



# My Provider Enrollment Portal (MyPEP)

## Frequently Asked Questions

### *Informational*

#### **What is My Provider Enrollment Portal (MyPEP)?**

My Provider Enrollment Portal (MyPEP) is our new provider enrollment tool that allows all providers who credential with BlueCross BlueShield of South Carolina (BCBSSC) to initiate new enrollment, recredential, and make certain updates for their practice electronically.

#### **When did MyPEP become available?**

MyPEP launched April 4, 2022.

#### **If a provider started their enrollment process through the historical method (fax or email), would they need to resubmit through MyPEP?**

No. If providers started the enrollment process via fax or email, those applications will be reviewed and processed accordingly. However, going forward, be sure to submit new applications through MyPEP.

#### **How can I access MyPEP?**

MyPEP is accessible through the Provider Enrollment section of [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) or [www.BlueChoiceSC.com](http://www.BlueChoiceSC.com).

#### **What type of enrollment can be done through MyPEP?**

MyPEP is used to submit medical, behavioral health, and dental enrollment applications.

#### **Does MyPEP replace M.D. Checkup?**

No, MyPEP does not replace M.D. Checkup. Certain updates can be made in the new portal, but all provider validations must be made through M.D. Checkup. Address updates can also be completed through M.D. Checkup.

#### **Are electronic signatures accepted?**

Currently, electronic signatures are not available but will be forthcoming. At this time, all applications and contract pages must be downloaded, signed in ink, and uploaded to the appropriate case.

### **How long will the current methods for the enrollment processes remain in place?**

The current enrollment processes will be in effect until MyPEP is fully implemented. Once implemented, MyPEP will be the sole solution for filing enrollment and recredentialing applications.

### **What do the different statuses mean?**

- **In Progress** – The application or form is being worked and has not been completed for submission.
- **Awaiting Signature** – The application or form has been completed and submitted. While in this status, it is imperative that all required documents are signed and uploaded back to the case.

To locate the documents that must be signed, providers should do the following after logging in:

1. Select My Forms
2. Select the appropriate case number
3. Under Documents, select the document(s)
4. Download the document(s)
5. Print and have the appropriate signature(s) appended
6. Upload the document(s) back to the case

Once all signed documents are uploaded to the case and assigned to an enrollment representative, the status will change to Under Review.

*Note: While the application is "In Progress," the BlueCross BlueShield of South Carolina 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.*

- **Awaiting Provider Response** – There are missing items needed to continue the enrollment process. Please review the case comments to see what items are needed.
- **Under Review** – The application or form has been assigned to an enrollment analyst.
- **Denied** – The application or form was not approved by BlueCross. The provider's office will receive an explanation of the denial via email.

- **Canceled** – The application or form is no longer being worked on and has been closed by BlueCross. The provider’s office will receive an explanation of the cancellation inside the case and via email.
- **Congratulations! Complete** – The application or form has been approved by BlueCross.

### **Who can we contact for questions about submitted cases?**

For case specific questions, be sure to submit a **case comment** within the case. This allows the enrollment team to review the question and respond once the case is assigned to them. To submit a case comment, do the following:

1. Go to My Forms
2. Select the case number
3. Under Communications, select Case Comments
4. Select New
5. Enter your comment or question (be thorough and ask probing questions)
6. Select Save

### **Who can we contact for technical issues with MyPEP?**

Contact the provider education team at 803-264-0009 or email [MyPEP.Portal@bcbssc.com](mailto:MyPEP.Portal@bcbssc.com).

## *Navigational*

### **If I need to know what application or form to use, where do I go?**

Use the Support request form located inside the portal.

### **How do I verify if a provider is loaded into the BCBSSC system?**

Use the Support request form located inside the portal.

### **How do I check the status of a submitted application or form?**

After submitting an application or form, make note of the case number provided. Go to My Forms, locate the case number, and view the status.

### **If I have questions about the status of my application or form, where do I go?**

For case specific questions, be sure to submit a case comment within the case. This allows the enrollment team to review the question and respond. To submit a case comment, do the following:

1. Go to My Forms
2. Select the case number
3. Under Communications, select Case Comments
4. Select New
5. Enter your comment or question (be thorough and ask probing questions)
6. Select Save

### **If I have technical issues with the portal, who do I contact?**

Contact the provider education team at 803-264-0009 or email [MyPEP.Portal@bcssc.com](mailto:MyPEP.Portal@bcssc.com).

### **Where do I go if I need to reset my password?**

On the initial login page, select the "Forgot my password" link. If this does not work, contact the provider education team at 803-264-0009 or email [MyPEP.Portal@bcssc.com](mailto:MyPEP.Portal@bcssc.com).

### **If I need to change or update my Doing Business As (DBA) name, where do I go?**

Complete the Doing Business As form under the Find a Form section.

### **If I need to change or update my address(es), where do I go?**

Complete the Change of Address form under the Find a Form section.

**If I need to add a location to my practice, where do I go?**

Complete the Satellite Location application under the Find a Form section.

**If I need to register my National Provider Identifier (NPI) with BCBSSC, where do I go?**

Complete the NPI Provider Notification form under the Find a Form section.

**If I need to add a practitioner to my practice or terminate a practitioner from my practice, where do I go?**

Complete the Add or Terminate Practitioner Affiliation form under the Find a Form section or access M.D. Checkup through My Insurance Manager<sup>SM</sup>.

**If I am an individual practitioner that wants to join one of BCBSSC's networks, where do I go?**

Complete the Individual Provider Enrollment application under the Get Enrolled section.

**If I am a new group practice that wants to join one of BCBSSC's networks, where do I go?**

Complete the Group Practice Enrollment application under the Get Enrolled section.

**If I want to render virtual care services (telehealth or telemedicine), where do I go?**

Complete the Virtual Care Services application under the Get Enrolled section.

**If I am behavioral health practitioner that wants to join one of BCBSSC's networks, where do I go?**

Complete the Behavioral Health application under the Get Enrolled section.

**I am in South Carolina, but out-of-network and need to submit claims. Where do I go?**

Complete the Health Professional application under the Get Enrolled section.

**How will I complete my contracts?**

You will be notified in the portal when contracts are awaiting signature. The case number associated with the contract(s) will be listed, along with a link to download the contract. Once you download the contract and sign it, upload the contract back to the associated case.