

# BlueNews<sup>sm</sup> for Providers

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## **NPI Dual-Use Testing Now Available!**

BlueCross BlueShield of South Carolina has started accepting the National Provider Identifier (NPI) on the 837 transactions (electronic claims). You may now transmit your 837 transactions along with your legacy identifiers. Please be aware that after the compliance date, you can only use the NPI for identification purposes for a healthcare provider in standard transactions. You may not use legacy identifiers (such as the Unique Physician Identification Number (UPIN), Medicaid Provider Number, BlueCross BlueShield Plan-assigned numbers, proprietary location numbers, state license numbers and others.

If you use a clearinghouse, please contact it to ensure it has obtained your NPI and is sending transactions through Dual-Use using both your legacy identifiers as well as your NPI during this critical testing period.

## **NPI Registration Deadline**

By now you should have received correspondence from us informing you that we are in the collection phase of our NPI implementation plans. As we have been reporting over the past year, all HIPAA-covered healthcare providers, whether individuals or organizations, must get a National Provider Identifier (NPI) for use on all HIPAA electronic transactions by the compliance date of May 23, 2007. CMS recommends, however, that you get your NPI at least six months prior to this date to give you ample time to test your NPI and share it with all your healthcare partners, including payers, clearinghouses, vendors and other providers. BlueCross BlueShield of South Carolina has agreed to follow CMS' recommendation and is requesting NPI registration from providers no later than November 23, 2006.

### ***Registering Your NPI With Us***

Once you receive your NPI, please remember to give it to us so we can update our provider files.

- ◆ Register your NPI with BlueCross BlueShield of South Carolina [here](#).
- ◆ Register your NPI with BlueChoice<sup>®</sup> HealthPlan [here](#).

### ***Getting an NPI***

If you have not received your NPI yet, you can apply in several ways:

- ◆ Complete the Web-based application process online at <https://nppes.cms.hhs.gov>
- ◆ Download and complete an application from the Web site, and mail it to NPPES.
- ◆ Call NPPES at (800) 465-3203, or (800) 692-2326 (TTY), for a paper application.

All of these links, as well as Frequently Asked Questions concerning NPI, are on our Web site in the [HIPAA Critical Center](#). You can also e-mail us at [npi.admin@bcbsc.com](mailto:npi.admin@bcbsc.com) if you have any questions.

BlueChoice HealthPlan is a wholly owned subsidiary of BlueCross BlueShield of South Carolina. Both are independent licensees of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

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If you have any questions regarding the information in this newsletter, please contact us at [Provider.Education@bcbsc.com](mailto:Provider.Education@bcbsc.com).

## Verifying Eligibility and Benefits

We encourage you to use our VRU (Voice Recognition Unit) and My Insurance Manager as the primary sources to verify eligibility and benefits. If you need to speak with a Provider Services representative, please have all pertinent information readily available before placing your call. Here is just some of the information we may need:

- Provider Tax ID and Suffix (if applicable)
- Provider Specialty
- Member ID
- Patient's Name
- Patient's Date of Birth
- Date of Service
- Diagnosis Code
- CPT or HCPCS Codes

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## Provider Service Improvement Initiatives

BlueCross BlueShield of South Carolina and other Blue Plans around the country work collaboratively to ensure efficient service to local and BlueCard<sup>®</sup> members. Results of the recent BlueCard provider surveys indicate that providers are continuing to experience improvements in several areas when servicing BlueCard members.

Your feedback allows us to focus on initiatives that make a difference to you. For the remainder of 2006 and in 2007, we will continue making improvements to claims processing, customer service and electronic transactions, including:

- Reducing number of claims requiring follow-up
- Simplifying claim resolution
- Streamlining medical records requests
- Enhancing electronic transactions

As we continue evaluating our performance, we want to hear from you. We will be conducting additional provider surveys to measure your satisfaction with the BlueCard program. If you receive a call, please take a moment to participate, as your feedback is important to us.

The research vendor, Response Center, will ask to speak to the office staff that is most knowledgeable about filing Blue claims and/or billing. Please alert the appropriate staff that they may be contacted.

If you need information about BlueCross BlueShield of South Carolina or the BlueCard program, or if you have suggestions for improvement, here are two ways to contact us:

- Contact your Provider Relations representative by e-mail at [provider.education@bcbsc.com](mailto:provider.education@bcbsc.com)
- Visit us online at [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com)

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## Superbill: Up, Up and Away!

For five years, we have offered online claims filing. On August 4, 2006, we revolutionized online claims filing by introducing Superbill.

Superbill is our new customizable claim submission program that allows you to store the most commonly used procedures and diagnoses codes along with your charges for these services. Once created, you may submit a professional claim through the Web with a minimum number of keystrokes. Just check the procedure codes and diagnosis codes on your Superbill and click "Submit." A claim status response appears on the screen within seconds after the claim is filed.

[View a demo](#) of how to create your Superbill or contact our Provider Education department at [provider.education@bcbsc.com](mailto:provider.education@bcbsc.com) for assistance.

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## Eliminate Paper Remittance Advices

Continuing the theme of leveraging technology to eliminate paper and increase operational efficiency, we now allow healthcare providers to eliminate their paper remittance advices.

"With the advent of [electronic remittances](#) (HIPAA 835s) and Web-enabled PDF images of our paper remits, we have had a large number of providers asking us to dispense with their paper mailings," said David Boucher, assistant vice president of Health Care Services. We have already eliminated paper remits for more than 50 hospitals and one large physician practice, Colonial Family Practice in Sumter, S.C., because these providers have requested it.

Even after you stop receiving paper remittances, you can still access the imaged copies of the [paper remittances online](#) through [My Insurance Manager](#). On July 27, 2006, they were converted to PDF format, which allows for better navigation and easier viewing and printing! These online remittances are available **three to four days faster** than waiting for them to arrive by mail!



There are two steps to becoming eligible to stop receiving paper remittances:

1. Sign up to receive [electronic funds transfers](#) (EFT) – a free way to receive reimbursement about four days earlier than via traditional paper mail.
2. Request paper suppression by faxing the [Request to Turn off Paper Remits](#) to 803-264-4795.

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## Electronic Remittance Advice (ERA) Contingency Ends for Providers and Clearinghouses

Effective October 1, 2006, BlueCross BlueShield of South Carolina will transmit only HIPAA-compliant Electronic Remittance Advice (ERA) transactions (835 version 4010A1) to all electronic remit receivers. The contingency plan for the remittance advice transaction that was initiated October 16, 2003 will end.

We encourage the use of PDF remit images, accessible through our secure feature, My Insurance Manager, on [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com).

To ensure a smooth transition, we have also implemented My Remit Manager. Signing up is simple: just visit [www.MyRemitManager.com](http://www.MyRemitManager.com)

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### Remits Made Easy

"I wonder what remit we were paid on for this patient ..."  
Stop wondering and get on board with My Remit Manager!

With My Remit Manager, you can:

- Sort remittances by provider or payer to instantly see payments, denials and reversals.
- Search by patient name or account number to find payments for individual patients quickly and efficiently.



To register for My Remit Manager, visit [www.MyRemitManager.com](http://www.MyRemitManager.com).

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### Electronic Funds Transfer: It's For You

Save a trip to the bank. Get paid faster! Sign up for Electronic Funds Transfer (EFT) today and get your payments automatically deposited into your account (up to four days faster than a hard copy check!). [Get started today!](#)



If you have any questions regarding the information in this newsletter, please contact us at [Provider.Education@cbssc.com](mailto:Provider.Education@cbssc.com).

## Medical Review Requests Submission Guidelines

We need your help! Follow these simple steps and help expedite the processing of your review:

1. Use one Medical Review Request Form for each claim. [Get the most current form.](#)
2. Verify the member identification number and claim number before submitting the review request.
3. Document your reason for requesting a review in the "Description of Request" section so we can route it to the appropriate area for review.
4. Fax the form to the appropriate fax number based on the Member's Identification Number (see form for guidelines).

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## Specialty Drug Benefit Change to Be Implemented for Fully Insured Accounts

Beginning January 1, 2007, BlueCross BlueShield of South Carolina's Major Group division will be implementing a change to some fully insured benefit plans that will require members to use Caremark Specialty Pharmacy Services for their specialty drugs prescriptions. The change will also require members to pay a \$100 copayment for each 31-day supply of a specialty drug. With the benefit change, claims for specialty drug prescriptions now will be submitted under the member's medical benefit instead of the pharmacy benefit.

**Once we implement this benefit change, we will not cover prescriptions for specialty drugs filled at other retail pharmacies.** In an emergency situation when the prescription is needed the same day, however, members or their doctors may contact Caremark for a retail pharmacy override.

Caremark will handle any claims and paperwork requirements for members. Caremark will verify eligibility before each fill and will charge members only for their copayments.

This benefit only applies to the specialty drugs that members receive today at pharmacies. **This will NOT impact specialty drugs dispensed directly by doctors in the hospital or in their offices or other non-pharmacy providers. If a specialty drug currently requires a prior authorization, it will still need one after the benefit change.**

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## Medicare Part D Utilization Management Programs

### Prior Authorization (PA) Program

We currently require prior authorizations for certain drugs on our MedBlue<sup>SM</sup> Rx and MedBlue<sup>SM</sup> Rx Plus formularies. If you do not get prior authorization, we may not cover the drugs. For more information about prior authorizations, please [visit our Web site](#). You can also [get a list](#) of drugs that require prior authorization.

### Quantity Limit Program

BlueCross currently limits the amount we will cover per prescription or for a defined period of time for certain drugs. We may cover additional quantities for certain drugs if medically necessary. Find a list [here](#).

**Note:** Physicians or suppliers who agree to (or must by law) accept assignment from Medicare can not attempt to collect more than the appropriate Medicare deductible and coinsurance amounts from the beneficiary, his or her other insurance, or any other third party payer.

For more information about MedBlue<sup>SM</sup> Rx and MedBlue<sup>SM</sup> Rx Plus, please visit the [Medicare Part D Resource Center](#).

If you have any questions regarding the information in this newsletter, please contact us at [Provider.Education@cbssc.com](mailto:Provider.Education@cbssc.com).