PROVIDER 101

South Carolina

BlueCross BlueShield of South Carolina
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Blue Cross Blue Shield Association.

DISCLAIMER

The information included is general and in no event should be deemed as a promise or guarantee of payment. We do not assume and hereby disclaim any liability for loss caused by errors or omissions in preparation and editing of this publication.

AGENDA

- Role of Provider Relations and Education

- Role as a Participating Provider

- Being a Self-Serving Provider

- Resources

ROLE OF PROVIDER RELATIONS AND EDUCATION

HOW WE EDUCATE PROVIDERS

- Offer training and support
  - One on one trainings, as requested
- Webinars
  - Online presentations of various topics
- Newsletters and bulletins
  - BlueNews, BlueBlast, and more
- Annual workshops
  - Annual summits on upcoming initiatives
- Reports
  - Provide Report Cards available in My Insurance Manager℠

GETTING SUPPORT FROM PROVIDER SERVICES

- My Insurance Manager (MIM)

  - Online tool used to access information related to eligibility, benefits, and claims

- Voice Response Unit (VRU)

  - Automated system used to access information related to eligibility and benefits

- STATchat℠

  - Online tool that allows providers to communicate directly with a Provider Services representative regarding claims

- Provider Services Representatives

  - Staff available to provide additional benefits and assistance on information not available in MIM or the VRU

ROLE AS A PARTICIPATING PROVIDER

PARTICIPATING PROVIDER RESPONSIBILITIES

- Filing all claims for all applicable members

- Accepting BlueCross BlueShield's payment plus any patient liability as full reimbursement

- Cooperating fully with the utilization review procedures

- Using other preferred providers for a member's care unless medically necessary services, supplies, or equipment are not available from a preferred provider or in cases of medical emergency

HELPFUL TIPS

- Always ask for the member's current ID card at each visit

- Always verify eligibility and benefits at each visit

- Verify the member's cost sharing before processing payment

- Submit all claims with complete ID number, including the prefix

- Submit other payer liability (OPL) information with the claim (if applicable)
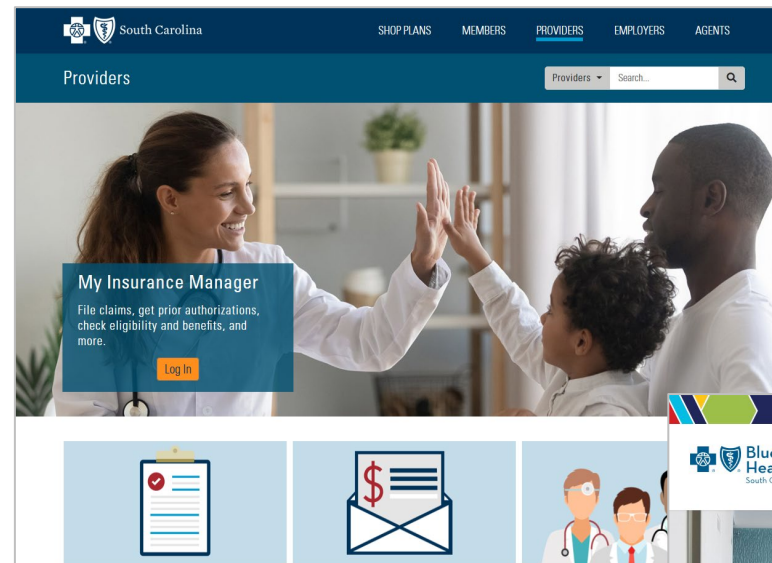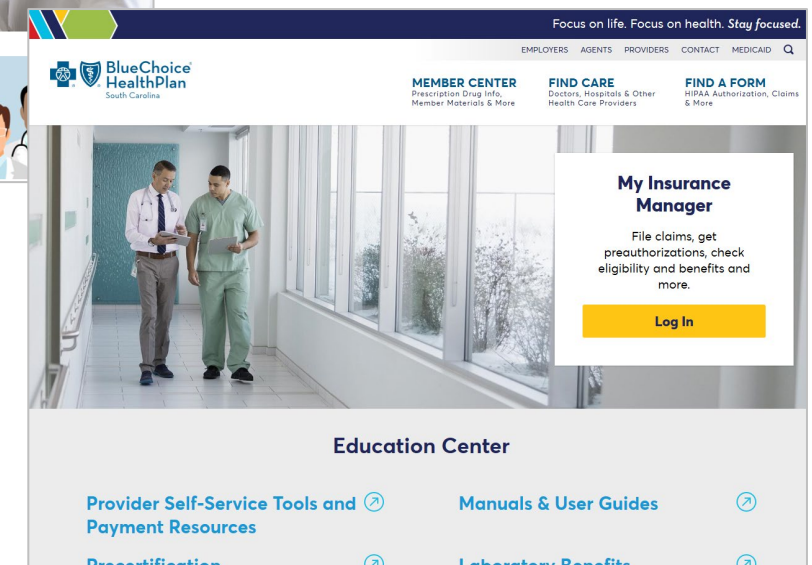
BEING A SELF-SERVING PROVIDER

WEBSITES

Our websites include:

- Educational materials

- Access to various secure web tools:

  - My Insurance Manager

    o Ask Provider Services

    o STATchat

  - My Remit Manager

  - My Provider Enrollment Portal

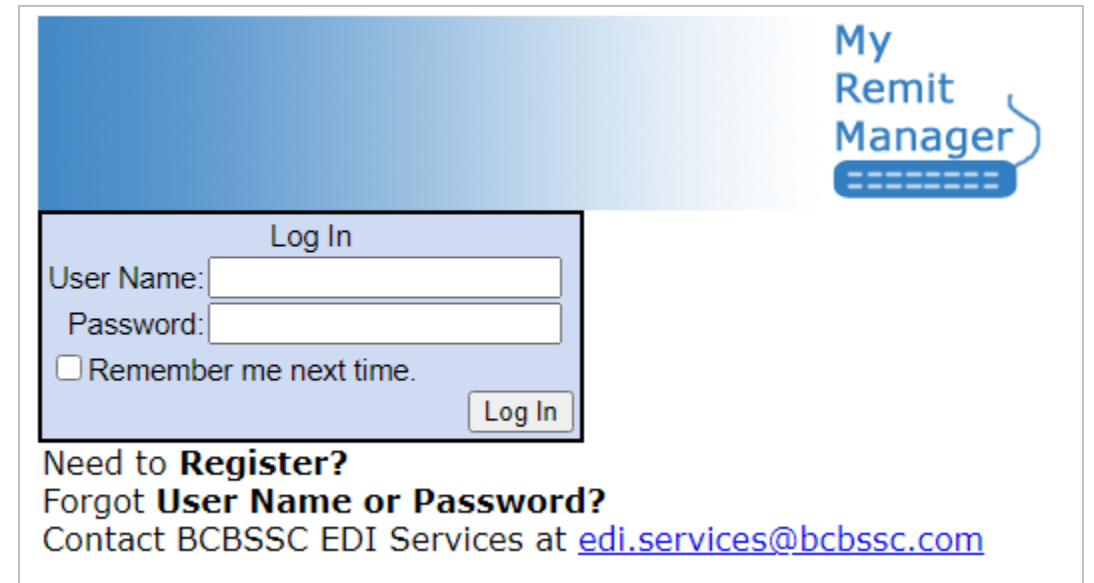www.SouthCarolinaBlues.com

www.BlueChoiceSC.com

MY INSURANCE MANAGER

- Access eligibility and benefits.

- Submit authorization requests.

- Submit claims and check status.

- Use Ask Provider Services.

- Use STATchat.

Start here.

MY REMIT MANAGER

- View electronic remittance advices.

- See claim errors and denials.

- Pull check details.

My Remit Manager

Log In

User Name: [   ]
Password: [   ]
☐ Remember me next time.
[Log In]

Need to **Register?**
Forgot **User Name or Password?**
Contact BCBSSC EDI Services at edi.services@bcbssc.com

MY PROVIDER ENROLLMENT PORTAL

- Become a network provider.

- Receive automated status updates.

- Make certain updates for the physician or practice.

- Receive notifications when additional information is needed.

VOICE RESPONSE UNIT

The voice response unit (VRU) provides options to obtain eligibility, benefits, and much more 24/7. The VRU is fully automated and offers quick and easy information over the phone without the need of speaking with a representative.

How to Access the VRU

- For BlueCross BlueShield of South Carolina members:
    - In South Carolina, call 800-868-2510
    - In Columbia/Lexington, call 803-788-8562
    - If out-of-state, call 800-334-2583
- For BlueCard® members, call 800-676-BLUE (2583)
- For Federal Employee Program (FEP) members, call 888-930-2345
- For State Health Plan members, call 800-444-4311

RESOURCES

MANUALS AND GUIDES

Topic	Description
BlueCross Provider Office Administrative Manual BlueChoice® Provider Office Administrative Manual	These manuals provides you with an overview of our benefit plans and medical management programs. They will also help guide you through the credentialing, claims filing and provider reconsideration processes.
BlueCard® Program Provider Manual	This manual provides you with an overview and describes the advantages of the program. It will also help guide you through eligibility verification, precertification and claims filing processes for out-of-state members.
Dental Manual	This manual provides you with an overview of dental benefits for our commercial, Federal Employee Program (FEP) and State Dental and Dental Plus plans.

MANUALS AND GUIDES (CONTINUED)

Topic	Description
Quick Reference Guide	This at-a-glance reference tool is perfect for locating contact information for our plans and services areas. It also includes BlueCard® quick tips and electronic carrier codes.
Member Identification Card Guide	This guide provides you with an overview of our various plans and associated networks. You will also see an example for each of the identification cards.
Claims Attachments User Guide	This guide will show you how to upload attachments for claims that require additional documentation through the secure provider portal, My Insurance Manager.

ADDITIONAL WEBSITES

Topic	Website
Avalon Healthcare Solutions	www.AvalonHCS.com
Companion Benefits Alternatives (CBA)	www.CompanionBenefitsAlternatives.com
Federal Employee Program	www.FEPBlue.org
Healthy Blue℠	www.HealthyBlueSC.com
National Doctor and Hospital Finder	www.BCBS.com
Evolent	www.RadMD.com
MBMNow (Optum Rx)	Accessible through My Insurance Manager
State HealthPlan	www.StateSC.SouthCarolinaBlues.com www.peba.sc.gov

CONTACTS FOR SUPPORT

Inquiry Type	Contact
Problems submitting claims electronically	EDI edi.services@bcbssc.com
Enroll practice or billing services as a recipient of electronic data	Electronic Data Interchange Gateway (EDIG) edig.support@PalmettoGBAServices.com
Receive EFT and ERA	Provider EFT provider.eft@bcbssc.com
Reset password for encrypted emails, problems with STATchat functionality	Technology Support Center 855-229-5720
Technical problems with My Insurance Manager	Technology Support Center 855-229-5720

THANK YOU