

January 2024

BlueBlastSM

News Providers Can Use



 **Healthy Blue**SM
BlueChoice® HealthPlan of SC

Healthy Connections 

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.

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 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, do the following:

1. Log into 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 the information if needed. Then select Verify.

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

1. Log into 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 the information if needed. Then select Verify.

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

If you have any questions about this bulletin, please contact Provider Education at Provider.Education@bcbssc.com or call 803-264-4730.



Primary Care Physician (PCP) **Assignment**

With the changes that went into effect as of Jan. 1, 2024, you may have noticed a reassignment in the PCP listed on the member's ID card. During the process to create the new 2024 ID card for some of our Healthy Blue members, the incorrect PCP was listed. We are in the process of sending affected members new cards. Please continue to see our members. We will process your claims accordingly.

Thank you for your patience while we work to provide a quick resolution.

All Providers

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Reminder: Healthy Blue is now under BlueChoice HealthPlan

Effective Jan. 1, 2024, all functions that were outsourced to Elevance transitioned to BlueChoice HealthPlan. While Healthy Blue continues to follow the South Carolina Department of Health and Human Services guidelines for covered services, there are a few changes that took place.

ID Cards

Current and new Healthy Blue members are receiving new identification (ID) cards that include new group numbers, PCNs and RX Bin numbers. This information is located on the front of the ID card. On the back of the ID card, there are important member and provider phone numbers. Be sure to request a copy of the member's new ID card on or after Jan. 1, 2024, and at each visit. **Note:** *Member assignment remains the same.*

New Provider Manual

The new provider manual provides a wealth of information. It includes administrative information, reimbursement policies, claims information, utilization management and much more. To ensure you have the latest information, we ask that you do not print the manual. Instead, visit [Provider Administrative Office Manual](#) to review the current version.

Claims Filing

The following options are available to submit claims:

- Electronically through your clearinghouse
 - Check with your clearinghouse for the appropriate payor ID.
- Electronically directly to payor
 - Use payor ID 00403.
 - For set up and additional information, contact EDIG.Services@PalmettoGBA.com.
- Online through My Insurance ManagerSM (MIM)
- By mail at PO Box 100317, Columbia, SC 29202-3317

Note: *For dates of services on or before Dec. 21, 2023, you can submit claims electronically through your clearinghouse, directly to the payor (using payor ID 00403) or through Availity.*

Authorizations and Benefits

Authorizations and benefits can be obtained online through MIM or by calling Provider Services at 866-757-8286.

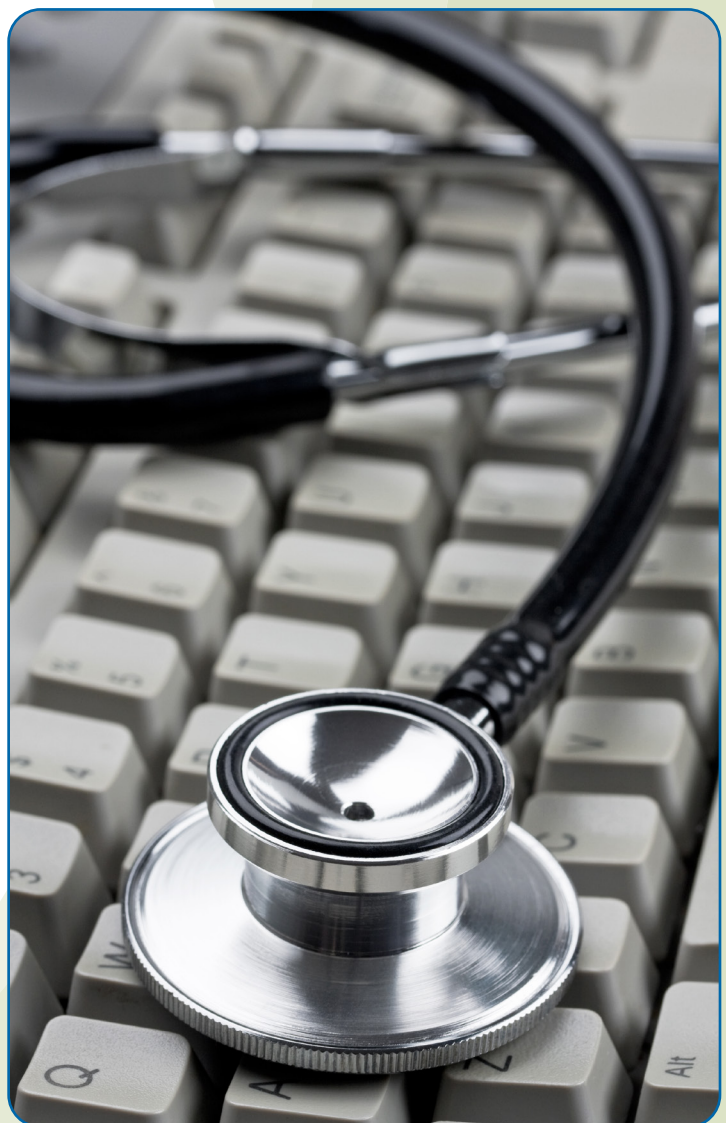
New Website

Healthy Blue's website has a fresh layout with new information available.

Provider Enrollment

My Provider Enrollment Portal continues to be the source for your credentialing needs and practice updates. You must have your Medicaid ID number prior to enrolling into the Healthy Blue network.

For additional information on the 2024 transition, review the available [frequently asked questions](#) online.



Healthy Blue Waiving 2024 Copays for Medical Services

Healthy Blue takes pride in offering the best service to our members. As a value-added benefit to our members, we have waived copays for medical services in 2024. This change will reduce barriers to care for our members and will improve their overall experience. **Note:** *Pharmacy copays will still apply.*



Behavioral Health Provider Relations Consultant

Healthy Blue is please to introduce Mrs. Romona Williams as the dedicated Healthy Blue Behavioral Health Provider Relations Consultant. She will assist and service the behavioral health provider community on behalf of Healthy Blue Provider Relations and Outreach Department for the entire state of South Carolina. We are proud to have her as part of our dynamic team. She can be reached via email at Romona.Williams@bluechoicesc.com.



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.