



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

Independent licensees of the Blue Cross Blue Shield Association.

MY INSURANCE MANAGERSM USER GUIDE

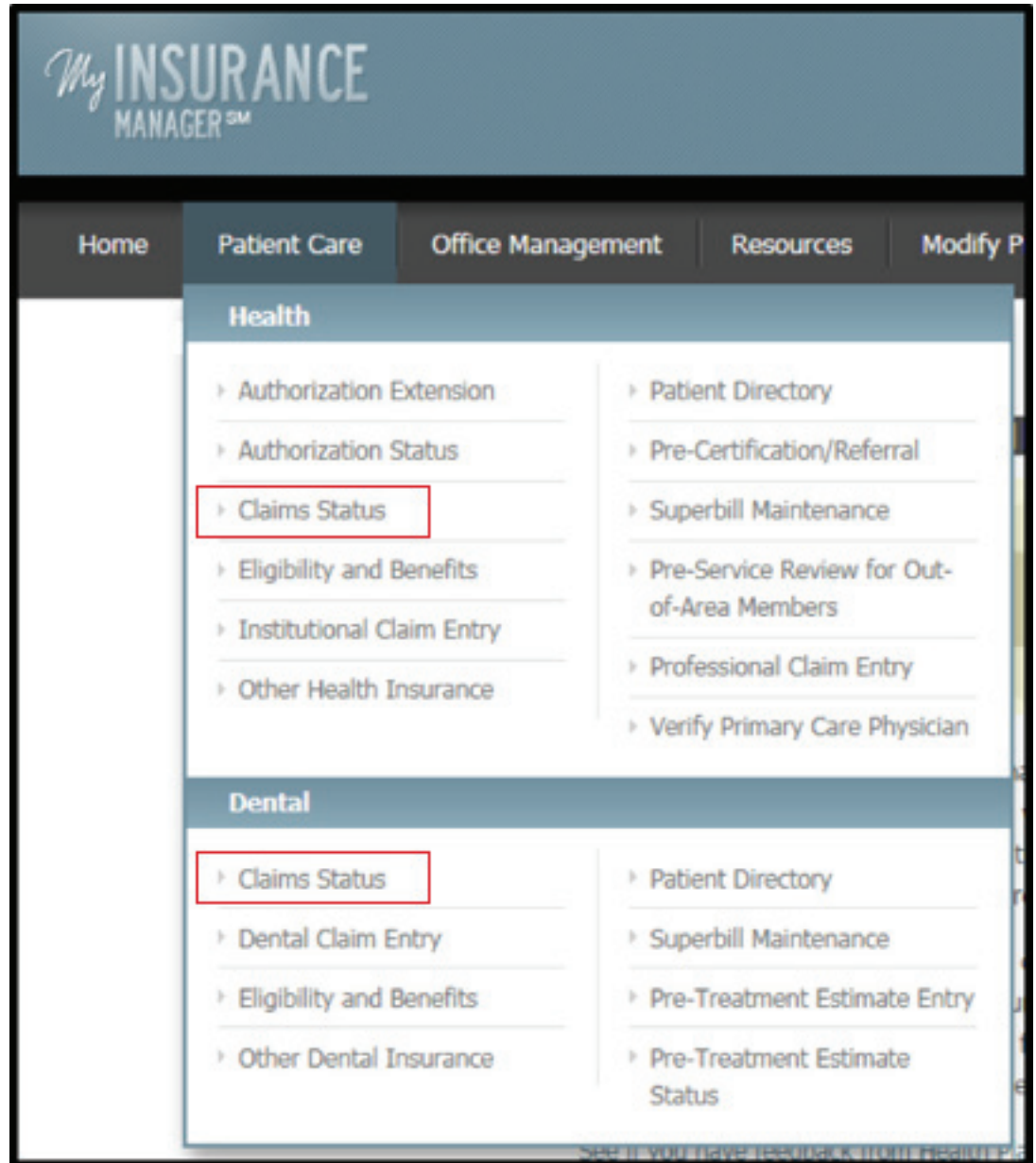


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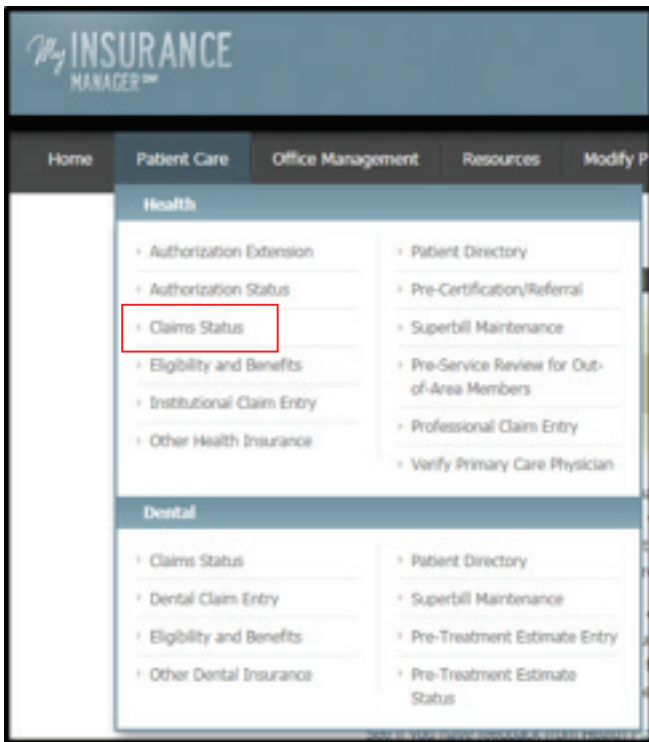
CLAIMS STATUS

There are two ways you can get the status of a claim through My Insurance Manager: by using the member ID or by using a claim number. You can get additional claim information by sending a secure email message to Ask Provider Services or by initiating STATchat™.



For Health Providers

From the Patient Care menu, choose **Claim Status**. When searching for a claim by member ID, complete the required information. Make sure you enter the member ID exactly as it appears on the patient's insurance card, including the alpha prefix and any additional letters that apply.

A screenshot of the 'Claims Status' search form. The page title is 'Claims Status' with a 'Printer Friendly' link. Below the title is a 'Patient Selection' section with a note: 'To get claims status information, please enter this information. If your patient had a different Health Plan previously, please choose the Health Plan that was in effect for the specific date of service.' There are several input fields: 'Health Plan' (a dropdown menu currently showing 'BlueCross BlueShield Plans'), 'Search for:' (with radio buttons for 'Member ID' and 'Claim Number'), 'Member ID' (a text input field), 'Member ID' (a second text input field), 'Include alpha prefix, if applicable' (a checkbox), and 'Patient's date of birth' (a date input field). Below this is an 'Advanced Search' section with radio buttons for 'All Claims in System', 'Date of Service', 'Last 6 Months', and 'Last Year'. At the bottom, there is an 'Additional Information [...]' section and a 'Continue' button.

- Choose from these health plan drop-down menu options: BlueCross BlueShield Plans, BlueChoice HealthPlan, State Health Plan and Federal Employee Program.
- You must enter the patient's date of birth or the first and last name.
- Choose an advanced search according to all claims in system, date of service, last six months or last year.
- Expand the Additional Information option by selecting the plus sign to input the patient's last name, first name and/or gender.
- Select **Continue**.

When searching for a claim by claim number, enter the claim number as stated on the claim entry confirmation screen or the remittance advice. Select **Continue**.

This Claim Status — Detail screen displays next. The Primary Status field shows if the claim is in a pending or approved status. Follow the link to review **Detailed Status Information**.

This screen appears when you select the Detailed Status Information from the Claim Status — Detail screen. Use the **Back** button to return to the previous screen.

Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory

Welcome, Your Name of Your Practice [Log Out](#) [Go to Message Center](#)

Claims Status - Detailed Status Information [Printer Friendly](#)

Insurance
Plan Name: **BlueCross BlueShield Plans**
Plan ID: **38520**
Member ID: **ZC2005922516805**

Patient
Patient's Name: **MICHAEL TESTING**
Date of Birth: **10/01/1958**

Claim Number: **70870002W0000**

Please see line items for more details about the payment of this claim.

Status Details
**PENDING/IN REVIEW-THE CLAIM/ENCOUNTER IS SUSPENDED PENDING REVIEW
20 - ACCEPTED FOR PROCESSING**

[Back](#)

[Change Patient](#)

On the Claim Status — Detail screen, select **Ask Provider Services**. To submit a web inquiry, select **Submit your question online**, complete all required fields and select **Submit Question**.

Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory

Welcome, Your Name of Your Practice [Log Out](#) [Go to Message Center](#)

Ask Provider Services [Printer Friendly](#)

Use the form and receive a response in the Message Center. Please be aware during our peak season that there may be a delay in receiving a response. You may also talk to a Provider Services representative with STATchat.

How would you like to contact Provider Services?
 Submit your question online
 Talk to Provider Services online
(Monday - Friday, 9 a.m. to 8 p.m. EST)

Inquiry Name: **BlueCross BlueShield Plans**

Inquiry Reason: **Claims Status Inquiry**

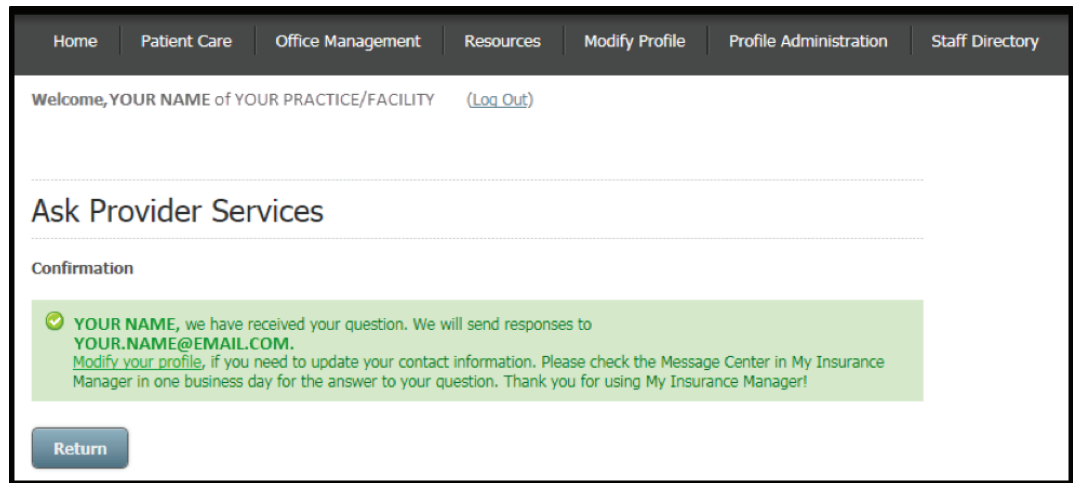
* Patient's First Name: **MICHAEL** * Patient's Last Name: **TESTING** * Patient's Member id: **999574217** Patient's Date of Birth: **10/01/1958**
mm/dd/yyyy

* Location: **YOUR PRACTICE** [Submit](#) Primary ID: **123456789**

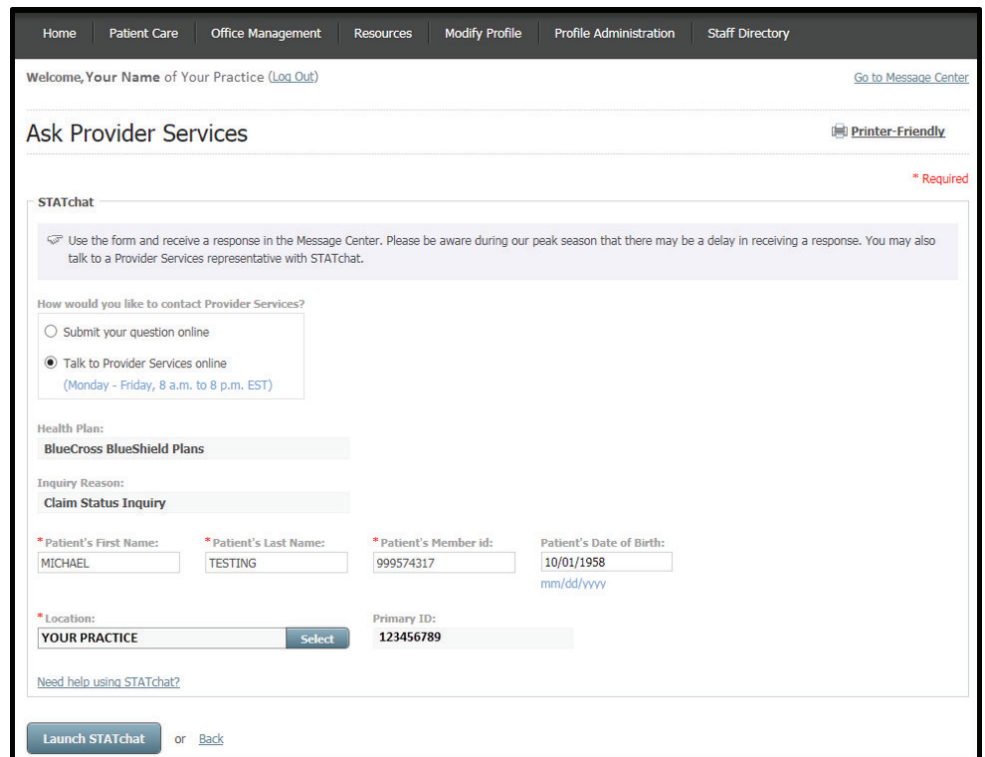
* Please enter a question:

[Submit Question](#) or [Back](#)

The Confirmation screen shows you how and when to check the Message Center for a response to your question. Use the **Return** button to return to the Claim Status – Detail screen.



To speak with a representative, select **Talk to Provider Services online**, complete all required fields and select **Launch STATchat**.



This screen appears when you select Launch STATchat from the Ask Provider Services screen. You can ask as many questions as desired related to one member's account. The patient information pre-populates on the Provider Services representative's screen based on the information you entered in My Insurance Manager, which restricts the Provider Services representative to answering only questions related to the member from your original inquiry.



Claim Attachments

The Claim Status — Detail page will reflect whether additional documentation may be needed and what type of documentation may be required. Types of documentation include:

- Accident questionnaire.
- Certificate of medical necessity (for durable medical equipment).
- Medical records.
- Other health insurance.
- Primary carrier Explanation of Benefits (EOB).
- Provider reconsideration.

Note: You will not see the Attachments option unless the claim (or service within the claim) requires documentation.

Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory

Welcome, YOUR NAME of YOUR PRACTICE/FACILITY (Log Out) [Go to Message Center](#)

[Printer-Friendly](#)

Claims Status - Detail

Insurance

Plan Name:
BlueCross BlueShield Plans

Plan ID:
38520

Member ID:
ZC2065922516805

Patient

Patient's Name:
MICHAEL TESTING

Date of Birth:
10/01/1958

[Change Patient](#)

Claim Number:
70870002W0000

[Check your remittance voucher for any non-covered or non-allowed charges which may be the member's responsibility.](#)

Primary Status:
PENDING/IN REVIEW-THE CLAIM/ENCOUNTER IS SUSPENDED PENDING REVIEW

Detailed Status Information

Detail

Status Effective Date: 04/24/2017	Date(s) of Service: 03/21/2017 - 03/21/2017	Claim Status: PENDING
Primary ID: 123456789	Organization or Provider's Name: YOUR PRACTICE/FACILITY	
Total Charges: \$100.00	Amount Paid: \$0.00	
Patient Account Number: 3159		

Attachments

This claim may require additional documentation.
The documentation requested is: [Document Type].
To attach the documentation, click the attachment link below.
Please note: We currently only accept PDF files at this time.

[Attach \[Document Type\] Documentation](#)

Here is a list of the line items associated with this claim.

Line Summary List Showing 1 Result

Line Item	Line Status	Date(s) of Service	Line Charges	Amount Paid
01	PENDING	03/21/2017 - 03/21/2017	\$100.00	\$0.00

Procedure Code:
99213 - OFFICE OR OTHER OUTPATIENT VISIT FOR THE EVALUATION AND MANAGEMENT OF AN ESTABLISHED PATIENT, WHICH REQUIRES AT LEAST 2 OF THESE 3 KEY COMPONENTS: AN EXPANDED PROBLEM FOCUSED HISTORY; AN EXPANDED PROBLEM FOCUSED EXAMINATION; MEDICAL DECISION MAKING OF LOW COMPLEXITY. COUNSELING AND COORDINATION OF C

[Previous Claim](#) [Next Claim](#) [Ask Provider Services](#) or [Back](#)

Select **Attach Documentation** to continue.

Patient Account Number: **123456789** EFT Trace Number: **0000380462** EFT Funds Available Date: **05/24/2012**

Attachments

This claim may require additional documentation.
The documentation requested is: [Document Type].
To attach the documentation, click the attachment link below.
Please note: We currently only accept PDF files at this time.

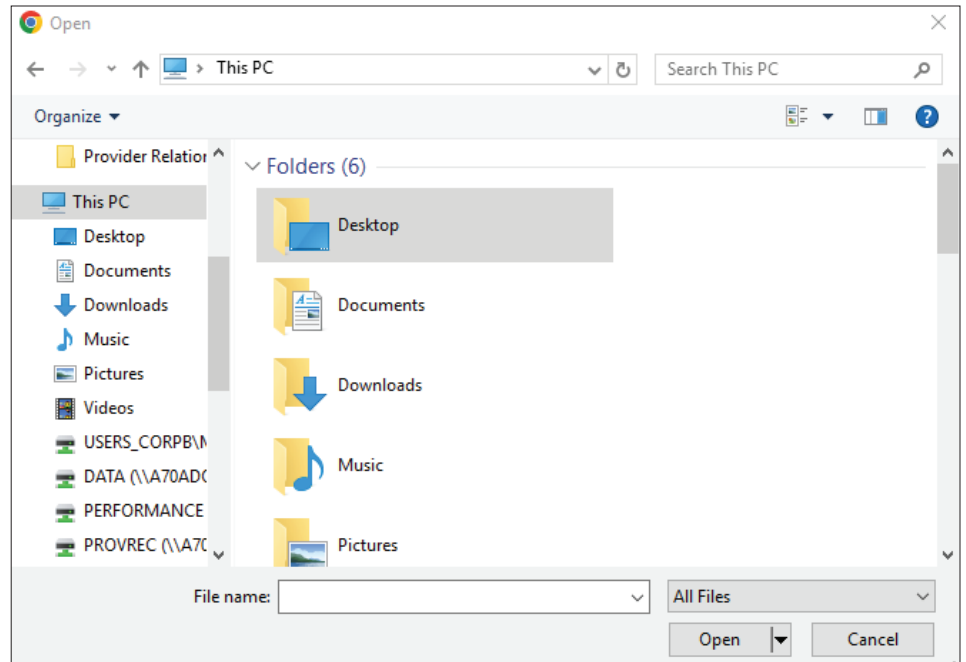
[Attach \[Document Type\] Documentation](#)

Here is a list of the line items associated with this claim.

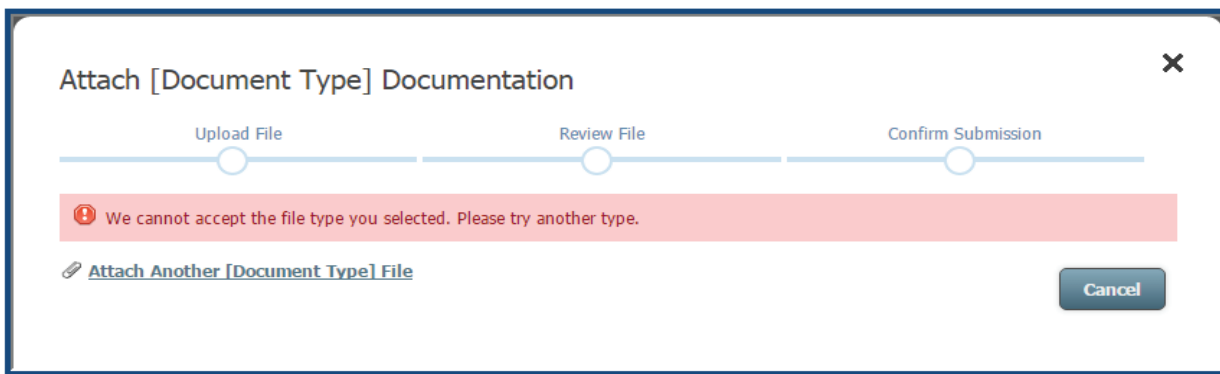
Line Summary List Showing 1 Results

Line Item	Line Status	Date(s) of Service	Line Charges	Amount Paid
-----------	-------------	--------------------	--------------	-------------

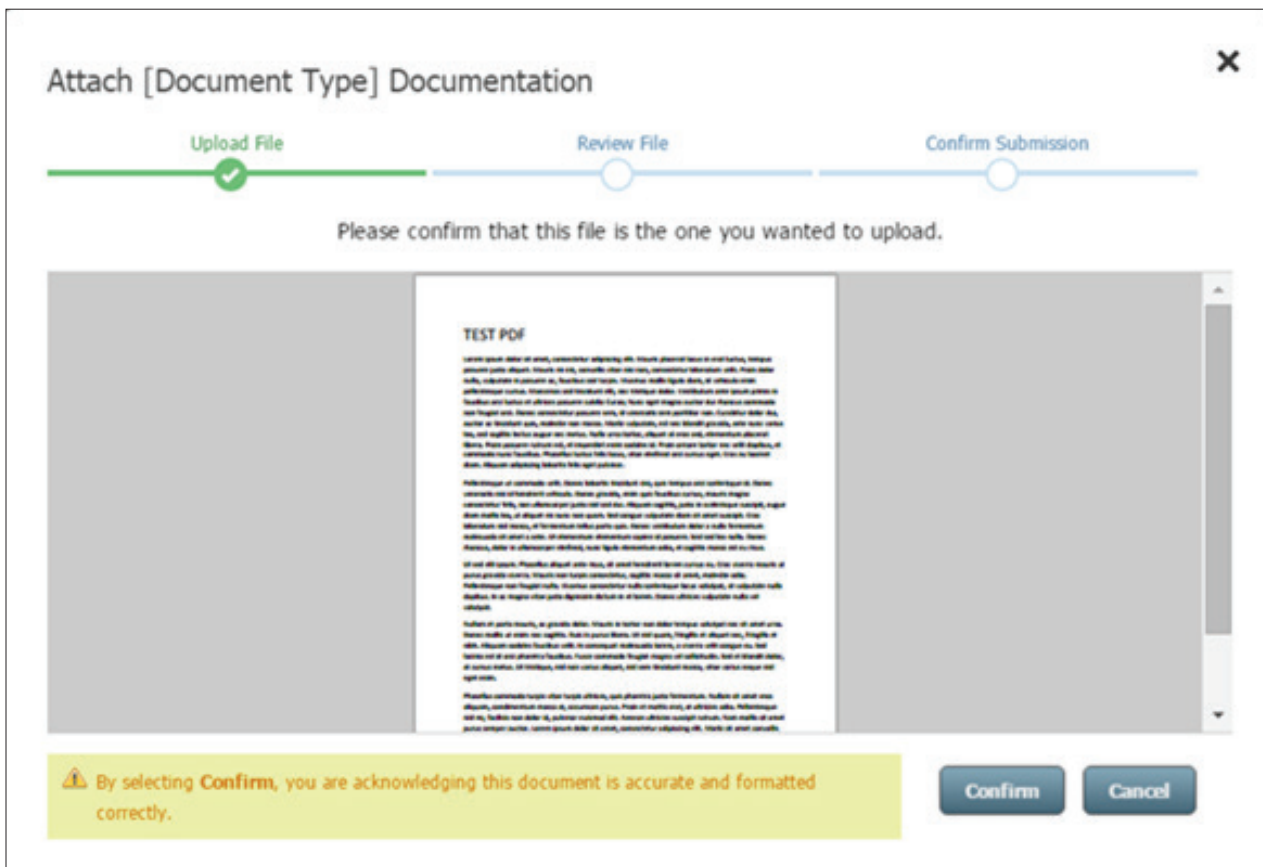
Next, look for and then select the document you want to attach. Once you choose the appropriate document, select **Open**.



If the file is invalid (perhaps it is not a PDF file or it exceeds 30MB), then you will see this message:



Once you select the correct document, it will display in the Attach Documentation screen.

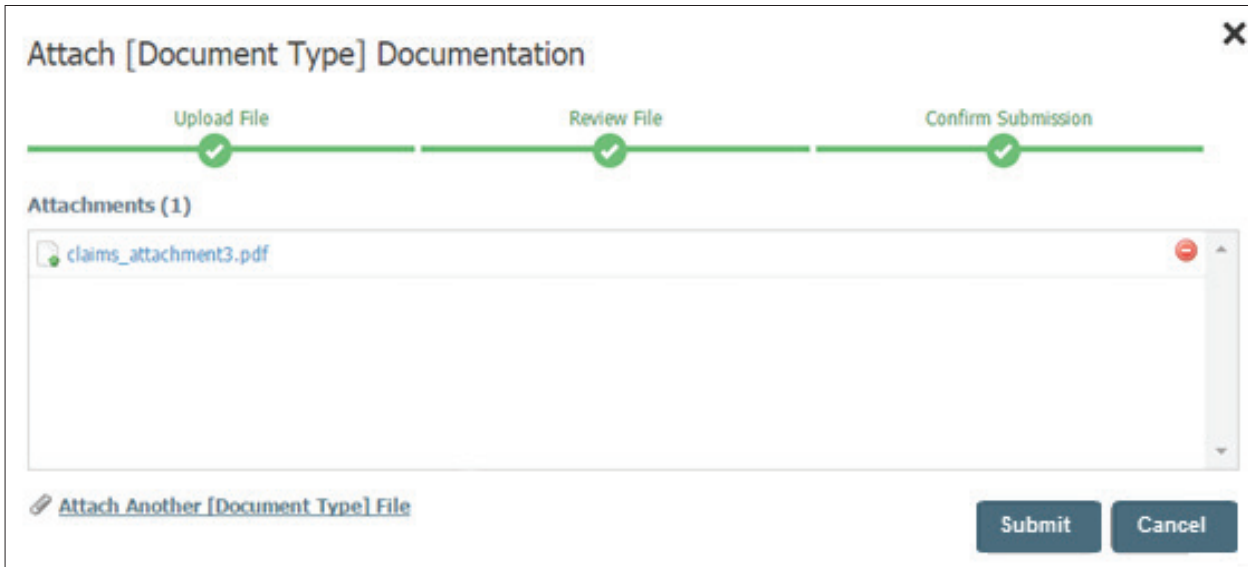


Please review the document you have uploaded on the Attach Documentation screen and verify the document you want to attach is the one associated with the claim for the member. If the document you have attached contains more than one page, you can scroll to see all of the pages.

To confirm the document is correct, select **Confirm**. By selecting **Confirm**, you are acknowledging that the document you have attached is accurate and formatted correctly. To cancel the document you attached, select **Cancel**. You will have several opportunities to cancel before completing the attachment process.

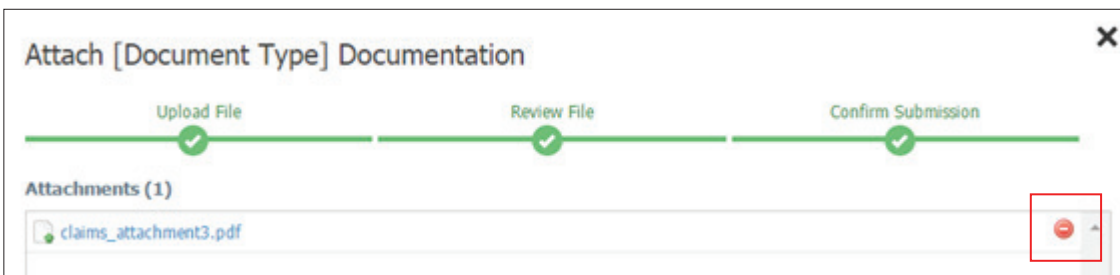
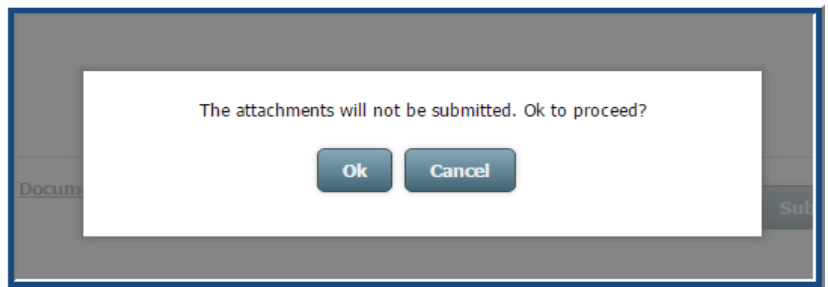
If you select **Cancel**, you can choose either **Cancel Upload** or **Return to Review**.

Once you confirm, you will see a list that displays the document along with its title. You will then have the option to attach more documents, submit the attachment, cancel the attachment or delete any attachments you have already added.



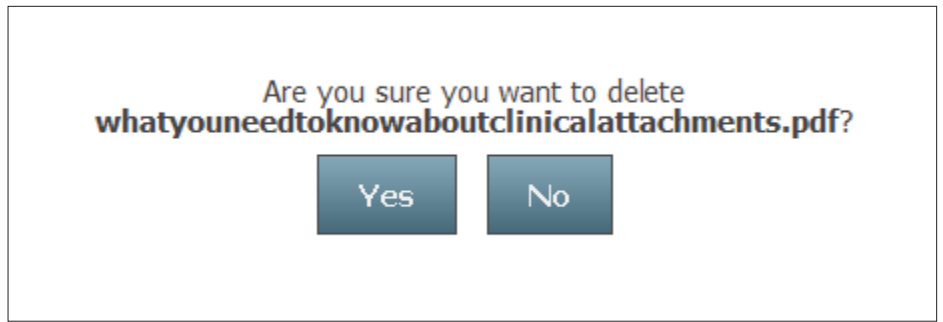
Select **Attach Another File** at the bottom of the screen to attach another document. Each new document you attach will appear in the list of attachments on the Attach Documentation screen.

If you select **Attach Another File** by mistake, select **Cancel**. Next, select **Ok** to proceed with your request to cancel the attachment or **Cancel** to return to the Attach Documentation screen.

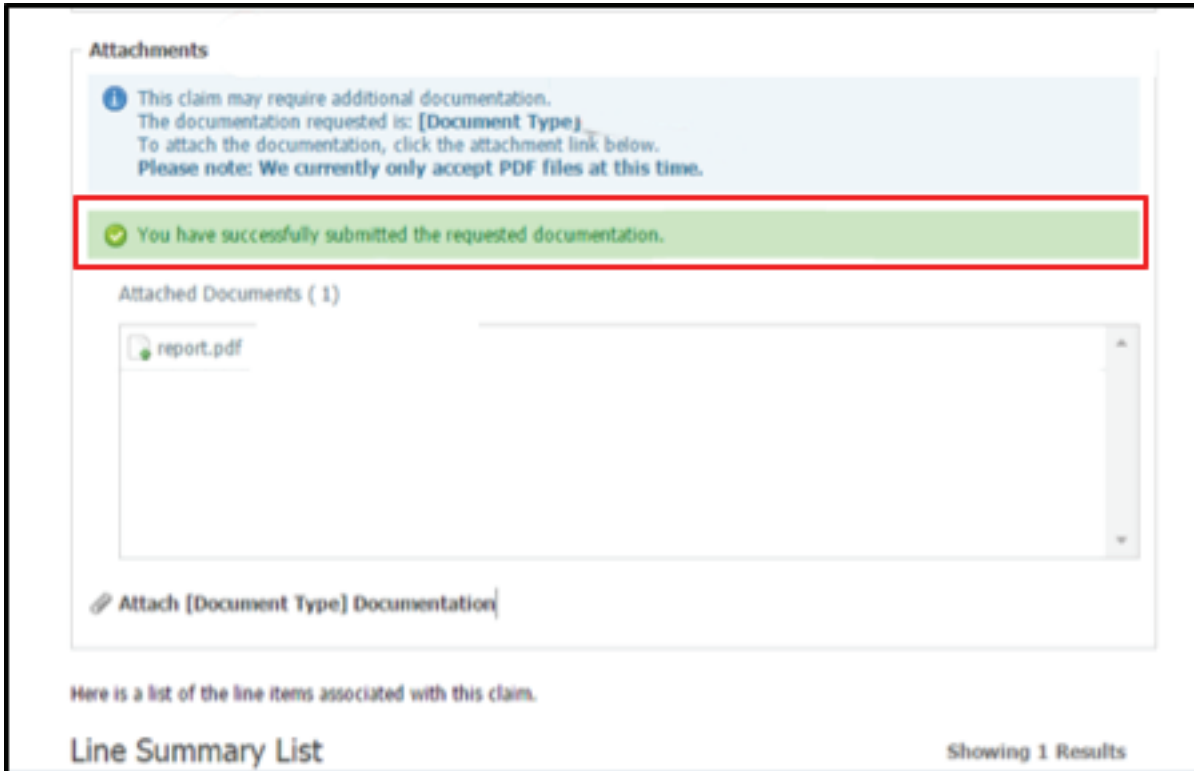


To remove a document you attach, select the red button.

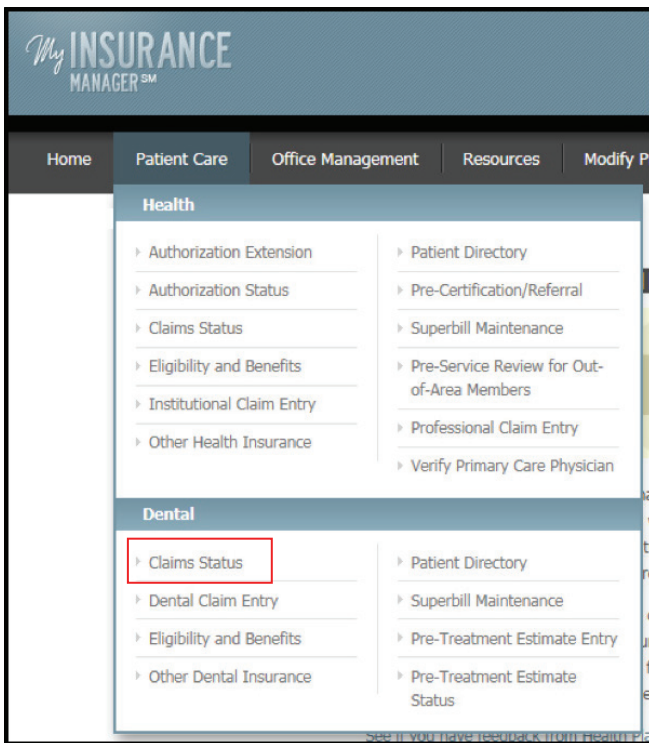
If you need to remove a document, a box will show asking if you wish to delete the selected document. If you select **Yes**, then the document you selected will be removed. Once the document is removed, the new number of attachments will update on the Attach Documentation screen. If you select **No**, the document you selected will remain.



Once you are satisfied with the documents attached, select **Submit**. When you select **Submit**, you will be routed back to the Claim Status — Detail page and see the message, “**You have successfully submitted the requested documentation.**”



Once the documentation has been received, it route to the appropriate department for review and adjudication. You will not get a confirmation of receipt or a status after you've successfully submitted the documentation. You can print the Claim Status — Detail page for your records.



The screenshot displays the 'Claims Status' form. At the top, there is a navigation bar with 'Home', 'Patient Care', 'Office Management', 'Resources', 'Modify Profile', 'Profile Administration', and 'Staff Directory'. Below the navigation bar, the page title is 'Welcome, YOUR NAME OF YOUR DENTAL PRACTICE (Log Out)'. The main heading is 'Claims Status' with a 'Printer-Friendly' link. A note states: 'To get claims status information, please enter this information. If your patient had a different Dental Plan previously, please choose the Dental Plan that was in effect for the specific date of service.' A red asterisk indicates required fields. The form includes:

- Dental Plan:** A dropdown menu with the text '--Please Choose One--'.
- Search By:** Radio buttons for 'Member ID' (selected) and 'Claim Number'.
- Member ID:** A text input field.
- Patient's Date of Birth:** A text input field with a placeholder 'mm/dd/yyyy'.
- Advanced Search:** Radio buttons for 'All Claims in System' (selected), 'Date of Service', 'Last 6 Months', and 'Last Year'.
- Additional Information:** A text input field with a plus sign icon.
- Continue:** A blue button at the bottom left.

- Choose from health plan drop-down menu options: BlueCross BlueShield Plans, BlueChoice HealthPlan, State Health Plan and Federal Employee Program.
- You must enter the patient's date of birth or the first and last name.
- Choose an advanced search according to all claims in system, date of service, last six months, or last year
- Expand the Additional Information option by selecting the plus sign to input the patient's last name, first name and/or gender.
- Select **Continue**.

When searching for a claim by claim number, enter the claim number as shown on the dental claim entry confirmation screen or the remittance advice. Select **Continue**.

This Claim Status — Detail screen displays next. The Detail and Line Summary List shows if the claim is in a pending or approved status. Select the **Detailed Status Information** button to review information. Open the line item for more details about the payment of the claim. You can select **Ask Provider Services** to send a secure email to the dental plan or select the **View Tooth Chart** button.

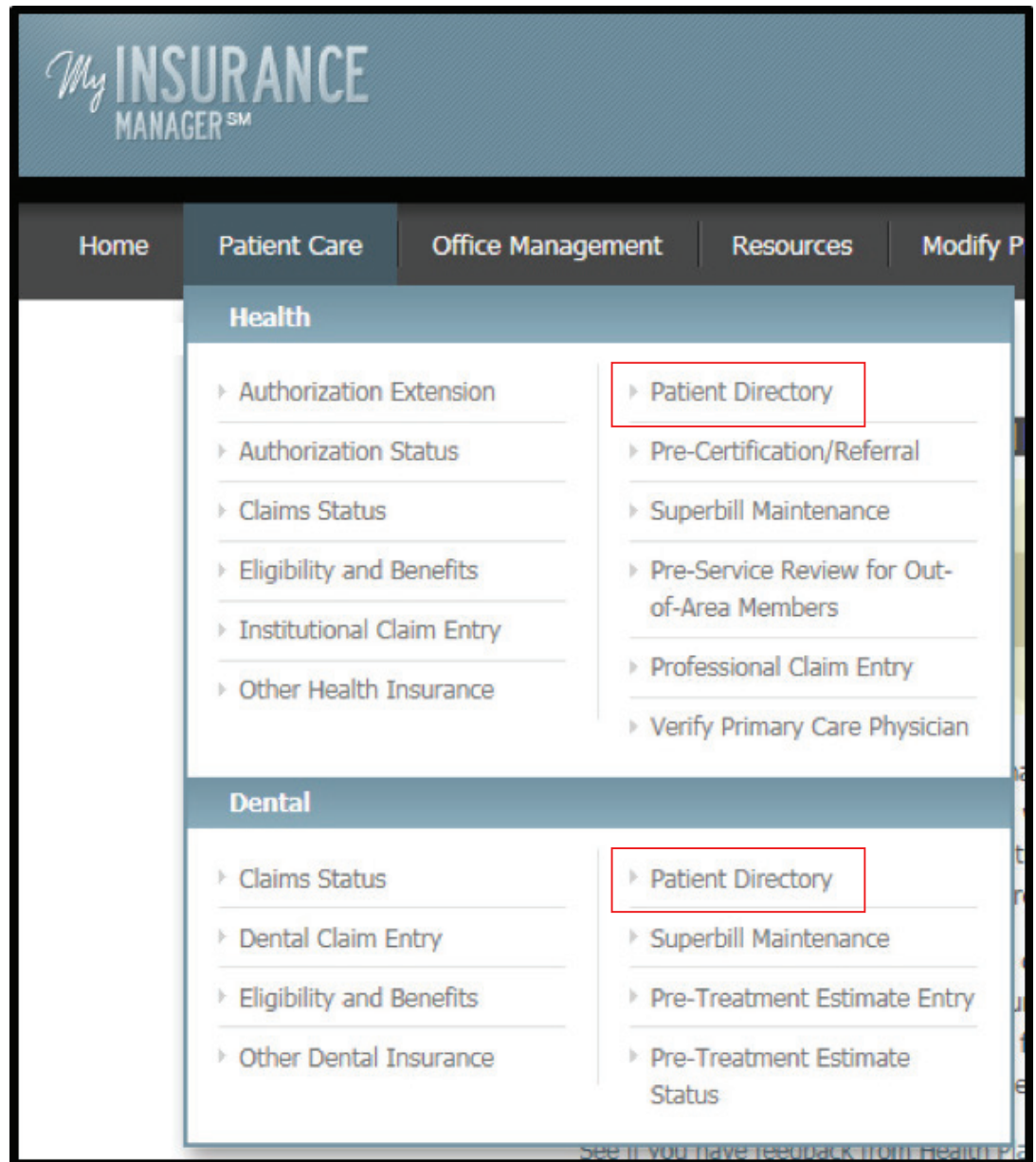
This screen appears when you select the **Detailed Status Information** button from the Claim Status — Detail screen. Use the **Back** button to return to the previous screen.

This screen appears when Ask Provider Services is selected from the Claim Status — Detail screen. To submit a web inquiry, complete all required fields and select **Submit Question**.

The Confirmation screen shows you how and when to check the Message Center for a response to your question. Use the **Return** button to return to the Claim Status — Detail screen.

PATIENT DIRECTORY

From the Patient Care tab, select **Patient Directory**. The Patient Directory is updated when you choose to add the patient using the information entered in the patient information form during claim entry.



For Health Providers

Enter required information on the Patient Directory page. Select **Continue**.

The screenshot shows the Patient Directory page with a navigation bar at the top containing: Home, Patient Care, Office Management, Resources, Modify Profile, Profile Administration, and Staff Directory. Below the navigation bar, there is a welcome message: "Welcome, Your Name of Your Practice (Log Out)" and a link to "Go to Message Center". The main heading is "Patient Directory" with a "Printer-Friendly" icon. A red asterisk indicates a required field. The "Patient Management" section contains the following fields:

- * Plan:** A dropdown menu with "--Please Choose One--" selected.
- * Date of Service:** A date input field showing "04/12/2017" with a calendar icon and a placeholder "mm/dd/yyyy".
- * Location:** A text input field with a "Select" button.
- Provider ID:** A text input field.

A "Continue" button is located at the bottom left of the form.

Search for a patient by name, account number, date of birth or member ID:

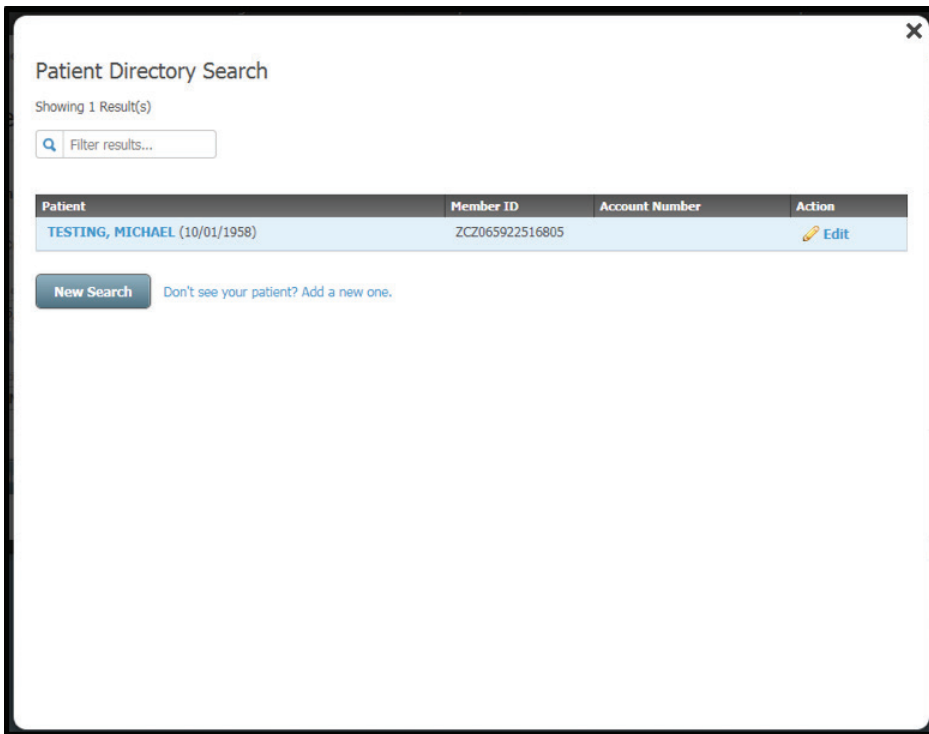
- **Patient's Name** — The screen displays additional fields for patient's first name and patient's last name. Enter at least two letters for the patient's first and/or last names. Complete the required additional fields, and then select **Search**.
- **Patient's Account Number** — The screen displays an additional field for the patient's account number. Input the patient's unique number your practice or practice management software has assigned.
- **Patient's Date of Birth** — The screen displays an additional field for patient's date of birth.
- **Member ID** — The screen displays an additional field for member ID. Include the alpha prefix, if applicable.

The screenshot shows the "Patient Directory Search" modal window. It has a close button (X) in the top right corner. A red asterisk indicates a required field. The search criteria are as follows:

- You can search by the Patient's Name, Account Number, Date or Birth or by his or her Member ID.**
- * Search By:** A list of search criteria with radio buttons:
 - Patient's Name
 - Patient's Account Number
 - Patient's Date of Birth
 - Member ID

A "Search" button is located at the bottom of the modal.

When search results appear, select the patient's name.

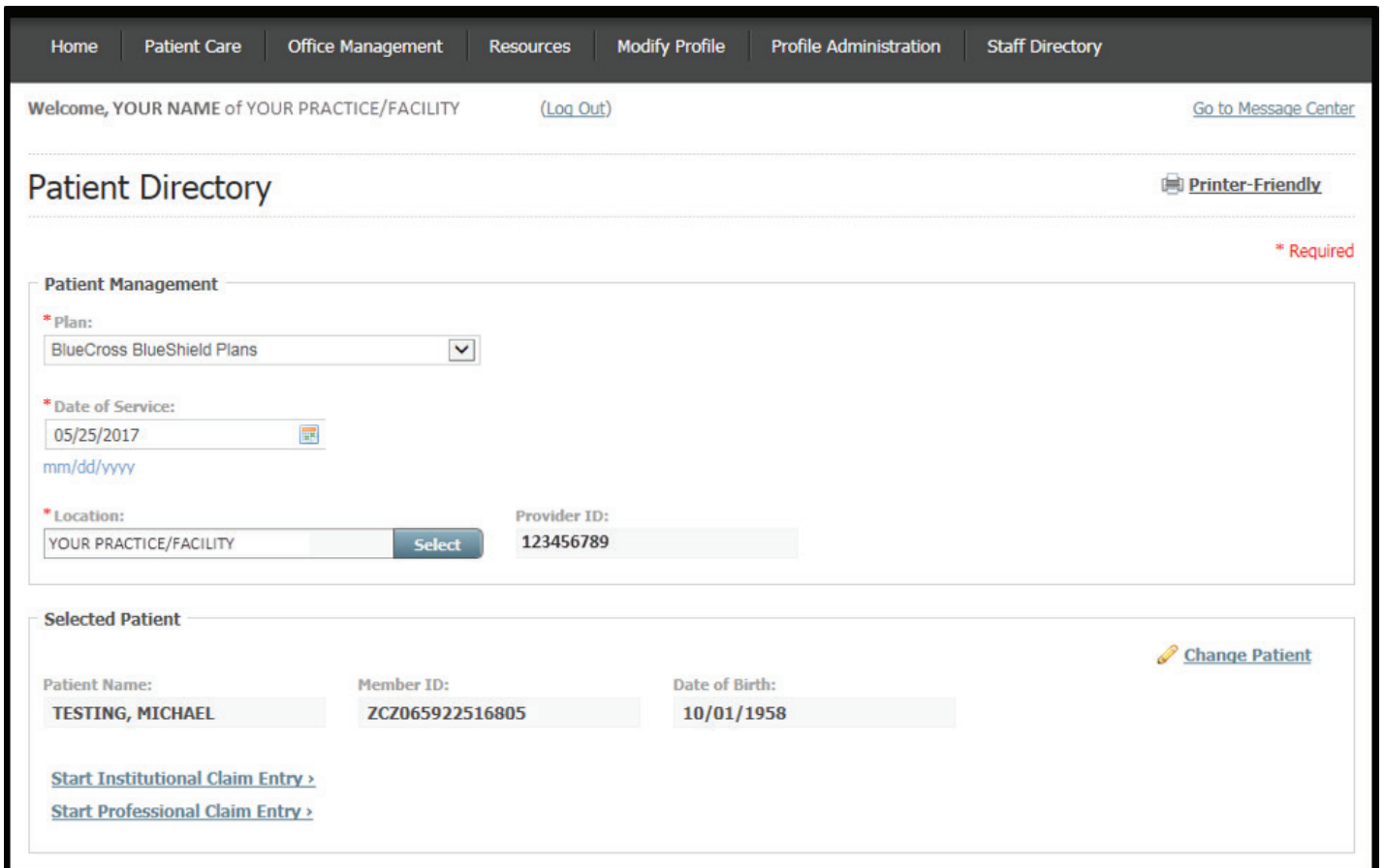


The screenshot shows a 'Patient Directory Search' window with a search bar containing 'Filter results...'. Below the search bar is a table with one row of results:

Patient	Member ID	Account Number	Action
TESTING, MICHAEL (10/01/1958)	ZCZ065922516805		Edit

Below the table is a 'New Search' button and a link: 'Don't see your patient? Add a new one.'

Select **Start Institutional Claim Entry** or **Start Professional Claim Entry**. Choose the **Change Patient** link to select another individual in your Patient Directory.



The screenshot shows the main 'Patient Directory' page. At the top is a navigation bar with links: Home, Patient Care, Office Management, Resources, Modify Profile, Profile Administration, and Staff Directory. Below the navigation bar is a welcome message: 'Welcome, YOUR NAME of YOUR PRACTICE/FACILITY' and a '(Log Out)' link. There is also a 'Go to Message Center' link.

The main heading is 'Patient Directory' with a 'Printer-Friendly' icon. A red asterisk indicates a required field.

Patient Management

* Plan: BlueCross BlueShield Plans

* Date of Service: 05/25/2017

* Location: YOUR PRACTICE/FACILITY [Select](#) Provider ID: 123456789

Selected Patient

Patient Name: TESTING, MICHAEL Member ID: ZCZ065922516805 Date of Birth: 10/01/1958 [Change Patient](#)

[Start Institutional Claim Entry >](#)
[Start Professional Claim Entry >](#)

For Dental Providers

Enter required information on the Patient Directory page. Select **Continue**.

The screenshot shows the Patient Directory page with a navigation bar at the top containing: Home, Patient Care, Office Management, Resources, Modify Profile, Profile Administration, and Staff Directory. Below the navigation bar, there is a welcome message: "Welcome, Your Name of Your Practice (Log Out)" and a link to "Go to Message Center". The main heading is "Patient Directory" with a "Printer-Friendly" icon and link. A red asterisk and the word "Required" are positioned to the right of the heading. The "Patient Management" section contains the following fields:

- * Plan:** A dropdown menu with "--Please Choose One--" selected.
- * Date of Service:** A date input field showing "04/12/2017" with a calendar icon and a placeholder "mm/dd/yyyy".
- * Location:** A text input field with a "Select" button next to it.
- Provider ID:** A text input field.

A "Continue" button is located at the bottom left of the form.

Search for a patient by name, account number, date of birth or member ID:

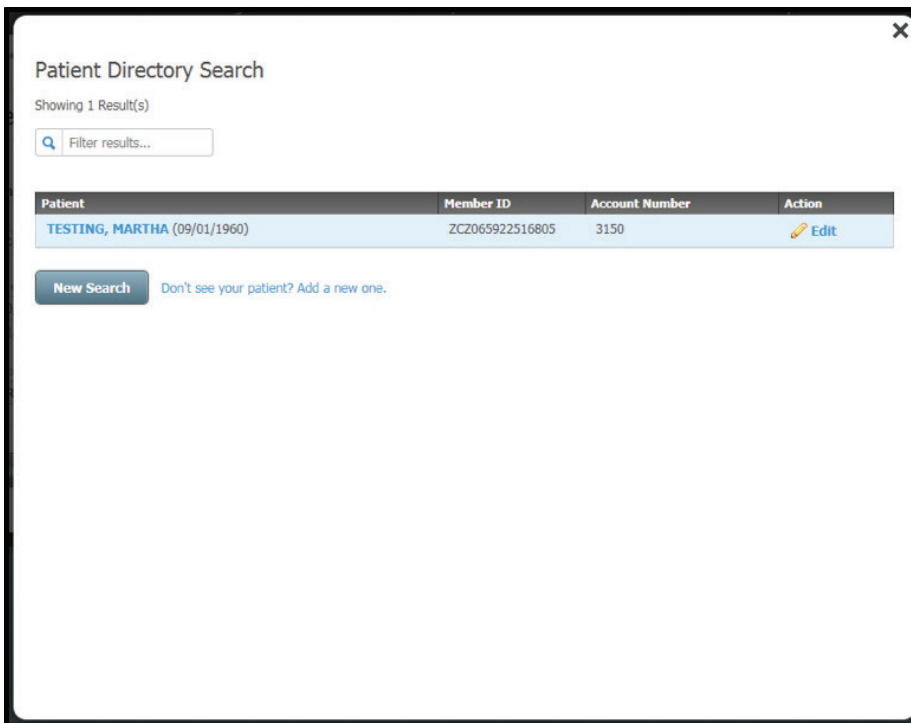
- **Patient's Name** — The screen displays additional fields for patient's first name and patient's last name. Enter at least two letters for the patient's first and/or last names. Complete the required additional fields, and then select **Search**.
- **Patient's Account Number** — The screen displays an additional field for the patient's account number. Input the patient's unique number your practice or practice management software has assigned.
- **Patient's Date of Birth** — The screen displays an additional field for patient's date of birth.
- **Member ID** — The screen displays an additional field for member ID. Include the alpha prefix, if applicable.

The screenshot shows the "Patient Directory Search" dialog box with a close button (X) in the top right corner. A red asterisk and the word "Required" are in the top right. Below the title, there is a search bar with the text: "You can search by the Patient's Name, Account Number, Date or Birth or by his or her Member ID." Below the search bar, there is a "Search By:" section with the following options:

- Patient's Name
- Patient's Account Number
- Patient's Date of Birth
- Member ID

A "Search" button is located at the bottom of the dialog box.

When search results appear, select the patient's name.



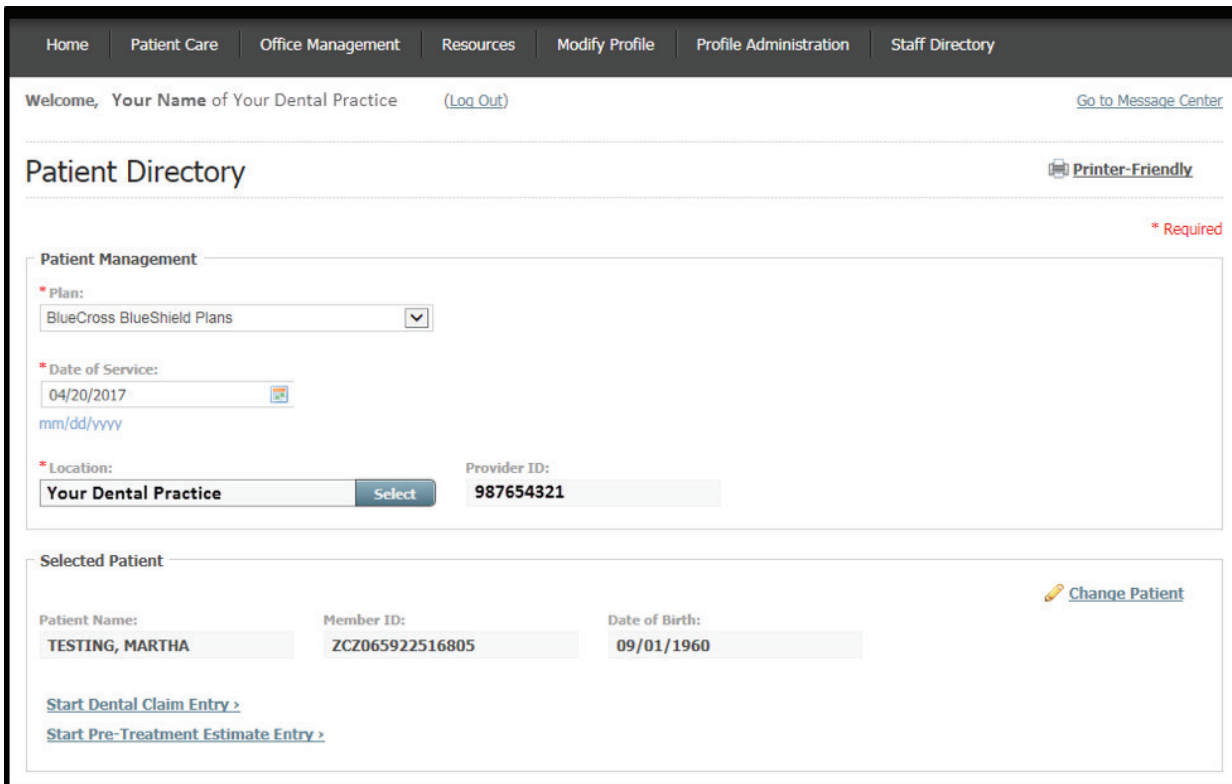
Patient Directory Search ✕

Showing 1 Result(s)

Patient	Member ID	Account Number	Action
TESTING, MARTHA (09/01/1960)	ZCZ065922516805	3150	Edit

[New Search](#) Don't see your patient? Add a new one.

Select **Start Dental Claim Entry** or **Start Pre-Treatment Estimate Entry**. Choose the **Change Patient** link to select another individual in your Patient Directory.



Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory

Welcome, **Your Name** of Your Dental Practice [\(Log Out\)](#) [Go to Message Center](#)

Patient Directory

[Printer-Friendly](#)

Patient Management * Required

* Plan: ▼

* Date of Service: 📅
mm/dd/yyyy

* Location: [Select](#) Provider ID:

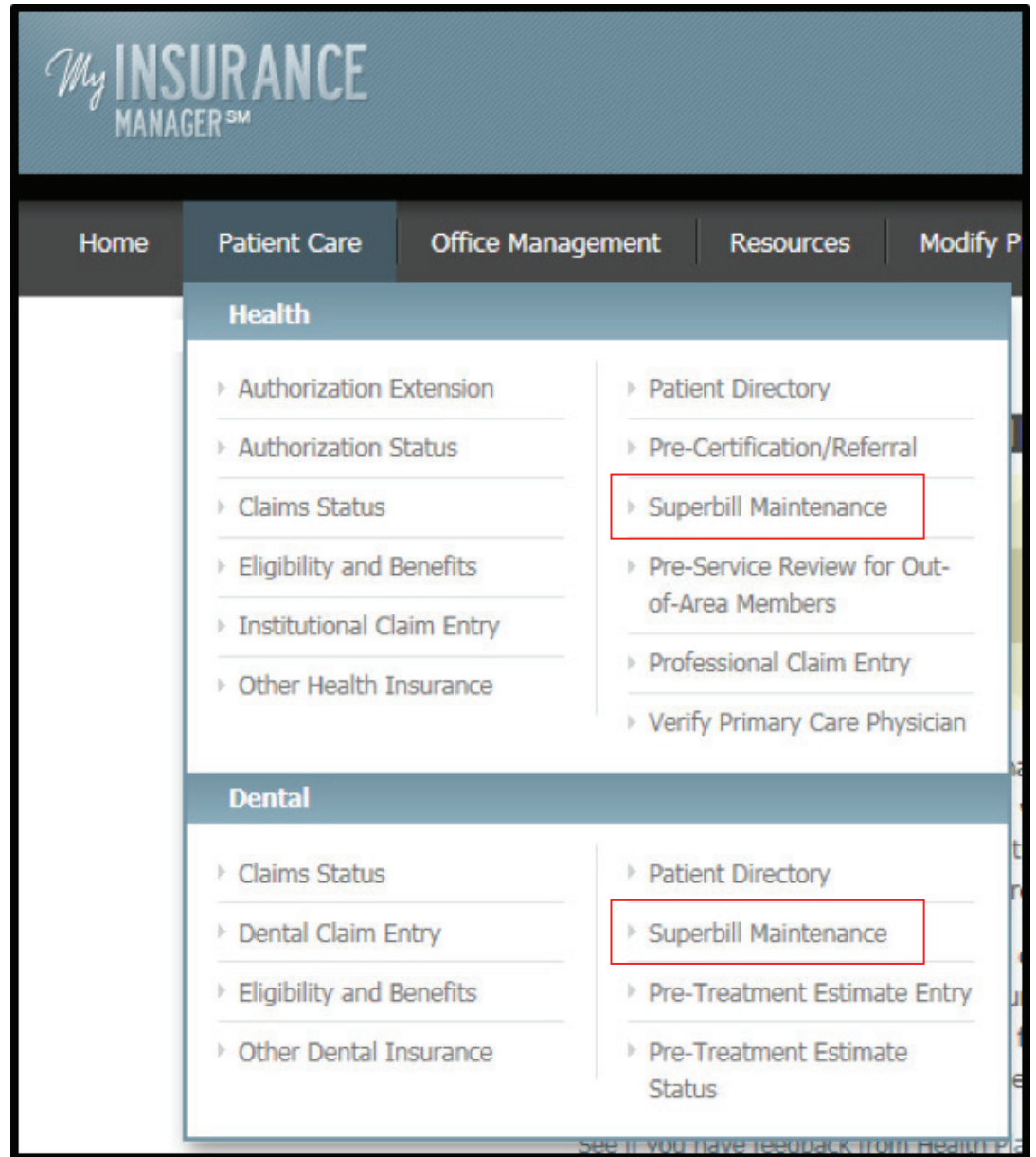
Selected Patient [Change Patient](#)

Patient Name: Member ID: Date of Birth:

[Start Dental Claim Entry >](#)
[Start Pre-Treatment Estimate Entry >](#)

■ SUPERBILL MAINTENANCE

From the Patient Care tab, select **Superbill Maintenance**. Superbill Maintenance lets you create an encounter form specific to your user account.



For Health Providers

Select a health plan and location. Next, select **Create a New Superbill** or choose a previous superbill you created for the location to preview, edit, copy or delete.

The screenshot shows the 'Superbill Maintenance' page with a navigation bar at the top containing 'Home', 'Patient Care', 'Office Management', 'Resources', 'Modify Profile', 'Profile Administration', and 'Staff Directory'. Below the navigation bar is a welcome message and a '(Log Out)' link. The main heading is 'Superbill Maintenance' with a 'Printer-Friendly' icon. A 'Location Selection' section is highlighted with a red asterisk and 'Required' label. A dropdown menu is open for 'Health Plan', showing options: 'Please Choose One...', 'BlueCross BlueShield Plans', 'BlueChoice HealthPlan', 'Employee Benefit Services dba Key Benefit Admin', 'FEP', 'Planned Administrators', 'State Health Plan', and 'Thomas Cooper'.

The screenshot shows the 'Superbill Maintenance' page with the 'Location Selection' section filled out. 'Health Plan' is set to 'BlueCross BlueShield Plans'. 'Location' is set to 'INTERNAL MEDICINE ASSOC' with a 'Select' button. 'Primary ID' is '1831117795'. Below this is the 'Superbill Selection' section with a message: 'You can either create a new Superbill or select a Superbill to preview, edit, copy or delete.' A 'Create a New Superbill' button is present. A table lists superbill templates:

Name	Tools	Code Type
CREATE ICD9 COPY COPY	Edit Copy Delete	ICD-9 Convert Template to ICD-10
LFP	Edit Copy Delete	ICD-10
LFP1	Edit Copy Delete	ICD-10

When you preview a previously created superbill, you can select **Show All** or **Print**.

The screenshot shows the 'Superbill Preview' page. The navigation bar and welcome message are the same as in the previous screenshots. The main heading is 'Superbill Preview' with a 'Printer-Friendly' icon. The preview is for 'LFP'. It shows fields for 'Location: YOUR PRACTICE/FACILITY', 'ICD Code Qualifier: ICD-10', 'Primary ID: 123456789', and 'Address: 654 PHYSICIAN PKWY STE B YOUR CITY, SC 29292-6540'. A message below the fields says: 'This is an example of what your Superbill Template will look like in claim entry.' At the bottom, there are buttons for 'Show All', 'Print', and 'Cancel'.

This screen appears when you select **Show All**. The template details the procedure codes that have ever been in this superbill. Select **Print**.

Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory

Welcome, YOUR NAME of YOUR PRACTICE/FACILITY (Log Out) [Go to Message Center](#)

Superbill Maintenance Printer-Friendly

Superbill Preview

CREATE ICD9 COPY COPY

Location: YOUR PRACTICE/FACILITY ICD Code Qualifier: ICD-9

Primary ID: 123456789 Address: 654 PHYSICIAN PKWY STE B
YOUR CITY, SC 29292-6540

This is an example of what your Superbill Template will look like in claim entry.

DIAGNOSIS	CATEGORY TESTING	OFFICE PROCEDURE	SURGERY
<input type="checkbox"/> 71515	LABS AND XRAYS	<input type="checkbox"/> 99215	<input type="checkbox"/> 20610
<input type="checkbox"/> 53085		<input type="checkbox"/> 36415	
<input type="checkbox"/> 44629			
<input type="checkbox"/> 27801			
<input type="checkbox"/> 7265			
<input type="checkbox"/> 4019			
<input type="checkbox"/> 7366			
<input type="checkbox"/> 2449			
<input type="checkbox"/> 32723			

Show All **Print** or [Cancel](#)

When you choose **Create a New Superbill**, enter a superbill name. Select **Continue**.

Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory

Welcome, YOUR NAME of YOUR PRACTICE/FACILITY (Log Out) [Go to Message Center](#)

Superbill Maintenance Printer-Friendly

Create Superbill

* Superbill Name:

* ICD Code Qualifier: --Please Choose One--

Family Medicine, Pediatric, Sports Medicine, OB/GYN, etc.

Continue or [Cancel](#) * Required

Select the number of columns for your superbill. Add a category for each column by selecting **Add Category**.

The screenshot shows the 'Create Superbill' form in a web application. At the top, there is a navigation bar with links: Home, Patient Care, Office Management, Resources, Modify Profile, Profile Administration, and Staff Directory. Below the navigation bar, a welcome message reads 'Welcome, YOUR NAME of YOUR PRACTICE/FACILITY' with a '(Log Out)' link and a 'Go to Message Center' link. The main heading is 'Superbill Maintenance' with a 'Printer-Friendly' icon. The form is titled 'Create Superbill' and includes several fields: 'Superbill Name' (with a red asterisk and 'Required' label) containing 'PROVIDER EDUCATION' and a subtext 'Family Medicine, Pediatric, Sports Medicine, OB/GYN, etc.'; 'ICD Code Qualifier' containing 'ICD-10'; 'Location' containing 'YOUR PRACTICE/FACILITY'; 'Primary ID' containing '123456789'; and 'Address' containing '654 PHYSICIAN PKWY STE B YOUR CITY, SC 29292-6540'. Below these fields is a 'Number of Columns' section with four options: 'One Column', 'Two Columns', 'Three Columns', and 'Four Columns', each represented by a grid of columns. The 'One Column' option is selected. Below this is a 'Superbill Layout' section with an information icon and the text 'You can control what content information you see by changing the date.' It includes a 'Display Begin Date' field with '05/25/2017' and a calendar icon, and 'Actions' buttons for 'Reload Categories' and 'Reset Date to Today'. Below the date field is a 'Column 1' section with an 'Add Category' link. At the bottom of the form are 'Save Superbill' and 'Cancel' buttons.

The screenshot shows the 'Add Category' dialog box. It has a close button (X) in the top right corner. The title is 'Add Category'. There is a red asterisk and 'Required' label. The form includes: '* Category Name:' with an empty text input field; '* Category Contents:' with two radio button options: 'Procedure Codes' (selected) and 'Diagnosis Codes'; '* Display In:' with a radio button option 'Column 1' (selected). At the bottom are 'Save', 'Save and Add Another', and 'Cancel' buttons.

This screen appears when you select **Add Category** on the previous page. Define the category (such as procedure code, diagnosis code, etc.) for the selected column, and then select **Save** or **Save and Add Another**.

The Superbill Maintenance screen now shows the defined category. In the Column field, use the Actions drop-down menu to move down, edit or delete the category. Select **Add Procedure** in the Column field.

This screen appears when you select **Add Procedure**. Select the magnifying glass to search for the procedure code by description or code. Enter the amount for charges. Designate the category. Describe the procedure as appropriate and define the Display From and Display To dates. Select **Save** or **Save and Add Another**.

The Superbill Maintenance screen now shows the defined category with the added procedure code(s). Select **Save Superbill**.

Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory

Welcome, YOUR NAME of YOUR PRACTICE/FACILITY (Log Out) [Go to Message Center](#)

Superbill Maintenance [Printer-Friendly](#)

Create Superbill * Required

Superbill Name: PROVIDER EDUCATION **ICD Code Qualifier:** ICD-10
Family Medicine, Pediatric, Sports Medicine, OB/GYN, etc.

Location: YOUR PRACTICE/FACILITY **Primary ID:** 123456789

Address: 654 PHYSICIAN PKWY STE B
YOUR CITY, SC 29292-6540

Number of Columns

One Column Two Columns Three Columns Four Columns

Superbill Layout

You can control what content information you see by changing the date.

Display Begin Date: 05/25/2017 **Actions:** [Reload Categories](#) [Reset Date to Today](#)
mm/dd/yyyy

Column 1

INTERNAL Actions ▾

99213 Actions ▾

Add Procedure

EXTERNAL Actions ▾

G0101 Actions ▾

Add Procedure

[Add Category](#)

[Save Superbill](#) or [Cancel](#)

For Dental Providers

Select a health plan and location.
Next, select **Create a New Superbill** or choose a previous superbill you created for the location to preview, edit, copy or delete.

The screenshot shows the 'Superbill Maintenance' page with a navigation bar at the top containing 'Home', 'Patient Care', 'Office Management', 'Resources', 'Modify Profile', 'Profile Administration', and 'Staff Directory'. Below the navigation bar is a welcome message and a 'Go to Message Center' link. The main heading is 'Superbill Maintenance' with a 'Printer-Friendly' link. A 'Location Selection' section is highlighted with a red asterisk indicating it is required. A dropdown menu for 'Dental Plan' is open, showing options: 'Please Choose One--', 'BlueCross BlueShield Plans', and 'State Dental Plan'.

The screenshot shows the 'Superbill Maintenance' page with the 'Dental Plan' dropdown set to 'BlueCross BlueShield Plans'. Below this, the 'Location' field is 'Your Dental Practice' and the 'Primary ID' is '987654321'. The 'Superbill Selection' section contains a message: 'You can either create a new Superbill or select a Superbill to preview, edit, copy or delete.' Below this message is a 'Create a New Superbill' button. At the bottom, there is a table with one row: 'PROVIDER EDUCATION'. To the right of the table is a 'Tools' section with 'Edit', 'Copy', and 'Delete' icons.

The screenshot shows the 'Superbill Preview' page. The main heading is 'Superbill Preview' with a 'Printer-Friendly' link. Below this is the 'PROVIDER EDUCATION' section. The 'Location' field is 'Your Dental Practice'. The 'Primary ID' is '987654321' and the 'Address' is '456 Main St, Fort Mill, SC 29715-0000'. Below this is a message: 'This is an example of what your Superbill Template will look like in claim entry.' Underneath are two sections: 'INTERNAL' with a checkbox for 'DENTAL FILLING' and 'EXTERNAL' with a checkbox for 'COMPREHENSIVE ORAL EXAM'. At the bottom, there are 'Show All', 'Print', and 'Cancel' buttons.

When you preview a previously created superbill, you can choose either **Show All** or **Print**.

This screen appears when you select **Show All**. The template details the procedure codes that have ever been in this superbill. Select **Print**.

Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory

Welcome, **Your Name** of Your Dental Practice (Log Out) [Go to Message Center](#)

Superbill Maintenance Printer-Friendly

PROVIDER EDUCATION Superbill Data for 987654321 - YOUR DENTAL PRACTICE

Here is a list of all Procedure Codes that have ever been in this Superbill.

Please note: When you move a Procedure Code up or down in a category, the date of the move will appear in the Deleted column.

Code	Minutes	Charges	Category	Description	Display Dates		Deleted
					From	To	
D2940	0	90.00	INTERNAL	DENTAL FILLING	01/01/2017	12/31/9999	
D0150	0	200.00	EXTERNAL	COMPREHENSIVE ORAL EXAM	01/01/2017	12/31/9999	

Print or **Cancel**

When you choose **Create a New Superbill**, enter a superbill name and then select **Continue**.

Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory

Welcome, **Your Name** of Your Dental Practice (Log Out) [Go to Message Center](#)

Superbill Maintenance Printer-Friendly

Create Superbill * Required

* Superbill Name:

Diagnostic, Preventive, Restorative, Endodontics, Prosthodontics, etc.

Continue or **Cancel**

Select the number of columns for your superbill. Add a category for each column by selecting **Add Category**.

Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory

Welcome, **Your Name** of Your Dental Practice (Log Out) [Go to Message Center](#)

Superbill Maintenance Printer-Friendly

Create Superbill * Required

* Superbill Name:
PROVIDER EDUCATION
Diagnostic, Preventive, Restorative, Endodontics, Prosthodontics, etc.

Location: **Your Dental Practice** Primary ID: **987654321**

Address:
**456 Main St
Fort Mill, SC 29715-0000**

Number of Columns

One Column **Two Columns** Three Columns Four Columns

Superbill Layout

You can control what content information you see by changing the date.

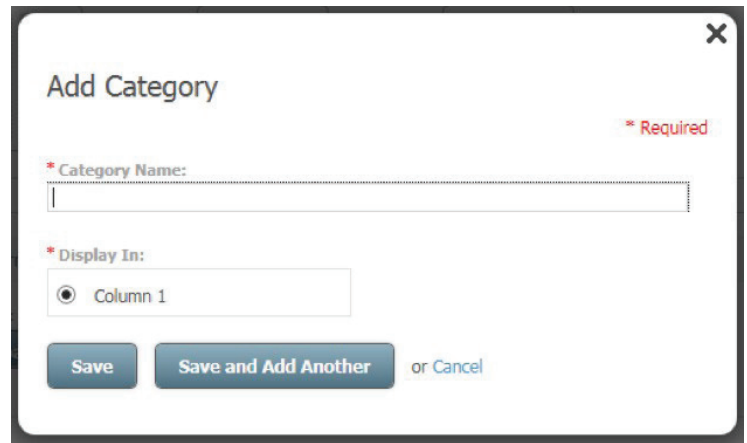
Display Begin Date: **04/12/2017** Actions: **Reload Categories** **Reset Date to Today**

Column 1

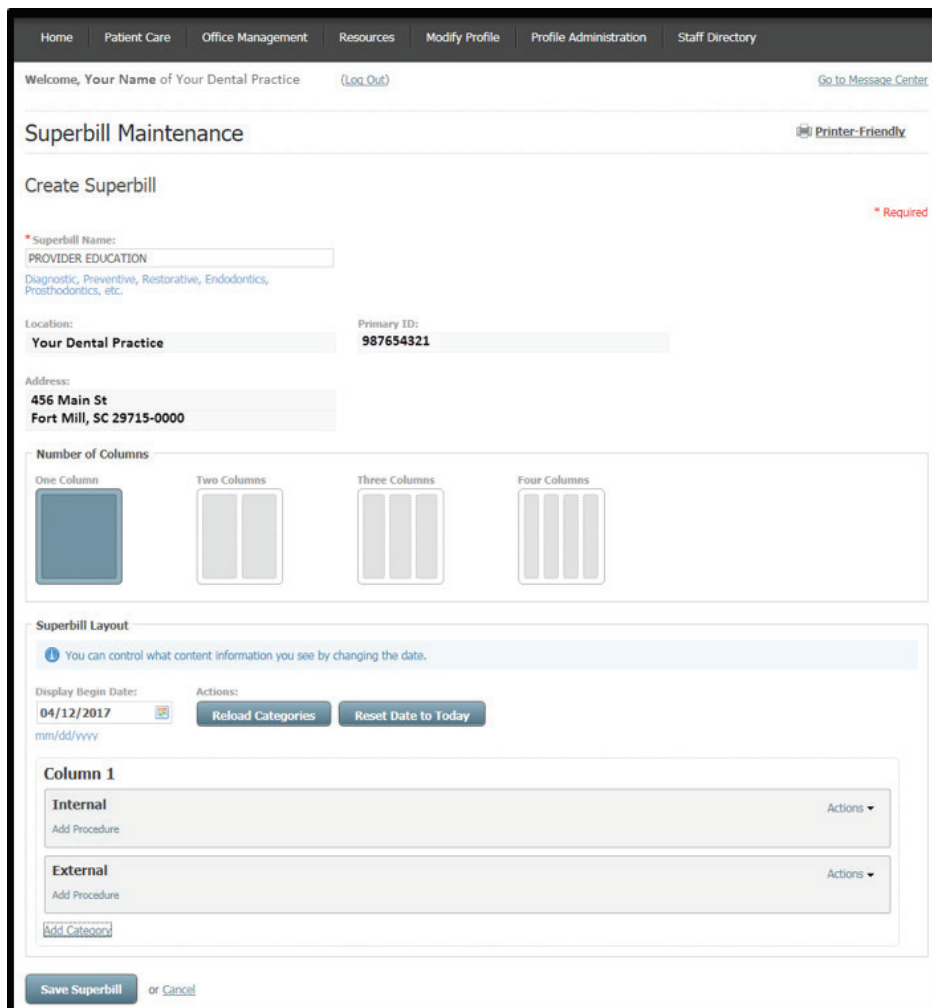
[Add Category](#)

Save Superbill or **Cancel**

This screen appears when you select **Add Category** on the previous page. Define the category (such as procedure code, diagnosis code, etc.) for the selected column, and then select **Save** or **Save and Add Another**.



The 'Add Category' dialog box features a close button (X) in the top right corner. It contains a red asterisk and the word 'Required' in the top right. The form includes a text input field for 'Category Name', a radio button selection for 'Display In' with 'Column 1' selected, and three buttons at the bottom: 'Save', 'Save and Add Another', and 'or Cancel'.



The 'Superbill Maintenance' screen has a navigation bar with links: Home, Patient Care, Office Management, Resources, Modify Profile, Profile Administration, and Staff Directory. Below the navigation bar, it says 'Welcome, Your Name of Your Dental Practice' and 'Go to Message Center'. The main heading is 'Superbill Maintenance' with a 'Printer-Friendly' icon. The 'Create Superbill' section includes a red asterisk and 'Required' label. It has a text input for 'Superbill Name' (containing 'PROVIDER EDUCATION'), a location dropdown (containing 'Your Dental Practice'), and a 'Primary ID' input (containing '987654321'). The address is '456 Main St, Fort Mill, SC 29715-0000'. Under 'Number of Columns', there are four options: 'One Column' (selected), 'Two Columns', 'Three Columns', and 'Four Columns'. The 'Superbill Layout' section has an info icon and text: 'You can control what content information you see by changing the date.' It includes a 'Display Begin Date' of '04/12/2017' and 'Actions' buttons: 'Reload Categories' and 'Reset Date to Today'. Below, 'Column 1' has two sections: 'Internal' and 'External', each with an 'Add Procedure' link and an 'Actions' dropdown. At the bottom, there is an 'Add Category' link and 'Save Superbill' or 'Cancel' buttons.

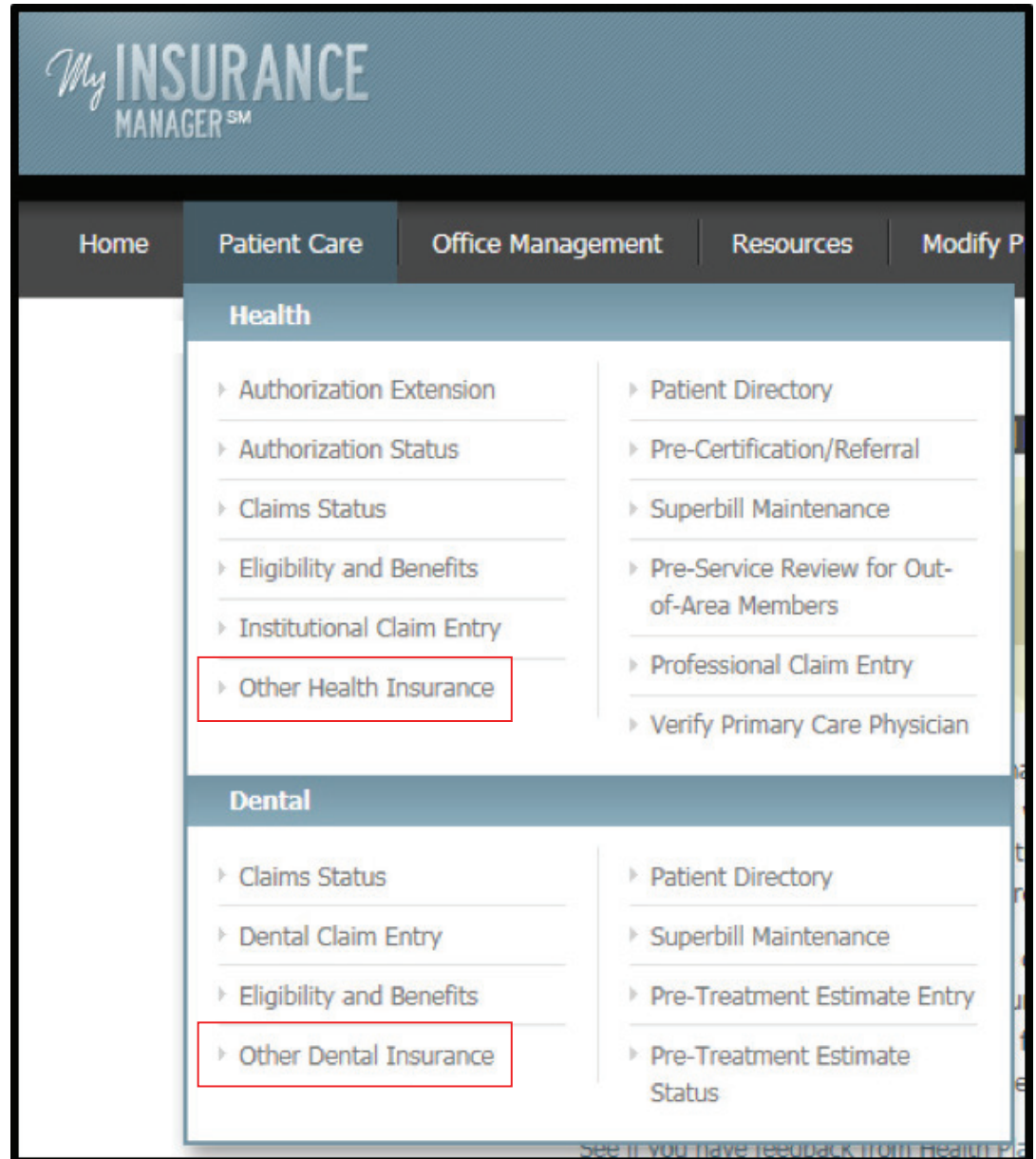
The Superbill Maintenance screen now shows the defined category. In the Column field, use the Actions drop-down menu to move down, edit or delete the category. Select **Add Procedure** in the Column field.

This screen appears when you select **Add Procedure**. Select the magnifying glass to search for the procedure code by description or code. Enter the amount for charges. Designate the category. Describe the procedure as appropriate and define the Display From and Display To dates. Select **Save** or **Save and Add Another**.

The Superbill Maintenance screen now shows the defined category with the added procedure code(s). Select **Save Superbill**.

COORDINATION OF BENEFITS

From the Patient Care tab, select **Other Health Insurance** or **Other Dental Insurance** to establish coordination of benefits for a patient.



For Health Providers

Select a health plan, enter the member ID and patient's date of birth. Select **Continue**.

Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory

Welcome, YOUR NAME of YOUR PRACTICE/FACILITY (Log Out) [Go to Message Center](#)

Other Health Insurance Printer-Friendly

Check to see if our records show your patient has Other Health Insurance.

* Indicates required field.

Patient Selection

* Health Plan:
--Please Choose One--

* Member ID:

include alpha prefix, if applicable

* Patient's Date of Birth:

mm/dd/yyyy

Continue

The results will show if the member has other health insurance coverage or Medicare coverage information on file.

Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory

Welcome, YOUR NAME of YOUR PRACTICE/FACILITY (Log Out) [Go to Message Center](#)

Other Health Insurance Printer-Friendly

Insurance

Plan Name:
BlueCross BlueShield Plans

Member ID:
ZCZ065922516805

Member's Name:
MICHAEL TESTING

Change Patient

Coverage Information

Status
Our records show no Other Health Insurance coverage information on file.

Last Update	Expires
04/11/2017	04/11/2018

Medicare

Status
Our records show no Medicare coverage information on file.

Ask Provider Services or [Back](#)

For Dental Providers

Select a dental plan, enter the member ID and patient's date of birth. Select **Continue**.

Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory

Welcome, Your Name of Your Dental Practice (Log Out) [Go to Message Center](#)

Other Dental Insurance [Printer-Friendly](#)

☞ Check to see if our records show your patient has Other Dental Insurance.

* Indicates required field.

Patient Selection

* Dental Plan:
--Please Choose One--

* Member ID:
include alpha prefix, if applicable

* Patient's Date of Birth:
mm/dd/yyyy

Continue

The results will show if the member has other dental insurance coverage information on file.

Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory

Welcome, Your Name of Your Dental Practice (Log Out) [Go to Message Center](#)

Other Dental Insurance [Printer-Friendly](#)

Insurance

Plan Name:
BlueCross BlueShield Plans

Member ID:
ZCZ065922516805

Member's Name:
MICHAEL TESTING

Coverage Information

Status
Our records show no Other Dental Insurance coverage information on file.

Last Update: 07/27/2016 Expires: 07/27/2017

Change Patient [Ask Provider Services](#) or [Back](#)



BlueCross BlueShield of South Carolina and
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