com).

---

## Provider Enrollment and Credentialing

### Provider Enrollment Process Enhancements

*We have streamlined the provider enrollment process to improve the credentialing experience. We have developed a new webpage and new email addresses to ease the navigation of enrollment and reduce incomplete applications. The new webpage also includes checklists to guide you through the credentialing process. Each checklist outlines the required documentation needed based on your specialty and includes examples of each type of document needed.*

The email address [Provider.Cert@bcssc.com](mailto:Provider.Cert@bcssc.com) **is no longer supported** as of Jan. 1, 2019. Please note the website and new email addresses provided. Please use them for enrollment, return documentation and updates.

Provider Enrollment Website	<a href="https://web.southcarolinablues.com/providers/providerenrollment.aspx">https://web.southcarolinablues.com/providers/providerenrollment.aspx</a>
-----------------------------	---

### Initial Enrollment Applications

Email	<a href="mailto:Provider.Blue.Enroll@bcssc.com">Provider.Blue.Enroll@bcssc.com</a>
-------	--

Fax	803-870-8919
-----	--------------

---

## Returning Documentation

Email	Provider.Requested.Info@bcbsc.com
-------	-----------------------------------

---

## Provider Demographic Updates

Email	Provider.Blue.Updates@bcbsc.com
-------	---------------------------------

Fax	803-264-4795
-----	--------------

---

## Recredentialing

Email	Recred.App@bcbsc.com
-------	----------------------

Fax	803-870-9997
-----	--------------

---

## Questions

Provider Enrollment Assistance Form	<a href="https://web.southcarolinablues.com/providers/providerenrollment/providerenrollmentassistanceform.aspx">https://web.southcarolinablues.com/providers/providerenrollment/providerenrollmentassistanceform.aspx</a>
-------------------------------------	---

Provider Enrollment Status	800-868-2510, option 5 (Outside Columbia) 800-334-2583, option 5 (Columbia Area Only)
----------------------------	--

---

## Carrier/Payer Codes

*We prefer that claims be submitted electronically. We use payer codes to route electronic transactions to the appropriate line of business once the gateway accepts the claim. Failure to use the correct codes will result in misrouted claims or delayed payments.*

**Use the following carrier/payer codes for direct electronic claim submissions to BlueCross BlueShield of South Carolina. If you transmit through a clearinghouse, the clearinghouse may require different payer IDs.**

00400 State Health Plan

00401 Preferred Blue, BlueEssentials and out-of-state BlueCard claims

00402 Federal Employee Program

00403 BlueChoice HealthPlan Medicaid (Healthy Blue)

00922 BlueChoice HealthPlan and Blue Option

00C63 Medicare Advantage

---

**Use these carrier codes for Third Party Administrators (TPAs) that use the Preferred Blue network and are accepted electronically.**

00315      Thomas Cooper Company (TCC)

00886      Planned Administrators, Inc. (PAI)

---

**Use these carrier codes for dental claim submissions.**

38520      BlueCross BlueShield of South Carolina

77828      Companion Life

---



**Notes**

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

## Notes

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

## Notes

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---



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

BlueCross BlueShield of South Carolina and BlueChoice HealthPlan are independent licensees of the Blue Cross Blue Shield Association.

Companion Life is a separate life insurance company from BlueCross; therefore, Companion Life will be responsible for all services related to this dental insurance.

Thomas Cooper, EBS, PAI and Carolina Benefit Administrators are separate companies that provide third party administration services on behalf of BlueCross.