

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 a clipboard. 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

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Preferred Blue and BlueEssentials Provider Services

For claim status, benefits and eligibility

My Insurance ManagerSM 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 or
www.BlueChoiceSC.com

VRU 800-868-2510 (Outside of Columbia)
800-334-2583 (Columbia Area Only)

Fax 803-264-4172

For benefits and eligibility

BlueCard Eligibility Line

800-676-BLUE (2583)

VRU options for Preferred Blue, BlueEssentials and out-of-state members

Say or enter your 10-digit National Provider Identifier (NPI) Number or 9-digit Tax Identification Number (TIN).

Say your reason for calling (i.e., outpatient benefits, claims status, authorization status, provider enrollment, etc.).

Say the numeric portion of the member's identification (ID) number located on the front of their ID card.

- If you need more time, say, "Wait."
- If you do not know the ID number, say, "I don't know."
- If you make a mistake, say, "New."

Say the member's full date of birth, including the month, day and year.

- If the information is correct, say, "Yes" or press 1.
 - If the information is incorrect, say, "No" or press 2.
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BlueChoice® and Blue Option Provider Services

For claim status, benefits and eligibility

My Insurance Manager www.BlueChoiceSC.com

VRU 800-868-2528 (Toll Free)

Fax 803-714-6443

VRU options

Say or enter your 10-digit National Provider Identifier (NPI) Number or 9-digit Tax Identification Number (TIN).

Say your reason for calling (i.e., outpatient benefits, claims status, authorization status, provider enrollment, etc.).

Say the numeric portion of the member's identification (ID) number located on the front of their ID card.

- If you need more time, say, "Wait."
- If you do not know the ID number, say, "I don't know."
- If you make a mistake, say, "New."

Say the member's full date of birth, including the month, day and year.

- If the information is correct, say, "Yes" or press 1.
- If the information is incorrect, say, "No" or press 2.

Healthy Blue

For claim status, benefits and eligibility

My Insurance Manager

www.HealthyBlueSC.com

VRU

866-757-8286 (Toll Free)

VRU options

Say or enter your 10-digit National Provider Identifier (NPI) Number or 9-digit Tax Identification Number (TIN).

Say your reason for calling (i.e., outpatient benefits, claims status, authorization status, provider enrollment, etc.).

Say the numeric portion of the member's identification (ID) number located on the front of their ID card.

- If you need more time, say, "Wait."
- If you do not know the ID number, say, "I don't know."
- If you make a mistake, say, "New."

Say the member's full date of birth, including the month, day and year.

- If the information is correct, say, "Yes" or press 1.
- If the information is incorrect, say, "No" or press 2.

Federal Employee Program Provider Services

For claim status, benefits and eligibility

My Insurance Manager	www.SouthCarolinaBlues.com
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	www.fepblue.org
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.

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 *

Provider menu options**Press 3**

Say or enter your 10-digit National Provider Identifier (NPI) Number or 9-digit Tax Identification Number (TIN).

Say your reason for calling (i.e., outpatient benefits, claims status, authorization status, provider enrollment, etc.).

Say the numeric portion of the member's identification (ID) number located on the front of their ID card.

- If you need more time, say, "Wait."
- If you do not know the ID number, say, "I don't know."
- If you make a mistake, say, "New."

Say the member's full date of birth, including the month, day and year.

- If the information is correct, say, "Yes" or press 1.
 - If the information is incorrect, say, "No" or press 2.
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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.

For claim status, benefits and eligibility

My Insurance Manager	www.SouthCarolinaBlues.com
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Voice Response Unit (VRU)	855-209-7267
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Prior Authorization	855-843-2325
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VRU options

Say or enter your 10-digit National Provider Identifier (NPI) Number or 9-digit Tax Identification Number (TIN).

Say your reason for calling (i.e., outpatient benefits, claims status, authorization status, provider enrollment, etc.).

Say the numeric portion of the member's identification (ID) number located on the front of their ID card.

- If you need more time, say, "Wait."
- If you do not know the ID number, say, "I don't know."
- If you make a mistake, say, "New."

Say the member's full date of birth, including the month, day and year.

- If the information is correct, say, "Yes" or press 1.
- If the information is incorrect, say, "No" or press 2.



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!

Prior Authorization (Preauthorization, Precertification, etc.) Services

My Insurance Manager	www.SouthCarolinaBlues.com or www.BlueChoiceSC.com
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

We use the Cohere Health platform to provide you with a powerful tool to accelerate the prior authorization (PA) process and expand real-time approvals.

You will still sign on through My Insurance ManagerSM so you can begin the process for medical services, but the portal will route you to the new web-based application, powered by Cohere Health, to enhance the efficiency of PA decisions.

Note: All clinical decisions are made by the health plan and not Cohere.

Provider Authorization Benefit Management Partners

Evolut

Evolut 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	www.RadMD.com
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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	www.AvalonHCS.com
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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	www.CompanionBenefitAlternatives.com
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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 www.SouthCarolinaBlues.com or www.BlueChoiceSC.com
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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

Website	www.SouthCarolinaBlues.com or www.BlueChoiceSC.com
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Email	Provider.Relations@bcssc.com
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Phone	800-288-2227, ext. 44730
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Healthy Blue Provider Relations

Educational support for Healthy Blue plans

Website	www.HealthyBlueSC.com (Look for “Providers” on the homepage)
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Electronic data interchange (EDI)

Email	EDI.Services@bcssc.com
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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 to locate any additional information you need!

Technology Support Center

To troubleshoot password issues for encrypted emails or issues with My Insurance Manager.

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 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



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

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.

Avoiding claim edits

Review medical policies at <https://www.southcarolinablues.com/web/public/brands/sc/providers/policies-and-authorizations/medical-policies/>.

Use the Avalon Trial Claim Tool in My Insurance Manager, accessible at www.SouthCarolinaBlues.com or 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.

Locating participating labs

You can verify participating labs by visiting our provider directories found at www.SouthCarolinaBlues.com or 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 and email it to Avalon-Providers@AvalonHCS.com.

Provider Enrollment and Credentialing

My Provider Enrollment Portal

Enrolling with BlueCross BlueShield of South Carolina and BlueChoice HealthPlan is easy. Use My Provider Enrollment Portal to submit new enrollment applications for a practitioner or group, or to submit certain maintenance requests (i.e., adding a network, removing a location, etc.).

My Provider Enrollment
Portal Website:

https://bluecross-sc.my.site.com/s/login/?ec=302&startURL=%2Fs%2F&mc_cid=ebb2032c89&mc_eid=d512304275

Case numbers

When you submit an application 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 missing items and more.

Statuses

Submitted	The application and all required documents have been submitted to BlueCross for review. Note: Submitted does not mean completed.
Preliminary Review	The application is in the first review stage to ensure it's a clean application.
Awaiting Signature	The application and applicable contracts have been sent to the provider (and other designated signers) and must be signed.
Signed	The application and applicable contracts have been signed and returned to BlueCross.
Secondary Review	The application has been determined to be a clean application* and progressed to the next review stage of prime source verification.
Final Review	The application has passed prime source verification and reached the final review stage.
Approved	The application is completed and has been approved.
Denied	The application is completed but has been denied.
Cancelled	The application has been cancelled.
Withdrawn	The application has been withdrawn per the provider's request.

*A clean application is one that includes all the required signatures, licenses, certificates, and valid dates.

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

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

00886 Planned Administrators Inc. (PAI)

Use these carrier codes for dental claim submissions.

38520 BlueCross BlueShield of South Carolina

77828 Companion Life



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.