

A woman with dark hair pulled back, wearing glasses and a white lab coat, is looking down at a tablet device she is holding. She is sitting at a desk with a laptop and some papers. The background is a blurred clinical or office environment.

# REFERENCE GUIDE

For Provider Information and Contacts



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

# BlueCross BlueShield of South Carolina Provider Representative Territory

## Commercial Line of Business

**Provider Education**  
 Provider.Education@bcbsc.com  
 803-264-4730

**Keisha Samuel**  
 Keisha.Samuel@bcbsc.com  
 803-264-6484

**Annette Scott**  
 Annette.Scott@bcbsc.com  
 803-264-9560

**Ke-Onna Davis**  
 Ke-Onna.Davis@bcbsc.com  
 803-264-0879

**Antoinette Jenkins**  
 Antoinette\_Jenkins@bcbsc.com  
 803-264-9252

## Healthy Blue Line of Business

**Cynthia Brown**  
 Cynthia.Brown@bcbsc.com  
 803-264-8497

**Provider Education**  
 Provider.Education@bcbsc.com  
 803-264-4730

**Donna Thompson**  
 Donna.Thompson@bcbsc.com  
 803-264-2361

**Thomas Ingram**  
 Thomas.Ingram@BlueChoiceSC.com  
 803-382-5778

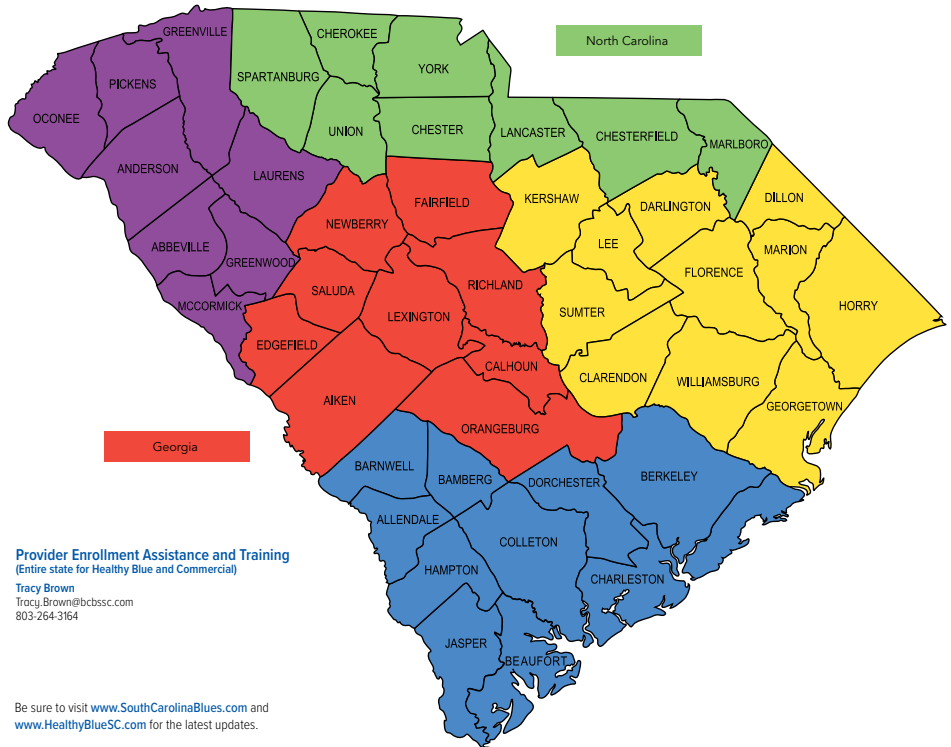
**Provider Education**  
 Provider.Education@bcbsc.com  
 803-264-4730

### Behavioral Health (Entire state)

**Rikkia Kohn**  
 Rikkia.G.Kohn@BlueChoiceSC.com  
 803-264-2954

### CIMS/FOHCs (Entire state)

**Fancy Crayton**  
 Fancy.Crayton@BlueChoiceSC.com  
 803-264-3196



## Provider Enrollment Assistance and Training (Entire state for Healthy Blue and Commercial)

**Tracy Brown**  
 Tracy.Brown@bcbsc.com  
 803-264-3164

Be sure to visit [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) and [www.HealthyBlueSC.com](http://www.HealthyBlueSC.com) for the latest updates.

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## Preferred Blue and BlueEssentials 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)	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	<a href="http://www.SouthCarolinaBlues.com">www.SouthCarolinaBlues.com</a> or <a href="http://www.BlueChoiceSC.com">www.BlueChoiceSC.com</a>
VRU	800-868-2510 (Outside of Columbia) 800-334-2583 (Columbia Area Only)
Fax	803-264-4172

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## 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)

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## 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
To Return to the Main Menu	Press 8

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



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## 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 \*

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## 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

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**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 (Part C) plans provide Medicare coverage through private health insurance companies approved to participate in the Medicare program. Medicare Advantage plans provide all Part A (hospital insurance) and Part B (medical insurance) services as Original Medicare while generally including additional services, such as wellness programs and more. Medicare Advantage plans generally also include prescription drug coverage (Part D). These plans tend to have a maximum out-of-pocket cost and lower overall cost sharing.*

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### For claim status, benefits and eligibility

My Insurance Manager	<a href="http://www.SouthCarolinaBlues.com">www.SouthCarolinaBlues.com</a>
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Voice Response Unit (VRU)	855-209-7267
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Prior Authorization	855-843-2325
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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, and much more. They also come with dental, hearing and vision coverage included at no extra cost!

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## 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 use the Medical Forms Resource Center (MFRC) to get 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 prior authorization 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>
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BlueCross Phone	866-500-7664
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BlueChoice Phone	888-642-9181
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### **Avalon Healthcare Solutions**

*Avalon is an independent company that handles prior authorization for certain lab procedures on behalf of BlueCross and BlueChoice. Visit its 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>
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Phone	844-227-5769
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Fax	813-751-3760
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## 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>
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Phone	800-868-1032
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## Pharmacy Benefit Manager (PBM) for MBMNow

*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>
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Phone	877-440-0089
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Fax	612-367-0742
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## 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>
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Email	<a href="mailto:Provider.Education@bcbssc.com">Provider.Education@bcbssc.com</a>
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Phone	800-288-2227, ext. 44730
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### 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)
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### Electronic data interchange (EDI)

Email	<a href="mailto:EDI.Services@bcbssc.com">EDI.Services@bcbssc.com</a>
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Help Desk	800-868-2505
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## **Electronic data interchange gateway (EDIG)**

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

Email	EDIG.Services@bcbsc.com
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Support	EDIG.Support@PalmettoGBAServices.com
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## **Electronic funds transfer (EFT) and electronic remittance advice (ERA)**

*To receive payments or remittances electronically*

Email	Provider.EFT@bcbsc.com
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## **Doctor and hospital finder**

*To verify network participation for Blue Plans nationwide*

Website	www.SouthCarolinaBlues.com or www.BlueChoiceSC.com or www.bcbs.com (Look for Find Care on the homepage.)
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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 you need!

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## Technology Support Center

*To reset password for encrypted emails, problems with STATchat functionality*

Phone 855-229-5720

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## 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

Phone: 800-763-0703, 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

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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.

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## Laboratory Benefit Management Best Practices

Of laboratory claims, 99 percent 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 exist based on patient age.
Excessive Procedure Units	Total units within and across claims for a single date of service are 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.

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## **Avoiding claim edits**

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

Use 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).

Get authorizations when required.

Use and refer patients to network participating laboratories.

Visit the Laboratory Benefits Management pages of our websites for updated information.

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## **Locating participating labs**

You can verify participating labs by visiting our provider directories found at [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.

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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).

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## Provider Enrollment and Credentialing

### My Provider Enrollment Portal

*On April 4, 2022, we implemented our new provider enrollment tool, My Provider Enrollment Portal (MyPEP). The new portal offers a web-based solution for providers who are credentialed or are interested in credentialing with BlueCross BlueShield of South Carolina to complete the enrollment process.*

My Provider Enrollment Portal Website: [scproviderexperience.force.com/providerenrollment/s/login/?ec=302&startURL=%2Fproviderenrollment%2Fs%2F](https://scproviderexperience.force.com/providerenrollment/s/login/?ec=302&startURL=%2Fproviderenrollment%2Fs%2F)

### Case numbers

When you submit an application, form or support case, you will be given a case number. Always keep track of your case numbers, as they are needed to check statuses, submit case comments, upload contracts and more.

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## Statuses

In Progress	The application or form is being worked on and has not been completed for submission.
Awaiting Signature	The application or form has been completed and submitted.
Awaiting Provider Response	There are missing items needed to continue the enrollment process.
Under Review	The application or form has been assigned to an enrollment representative and is progressing through the enrollment process.
Denied	The application or form was not approved by BlueCross
Canceled	The application or form is no longer being worked on and has been closed by BlueCross.
Congratulations! Complete	The application or form has been approved by BlueCross.

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## Contracts

While the application is in progress, the enrollment team will review and upload all applicable contracts to the case within two business days of receipt of the practitioner and related group information. This will ensure the contracts can be included with the application and other required forms.

Be sure to download, print and have the practitioner sign the contracts in ink. After, upload the signed contracts to the appropriate case. Once the signed contracts are received, the enrollment team member will continue the process.

*Note: Behavioral health contracts can be signed electronically.*

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## Case comments and support cases

If you have case-specific questions (e.g., status, missing information, etc.), please submit a case comment within the case. Once the case is assigned to an enrollment representative, he or she will respond.

You can also complete a support case within the portal for questions regarding which applications or forms should be submitted or for questions not related to a specific case.

## 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

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**Use this carrier code for third-party administrators (TPAs) that use the Preferred Blue network and are accepted electronically.**

00886      Planned Administrators Inc. (PAI)

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

38520      BlueCross BlueShield of South Carolina

77828      Companion Life

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## 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.

PAI is a separate company that provides third-party administration services on behalf of BlueCross.