

May 2021

BlueBlastSM

News Providers Can Use



 **Healthy BlueSM**
BlueChoice® HealthPlan of SC

Healthy Connections 

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All Providers

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Changes to BabyNet Email Contact Addresses

In an effort to improve customer service, the South Carolina Department of Health and Human Services (SCDHHS) is requesting all emails to the South Carolina Healthy Connections BabyNet program be sent directly to BabyNet@scdhhs.gov.

Effective April 1, 2021, the following email addresses are no longer accept incoming messages:

- BabyNetClaims@scdhhs.gov
- BabyNetOutreach@scdhhs.gov
- BabyNet_Billing_Support@scdhhs.gov
- BNProviderEnrollment@scdhhs.gov
- BRIDGES@scdhhs.gov
- BabyNetCuramUpdates@scdhhs.gov

It is not necessary to include additional BabyNet staff email addresses on emails. BabyNet State Office staff will assign your correspondence to the appropriate person for handling and response.

Please continue to send questions about local early intervention system (LEIS) meetings, technical assistance, service coordination, etc., directly to regional coordinators.



Availity® Webinar Series

New multi-payer sessions rolling out during Quarter 2

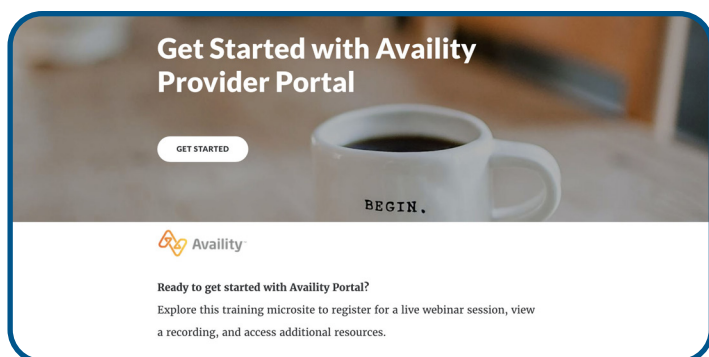
Availity recently added live webinars available April through July on the topics listed below. Availity will promote the webinars to registered provider organizations.

- Navigating the Attachments Dashboard and Workflow Options
- Use Availity Portal to Submit Professional Claims
- Resources and Tips for New Administrators on Availity

Do not expect the Availity trainer to address payer-specific questions since the sessions are for multiple payers and we will not have representation on the webinars.

To enroll in the webinars, registered Availity users will select **Help & Training > Get Trained** from Availity's homepage. The Availity Learning Center opens in a new browser tab. From there, the user will select the **Sessions** tab and scroll through the calendar to locate and enroll in a session.

Unregistered providers can refer to this training microsite: [Get Started with Availity Provider Portal](#).



*Availity is an independent company providing administrative support services on behalf of BlueChoice HealthPlan.



Availity EDI Contact Documentation

With the transition to Availity as the electronic data interchange (EDI) gateway for Healthy Blue, some contact information has changed. We are concentrating on identifying and updating all obsolete information, but we are finding there are published documents and public websites created outside our department that we may not be aware of.

We are working with our provider services team to help us find outdated documents. Our goal is to direct providers to the correct resource for their EDI questions and avoid confusion from outdated information being shared.

Listed below are the current EDI contacts for your reference:

Type of EDI Contact	Availity Contact Information Availity Client Service (ACS)
Phone	1-800-AVAILITY (1-800-282-4548) Support ticket is the preferred method.
Email	See Service Ticket Request Below
Service Ticket Request	<ol style="list-style-type: none"> 1. Log into Availity 2. Help and Training 3. Availity Support 4. Select Organization 5. Contact Support 6. Create Case or Chat with ACS Support

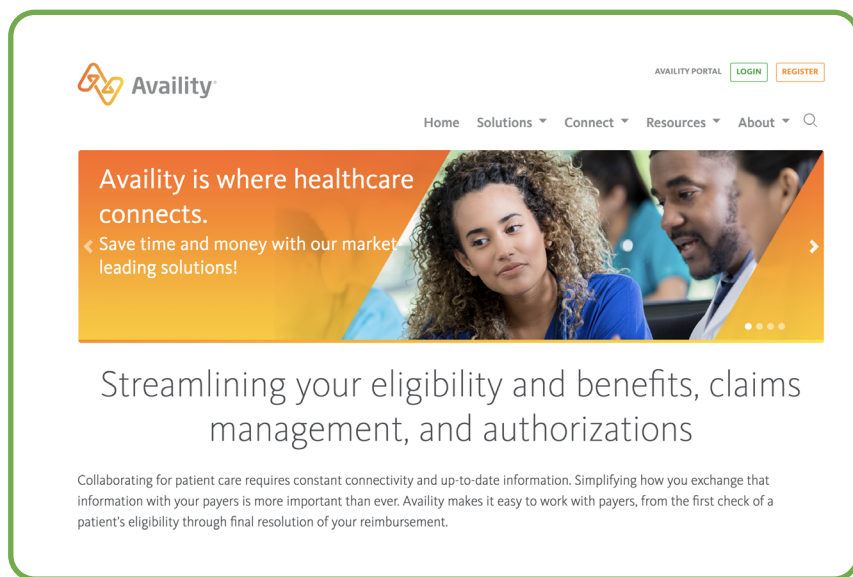
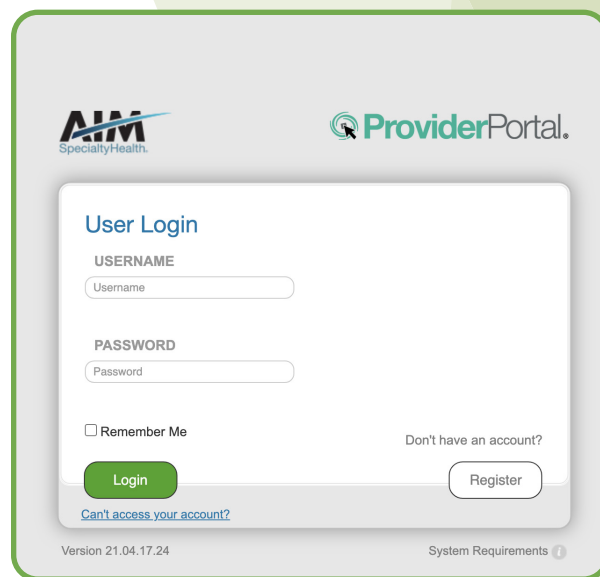


Updates to the AIM Advanced Imaging Clinical Appropriateness Guidelines

Effective for dates of service on and after Sept. 12, 2021, certain updates will apply to AIM Advanced Imaging Clinical Appropriateness Guidelines. Part of the AIM Specialty Health® (AIM) guideline annual review process, these updates focus on advancing efforts to drive clinically appropriate, safe and affordable health care services. AIM Specialty Health is an independent company providing utilization review services on behalf of BlueChoice HealthPlan.

As a reminder, ordering and servicing providers may submit prior authorization requests to AIM in one of several ways:

- Access AIM's ProviderPortalsSM directly at www.providerportal.com. Online access is available 24/7 to process orders in real time and is the fastest and most convenient way to request authorization.
- Access AIM through the Availity Portal at www.availity.com. From Availity's homepage, select **Patient Registration > Authorizations & Referrals**. The **AIM Specialty Health** link is located below Additional Authorizations and Referrals.
- Call the AIM Contact Center toll free at 800-714-0040 Monday through Friday between 7 a.m. and 7 p.m. EST.

AVAILABLE NOW

Name Change Announcement in Payer Spaces

The Information Center has replaced the Education and Reference Center application in Payer Spaces on the Availity Portal. There, you can find important policies, forms and helpful resources.



Reminder: Medical Injectable Prior Authorization Fax Number Change

This is a reminder that the fax number for medical injectable prior authorization (PA) requests for Healthy Blue members has changed.

Please use the following fax numbers when requesting PA for Medicaid members for Healthy Blue:

- Medical injectables: 844-512-7027
- Retail pharmacy: 844-512-9005

Update your records immediately. For more information, call 844-410-6890.



Provider Education Program Survey: Your Voice Counts

To provide you with better learning opportunities, we are collecting data to improve provider education offerings. We are also asking for preferences and topics of interest to ensure we tailor the education experience to meet your needs. We value our providers, and we want to deliver educational content that is most convenient for you. Please take a moment to complete a brief survey, and remember: Your voice counts!

Select the survey below to begin:

[Provider education: Your Voice Counts](#)

Continuing Medical Education/ Continuing Education Unit Opportunities

We offer webinars on a variety of topics, including medical coding, claims issues, quality measures, health care and more. Each live webinar may offer both continuing medical education (CME) and continuing education unit (CMU) credit for attendees. On-demand recordings are also available (with CME credit) for your convenience. Sign up for a session [here!](#)



Policy Update: Multiple and Bilateral Surgery – Professional and Facility Reimbursement

Currently, Healthy Blue allows separate reimbursement for multiple procedures performed on the same day or in the same session by the same provider. The following reductions apply to both professional and facility claims:

- 100 percent of the fee schedule or contracted/negotiated rate for the highest valued procedure
- 50 percent for the second through fifth procedures
- 50 percent for the sixth and additional procedures, only if a clinical review determines it to be medically necessary

Although this language will remain the same for professional reimbursement, effective June 1, 2021, Healthy Blue reimburses only the highest surgical procedure for facilities.

Bill professional provider claims for applicable surgical procedures with Modifier 51 to denote a multiple procedure. Do not bill facility claims with Modifier 51.

For additional information, please review the Multiple and Bilateral Surgery — Professional and Facility Reimbursement policy by going to www.HealthyBlueSC.com and selecting **Providers**, or by [selecting this link](#).





BlueChoice HealthPlan is an independent licensee of the Blue Cross Blue Shield Association. BlueChoice HealthPlan has contracted with Amerigroup Partnership Plan, LLC, an independent company, for services to support administration of Healthy Connections. Amerigroup Corporation, an independent company, administers utilization management services for BlueChoice HealthPlan.

Some links in this newsletter lead to third-party sites. Those organizations are solely responsible for the content and privacy policies on these sites.

The codes listed are for informational purposes only and are not intended to suggest or guide reimbursement. If applicable, refer to your provider contract or health plan contact for reimbursement information.

To report fraud, call our confidential Fraud Hotline at 877-725-2702. You may also call the South Carolina Department of Health and Human Services Fraud Hotline at 888-364-3224 or email fraudres@scdhhs.gov.