

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



BlueCross BlueShield of South Carolina and  
BlueChoice<sup>®</sup> HealthPlan of South Carolina

## BlueCross BlueShield of South Carolina Partners With HealthHelp<sup>®</sup>

Feb. 24, 2023

Prior Authorization Updates  
for Medicare Advantage  
Through NIA

MIM, MRM or MyPEP

2023 Annual Provider  
Summit Frequently Asked  
Questions

Reminder: Ask Provider  
Services (Web Inquiries)

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Trainings



## BLUE CROSS BLUE SHIELD OF SOUTH CAROLINA PARTNERS WITH HEALTHHELP

On Feb. 24, 2023, BlueCross BlueShield of South Carolina will partner with HealthHelp.

HealthHelp is an independent organization that manages prior authorization requirements of selected procedures related to these services for BlueCross Exchange (ACA) plans:

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

The list of procedure codes managed by HealthHelp are not new. However, all codes will require clinical documentation

when you request a prior authorization.

If the request does not meet clinical criteria, you can expect a call from a physician at HealthHelp to request a peer-to-peer review.

*Note: Codes not on the HealthHelp list will not be managed by HealthHelp. They should be directed to BlueCross.*

### Submitting prior authorization requests for codes managed by HealthHelp

You can request HealthHelp prior authorizations:

- ▶ Online at the My Insurance Manager<sup>SM</sup> website.
- ▶ By phone at 833-715-2255.
- ▶ By fax to 844-470-2466.



## PRIOR AUTHORIZATION UPDATES FOR MEDICARE ADVANTAGE THROUGH NIA

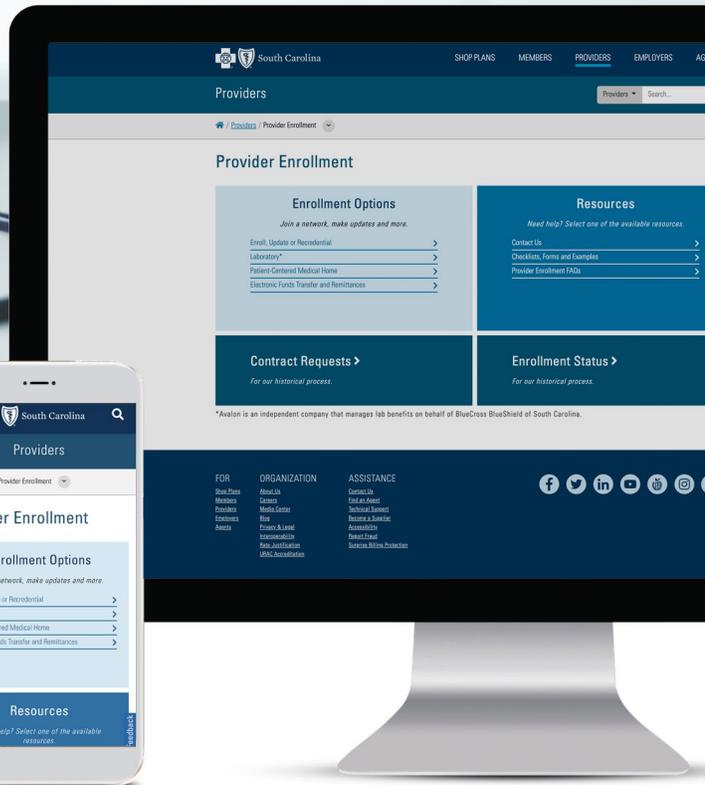
Coming soon, BlueCross BlueShield of South Carolina's Medicare Advantage plans will require prior authorization for these categories of services through National Imaging Associates (NIA):

- ▶ Radiation oncology
- ▶ Musculoskeletal
- ▶ Radiology

Prior authorization through NIA will include a clinical review for medical necessity using the following guidelines from the Centers for Medicare & Medicaid Services (CMS):

- ▶ National coverage determinations (NCD)
- ▶ Local coverage determinations (LCD)
- ▶ Local coverage articles (LCA)
- ▶ Other nationally accepted guidelines

For questions, please contact the Medicare Advantage team at [855-204-2744](tel:855-204-2744).



## MIM, MRM OR MYPEP

We offer a number of self-service, web-based tools to make it easy for providers to work with us.

### My Insurance Manager<sup>SM</sup> (MIM)

MIM gives providers access to all this and more:

- ▶ Eligibility and benefits information
- ▶ Claims status
- ▶ Prior authorizations
- ▶ Electronic remittances

### Verifying Eligibility and Benefits

MIM is the preferred platform to verify eligibility and benefits.

There are three options to do this in MIM. We recommend the **Eligibility and Benefits by Procedure Code** option. This option helps you get the most accurate benefit details. The system will prompt you to enter the procedure code. You can also include modifiers and diagnoses.

Need help researching eligibility and benefits through MIM? You can access user guides and other resources on our [My Insurance Manager](#) page.

If you have technical issues with MIM, please contact our technical support team at [855-229-5720](tel:855-229-5720). Or reach out to your provider education representative.

### My Remit Manager<sup>SM</sup> (MRM)

With MRM, you can easily view, sort or print electronic remittance advice information online.

For questions, concerns or further assistance, please contact the electronic data interchange team at [EDI.Services@bcbsc.com](mailto:EDI.Services@bcbsc.com).

### My Provider Enrollment Portal (MyPEP)

MyPEP is our newest web-based tool. It offers a quick and easy way for providers who credential with us to complete the enrollment process. Use the portal to do all this and more:

- ▶ Become a network provider
- ▶ Maintain enrollment (recredential)
- ▶ Get application statuses
- ▶ Get notifications if you need to supply additional information

If you have technical issues with MyPEP, please contact the provider education team at [MyPEP.Portal@bcbsc.com](mailto:MyPEP.Portal@bcbsc.com) or [803-264-0009](tel:803-264-0009).

*Note: This email address and phone number are not for questions related to eligibility and benefits, claims, or authorizations. Please use MIM or call the number on the back of the member's ID card for those inquiries.*

For case-specific questions (status, missing information, etc.), please submit a comment within the case. The assigned enrollment representative will respond. For questions about applications or forms, or for questions not related to a specific case, complete the support form within the portal.



# 2023 ANNUAL PROVIDER SUMMIT FREQUENTLY ASKED QUESTIONS

Provider Education completed the Annual Provider Summit in December 2022.

Find a comprehensive list of frequently asked questions [here](#).



## REMINDER: ASK PROVIDER SERVICES (WEB INQUIRIES)

Ask Provider Services is a feature in MIM that lets providers send secure email messages.

You can use this feature to ask about claims details that may not be available in MIM or accessible through the voice response unit.



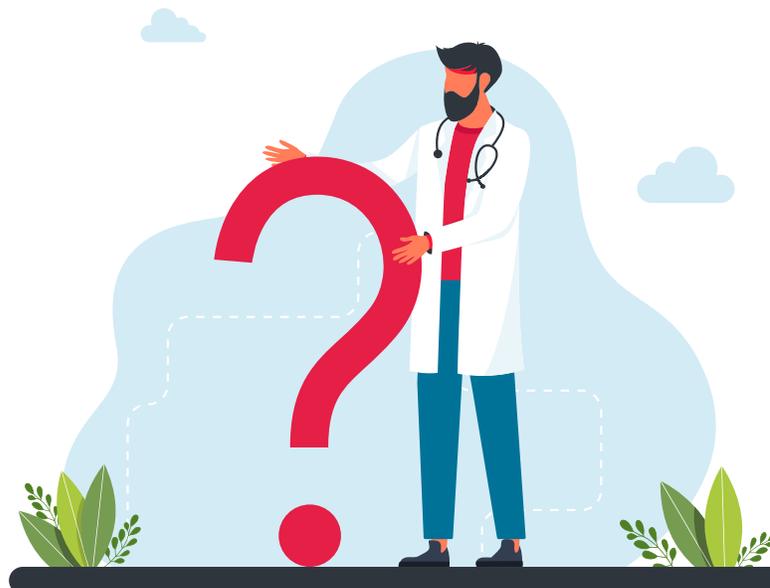
To get the best responses, ask specific, probing questions.

### Here are a few examples:

- ▶ Why was line one of the claim denied as noncovered?
- ▶ Why were services applied to the member's deductible?
- ▶ Has the member returned the coordination of care questionnaire?

When you ask questions through Ask Provider Services, keep in mind that responses will go only to the person who submitted the question. To review the responses, select **Go to Message Center** after logging in to MIM.

The results will display all inquiries submitted or received in the past 30 days. You can filter them for a specific member by entering the member's ID number and selecting his or her plan type. You can also choose to display specific months.





## ADDITIONAL UPCOMING TRAININGS

Provider Education has webinars now open for registration:

- ▶ **BlueCard Program:** Feb. 15, 2023
- ▶ **Web Tools:** March 15, 2023
- ▶ **Medicare Advantage:** March 22, 2023
- ▶ **Dental Network:** April 12, 2023
- ▶ **Quality:** April 19, 2023

All trainings are from noon until 1 p.m. You can register [here](#).

Register in the News and Events section of [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com). To stay abreast of all upcoming trainings and newsletters, please subscribe [here](#).

If you have any questions, please feel free to contact the provider education team at 803-264-4730 or reach out to your education representative directly.



## NEED TO GET IN TOUCH WITH PROVIDER RELATIONS AND EDUCATION?

The provider education team is always eager to assist you. If you have a training request, use the [Provider Training Request Form](#). For questions about an ongoing education initiative or recent news bulletins, submit the Provider Education Contact Form. Lastly, be sure to view the [Provider Education Territory Map](#) for the latest updates.

This information is located on the Provider Education page of our website.



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BlueChoice® HealthPlan of South Carolina

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Benefits Disclaimer: The information listed is general information and does not guarantee payment. Benefits are always subject to the terms and limitations of specific plans. No employee of BlueCross BlueShield of South Carolina or BlueChoice HealthPlan of South Carolina has authority to enlarge or expand the terms of the plan. The availability of benefits depends on the patient's coverage and the existence of a contract for plan benefits as of the date of service. A loss of coverage, as well as contract termination, can occur automatically under certain circumstances. There will be no benefits available if such circumstances occur.

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