



BlueCross BlueShield of South Carolina and  
BlueChoice® HealthPlan of South Carolina

Independent licensees of the Blue Cross Blue Shield Association.

### **BlueCard Executive**

The BlueCard Executive is a designated senior-level individual at BlueCross BlueShield of South Carolina and BlueChoice® HealthPlan who is accountable for resolving escalated issues regarding certain BlueCard claim payments. Providers must use existing disputes and appeals processes first to address all other BlueCard issues.

Providers serviced by BlueCross and BlueChoice® can request eligible escalations by email.

#### **Claims that meet escalation requirements for the BlueCard Executive**

BlueCard Executives can receive escalations for claims that do not pursue existing disputes or appeals processes that meet the following criteria:

- Open BlueCard claims aged 45 calendar days or more from the submission date and billed charges of \$1 million or more
- Open BlueCard claims aged 60 calendar days or more from the submission date and billed charges of \$500,000 or more
- Open BlueCard claims aged 90 calendar days or more from the submission date and billed charges of \$300,000 or more

#### **How to contact BlueCard Executive**

You can contact your local Blue plan's BlueCard Executive by email at [BlueCardExec@bcbssc.com](mailto:BlueCardExec@bcbssc.com).

If the claim in question requires information or assistance from another Blue plan, your BlueCard Executive will coordinate with the other plan to resolve the inquiry.

Visit [www.bcbsprovidersettlement.com](http://www.bcbsprovidersettlement.com) for more information on the settlement process.