



# PROVIDER **Blue**

*Welcome* to our First Edition of PROVIDER **Blue**!  
We look forward to keeping you updated and informed.

## Status of Provider Enrollment Applications

As you know, BlueCross BlueShield of South Carolina's provider enrollment process is changing. As with any change, there will be challenges along the way.

[My Provider Enrollment Portal \(MyPEP\)](#) has streamlined provider enrollment by sharing the requirements to file a complete application the first time.

Because it has taken longer than expected to get this going, we have kept the process of faxing and emailing applications open. Unfortunately, we have gotten applications from providers through both processes, duplicating efforts by providers as well as BlueCross.

You have shared concerns about timely processing of enrollment applications. We have heard your concerns. We are diligently working the submitted applications. If you submitted an application, we will get to it.

If you check the status in MyPEP and it has not changed, you do not need to submit another application, support cases, case comments or emails. We have your submission and will review it as quickly as possible.

Do not submit or resubmit applications through multiple avenues.

A lot of the applications we got were missing items we need to complete our review. This also draws out the process. Include all required documents and signatures to avoid delays in the process. Review the [MyPEP user guide](#) and [frequently asked questions](#) for guidance.

We understand the need to express your concerns. We ask that you allow us time to work through all applications.

Soon we will no longer take applications through fax or email. As mentioned, we kept this process open so you could submit documentation while we worked through issues with MyPEP. Now that you can submit completed applications through the portal, we will conduct all provider enrollment processes and communications through MyPEP.

Thank you for your patience during this process.

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## 2023 Annual Provider Summit

We had a great crowd for our 2023 Annual Provider Summit. We thank everyone who came and hope you got valuable information from it. We have posted the [presentation](#) and [frequently asked questions](#) for you to review. We ask that you do not print these documents, as they may change. Instead, always visit [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) for the latest updates.

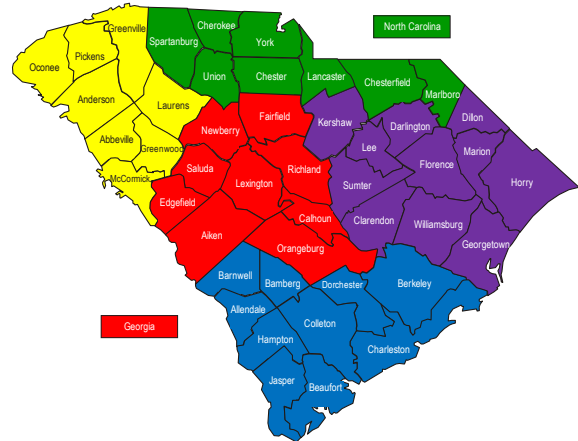
## Upcoming Webinars

We host webinars to educate our providers. These are the topics we'll present during the first half of the year:

- Web Tools ..... March 15, 2023
- Medicare Advantage ..... March 22, 2023
- Dental Network ..... April 12, 2023
- Quality ..... April 19, 2023
- Provider 101 ..... May 10, 2023
- Provider Enrollment..... May 17, 2023

We host all webinars through Microsoft Teams from noon – 1 p.m. You can [sign up](#) for any available sessions. We look forward to your attendance.

Provider Relations and Education Territory Map



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BlueCross BlueShield of South Carolina and BlueChoice HealthPlan are independent licensees of the Blue Cross Blue Shield Association.

## New Provider Territory Map

During our 2023 Annual Provider Summit, we announced updates to our Provider Relations and Education [Territory Map](#). We have split the territory map between our commercial lines of business and Healthy Blue<sup>SM</sup>. To ensure you always have the latest updates, please do not print the map, as it may change. Instead, always visit [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) to review the latest map.

## BlueCross BlueShield of South Carolina Partners With HealthHelp

On Feb. 24, 2023, BlueCross BlueShield of South Carolina partnered with HealthHelp® to manage prior authorization requirements of select procedures related to these services for our Affordable Care Act plans:

- Musculoskeletal (procedures not currently reviewed by NIA Magellan<sup>SM</sup>)
- Cardiology
- Surgical
- Sleep studies

The procedure codes managed by HealthHelp are not new. All codes require clinical documentation when you request a prior authorization.

If the request does not meet clinical criteria, a doctor at HealthHelp will call to request a peer-to-peer review.

*Note: HealthHelp will not manage any code not on the HealthHelp list. Direct those codes to BlueCross.*

Review our [bulletin](#) to learn more about this update.

*HealthHelp and NIA Magellan are independent companies that provide utilization management services on behalf of BlueCross BlueShield of South Carolina.*



## Continued Education on Biosimilars

Knowing the difference between biologics and biosimilars is important. We want our providers to know about this subject so they can give their patients, our members, accurate and helpful information.

### What are biologics?

Biologics include products such as vaccines, monoclonal antibodies, blood components and so forth. These types of medicines generally come from living things. Doctors use biologics to treat a range of conditions, such as cancer, kidney diseases and autoimmune diseases.

### What are biosimilars?

A biosimilar is a biologic that is similar to another biologic the U.S. Food and Drug Administration has approved, called a reference product. There are no meaningful differences between a biosimilar and its reference product in terms of safety, purity and strength.

Biosimilars have the same course of administration to patients. They have the same strength, dosage form and potential side effects. Biosimilars may offer more affordable treatment options to patients, similar to generic drugs.

View our [bulletin](#) to learn more.

*The U.S. Food and Drug Administration is an independent organization that provides health information you may find helpful.*