

PROVIDER Blue

90-Day Provider Validation Requirements

Provider demographic data can change frequently throughout the year and in our networks. To ensure our members know where to find the right physicians or facilities for the care they need, it is vital that we validate the accuracy of their contact information regularly.

As a reminder, on Jan. 1, 2022, the Consolidated Appropriations Act (CAA) required providers to verify or update their demographic data at least every 90 days. If more than 90 days has passed since the provider's last validation, we must suppress them from our directories.

Use M.D. Checkup, located in My Insurance ManagerSM (MIM), to validate your demographic data. Validations are determined based on the number of days since the provider's last validation. To perform the validation:

1. Log in to MIM.
2. In the purple box labeled "Provider Validation," select Validate Now.
3. For each location with a status of "Verification Required," select View & Edit.
4. Review and edit (if needed) the information. Then select Verify.

To update suppressed locations due to missing the 90-day validation period:

1. Log in to MIM.
2. In the purple box labeled "Provider Validation," select Validate Now.
3. For each location with a status of "Suppressed from Directories," select View & Edit.
4. Review and edit (if needed) the information. Then select Verify.

We receive the provider's data automatically and update our directories once validated in MIM.

Medical Policy Updates

BlueCross frequently revises the medical policies used to make clinical determinations for a member's coverage. Review the [latest medical policy updates](#).

We strongly encourage you to visit the [Medical Policies and Clinical Guidelines](#) pages regularly to stay up to date with these changes and to read any policy in its entirety.



Provider Enrollment Reminder

BlueCross BlueShield of South Carolina's provider enrollment process has recently undergone a transformation with the implementation of [My Provider Enrollment Portal](#) (MyPEP). MyPEP is our web-based solution for credentialed providers or those interested in credentialing with BlueCross to complete the enrollment process. Since its implementation in 2022, continuous upgrades and enhancements have improved the portal's performance.

As of **June 1, 2023**, MyPEP became the sole source for completing the provider enrollment processes and communications. All historical processes such as fax, email and phone ended.

What this means for you:

We decommissioned the existing email addresses and phone number for provider enrollment:

- Provider.Blue.Enroll@bcssc.com
- Provider.Blue.Updates@bcssc.com
- [800-868-2510](tel:800-868-2510), option five

We will review applications received before June 1, 2023, for completion. We will contact you and give you a fax

number or email address to submit minimal data required to complete the review.

Depending on the level of application completion, we may ask you to resubmit the application through the portal to meet all requirements.

What you should do:

We encourage those not currently using the portal to sign up as soon as possible. Follow the steps to signup:

1. Visit www.SouthCarolinaBlues.com.
2. Go to Providers. Then select Provider Enrollment.
3. Select My Provider Enrollment Portal.
4. Select the link to the portal.
5. Select New User from the homepage.
6. Enter the name and email address.
7. Select Sign Up.

It is best to sign up using a shared group email address. This allows anyone with access to the login to view cases created or submitted for the practice.

We have [resources](#) available for quick assistance with MyPEP.

New Provider Outreach Education Management Team

This year, Provider Education welcomed two new members of management to the team:

Terrence Archie and **Donese Pinckney**.

Both are former Provider Relations consultants and have gained lots of knowledge during their tenure with BlueCross. Terrence manages the team that handles our commercial lines of business. Donese manages the team that handles Healthy BlueSM.



Terrence Archie



Donese Pinckney