

PROVIDER Blue

BlueCross BlueShield of South Carolina Partners With ProgenyHealth

Beginning **Oct. 1, 2023**, BlueCross BlueShield of South Carolina will partner with ProgenyHealth. ProgenyHealth specializes in neonatal care management services. Its program will enhance services to our members.

With this program, ProgenyHealth's neonatologists, pediatricians and neonatal nurse care managers will collaborate closely with our members and attending physicians and nurses. This approach promotes healthy outcomes for BlueCross's premature and medically complex newborns.

Which plans are included: This program applies to BlueChoice® HealthPlan, fully insured business (major group, small group and individual plans) and some self-insured plans.

This program will not include state employees and retirees covered through PEBA's State Health Plan or Medicare Advantage.

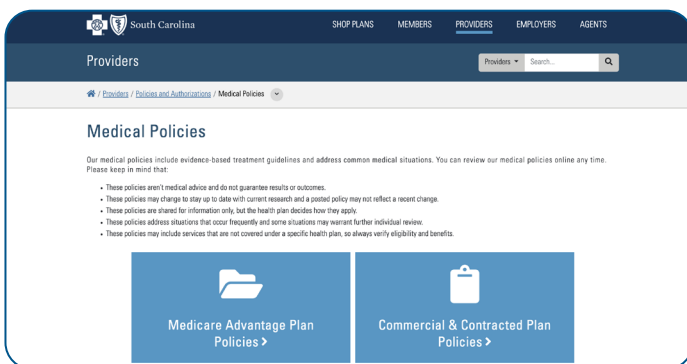
Benefits of partnering with ProgenyHealth include:

- The support of a team who understands the complexity and stress of managing infants in the neonatal intensive care unit (NICU). The team will collaborate with you to achieve the best outcomes.

- A collaborative and proactive approach to care management that supports timely and safe discharge to home.
- A company that believes in sharing best practices and works with NICUs nationwide to improve the health of our next generation.

Families will have dedicated care managers who will provide support and education, while having access to an "on-call" staff member 24/7. For our hospitals, ProgenyHealth will serve as a liaison for BlueCross providing inpatient review services and assisting with the discharge planning process. This will ensure a smooth transition to the home setting.

What you need to do: The process for notifying BlueCross of infant admissions to the NICU or special care nursery is not changing. Continue to follow the existing process if you plan to admit an infant to the NICU or special care nursery.



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.



2024 Annual Provider Summit

The 2024 Annual Provider Summit is quickly approaching. These workshops tell you about changes and new initiatives for the upcoming benefit year. This year, all sessions will be held virtually. **The dates are:**

- November 28 – 30
- December 5 – 7
- December 12 – 14

All sessions will be from 9 a.m. – 1 p.m. [Register today](#) so you do not miss out.

Signing Your Provider Enrollment Documents

On **June 1, 2023**, My Provider Enrollment Portal (MyPEP) became the sole source for completing the provider enrollment process for all providers who are interested in credentialing with BlueCross, or those already credentialed. All historical processes have ended. Historical forms have been removed from the website.

With the historical processes, providers had to:

- Download applications or forms from the website.
- Complete the forms by hand.
- Fax or email the complete application or form and required documentation to the enrollment team.

With the implementation of MyPEP, the provider enrollment process' efficiency has improved.

All provider enrollment processes must go through MyPEP.

This includes initial enrollment, updates and corrections. Once you complete the application in the portal, the system will generate the required documents that must be signed prior to selecting the Confirm button.

You must sign the system generated documents.

We cannot accept historical documents uploaded to the case.

This includes any saved applications. Doing this will result in a missing item notification and can cause delays in the process.

Use the following steps to sign the system generated documents:

1. Select My Forms.
2. Select the appropriate case number.
3. Select Form Information.
4. Under Documents, select the documents that require signature.
5. Download and print the documents.
6. Scan the signed documents and follow steps 1 – 4 to select Upload Files.

Once all required documents with applicable signatures, initials and dates have been uploaded, select the Confirm button.

Do not select the Confirm button until you have completed all the steps. Selecting Confirm will submit the documents to us. If they are not signed, we cannot start the review process. The documents will be returned for missing signatures.

For additional guidance on MyPEP and the provider enrollment process, review the [available resources](#) online today.