

February 2024

BlueBlastSM

News Providers Can Use



Healthy BlueSM

BlueChoice[®] HealthPlan of SC

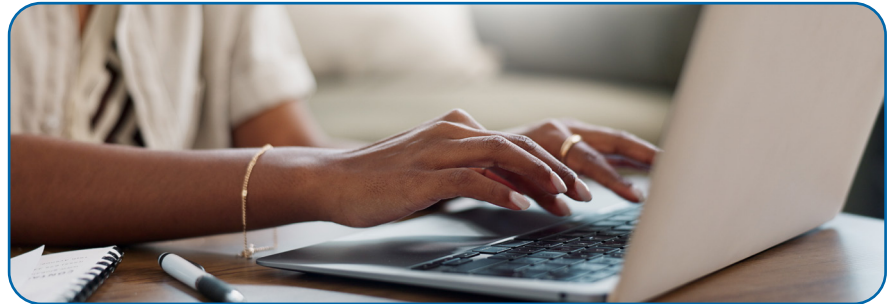
Healthy Connections 

My Insurance ManagerSM

Check out this online tool which allows providers to check benefits and eligibility in real time, request authorization, submit and track claims, get remittance advices, send secured messages through the “Ask Provider Services” feature, along with much more features.

You will have to register for My Insurance Manager, which is easy. Simply go to [My Insurance Manager](#) and click on “Register Now!” Then follow the instructions. You’ll need to enter the Tax ID number you use for BlueCross BlueShield of South Carolina. Then create a username and password. Each authorized user from your practice will need a unique login.

My Insurance Manager is not available during weekly maintenance on Sunday evenings from 5 p.m. until midnight.



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Claim Submission

Reminder: The payor ID remains the same, but the routing of the claims will be based on the date of service. Be sure your clearinghouse is aware of this change. BlueChoice HealthPlan is also contacting all clearinghouses with the above information. If your clearinghouse has any questions or concerns, please have them contact our Electronic Data Interchange department at edi.services@bcbsc.com.

- **Electronically through your clearinghouse.** For dates of service on or before Dec. 31, 2023, you will continue to submit your claims through your clearinghouse with the payor ID: 00403. Claims will be routed directly to Availity**. For dates of service on and after Jan. 1, 2024, you will submit your claims through your clearinghouse with the payor ID: 00403. These claims will be routed directly to **BlueChoice**[®].
- **Electronically directly to payer.** For dates of services on or before Dec 31, 2023, you will continue to submit your claims with the payor ID 00403 directly to **Amerigroup, LLC’s front end, Availity**.

For dates of service on and after Jan 1, 2024, you will submit your claims with the payor ID 00403 directly to BlueCross’s front end, Electronic Data Interchange Gateway (EDIG). If you are not currently connected to EDIG, contact them at EDIG.Support@palmettogba.com to get set up for claim submissions.

 fb.me/HealthyBlueSC

 [@CoachBlueSC](https://www.instagram.com/CoachBlueSC)

 [@HealthyBlueSC](https://twitter.com/HealthyBlueSC)

Prior Authorizations

Explore the various ways to initiate authorizations dependent upon service being rendered.

- **Medical Services**
 - Initiate an authorization through My Insurance ManagerSM, calling 866-757-8286, by fax 800-823-5520 or by using the Medical Forms Resource Center.
- **Behavioral Health Services**
 - Initiate an authorization through Forms Resource Center or by faxing 803-870-6506.
- **National Imaging Associates***** manages prior authorization for radiology and high-tech imaging.
 - Initiate an authorization by calling 855-569-6749 or visit www.RadMD.com.
- **Avalon Healthcare Solutions****** manages the prior authorizations for laboratory services.
 - Initiate an authorization by using the PAS portal, calling 844-227-5769, or fax the request form to 813-751-3760.
- **CarelonRx******* manages the prior authorizations for certain medications.
 - **Retail** — Initiate an authorization by calling 844-410-6890 or fax to 844-512-9005.
 - **Home Delivery/Mail Order** — Initiate an authorization by calling 833-203-1737 or fax to 800-207-3118.
 - **Medical Injectables** — Initiate an authorization by calling 833-988-1264 or fax to 844-512-7027.
 - **Specialty Pharmacy** — Initiate an authorization by calling 833-255-0646 or fax to 833-263-2871.

Stay in the Know!

Starting this month, new training sessions will be present for you all to join. Do not miss out on these training sessions, which offer an abundance of educational information. Check out the upcoming trainings [here](#).

If you have training sessions that you are looking for or would prefer sessions that are tailored to your practice, please be sure to reach out to your education consultant. You can find your consultant on the territory map which is located on our [website](#).

*These links lead to a third-party website. Those organizations are solely responsible for the content and privacy policy on their sites.

**Availity is an independent company providing a secure portal on behalf of BlueChoice HealthPlan.

***National Imaging Associates (NIA) is an independent company that provides utilization services on behalf of BlueChoice HealthPlan.

****Avalon is an independent company that provides laboratory management services on behalf of BlueCross BlueShield of South Carolina.

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2024 Updates for the Rehabilitative Therapy and Audiological Services Provider Manual

Effective Feb. 1, 2024, the South Carolina Department of Health and Human Services (SCDHHS) has made revisions to the Rehabilitative Therapy and Audiological Services Provider manual. Within the revisions, you will find updates on program information and requirements, services guidelines, and more. Be sure to review the newest updates. The revised manual will be posted on the provider manual page of [SCDHHS' website](#)*

Cultural Competency

A culturally competent health care provider is one who acknowledges the importance of culture, recognizes the impact of cultural differences and adapts services to meet the unique cultural needs of their patients. It is important to have the knowledge, resources and tools to offer culturally competent and linguistically appropriate care. Healthy Blue wants to help as we all work together to achieve health equity.

A person's cultural affiliations can influence:

- Where and how care is accessed and how symptoms are described.
- Expectations of care and treatment options.
- Adherence to care recommendations.

Providers also bring their own cultural orientations, including the culture of medicine. Offering culturally

and linguistically appropriate care incorporates a variety of skills and knowledge, including but not limited to the ability to:

- Recognize the cultural factors (norms, values, communication patterns and world views) that shape personal and professional behavior.
- Develop understanding of others' needs, values and preferred means of having those needs met.
- Formulate culturally competent treatment plans.
- Understand how and when to use language support services, including formally trained interpreters and auxiliary aids and services, to support effective communication.
- And much more.

Healthy Blue ensures providers have access to resources to help support delivery of culturally and linguistically appropriate services. We encourage you to access and use the following resources available in the [provider manual](#).

Hospital-based Crisis Stabilization has an Addition

Effective Jan. 1, 2024, SCDHHS has added coverage for hospital-based crisis stabilization services for Healthy Connections Medicaid members. Reimbursement is provided for hospitals that are in the process of creating or have functioning crisis stabilization emergency units for behavioral health. These servicing units must be separate from the general emergency room at the hospital. The purpose of the crisis stabilization units is to serve the needs of both psychiatric/mental health patients or substance use disorder patients within their time of crisis. The behavioral health emergency cases should be provided that accurate treatment when they come seeking support at these facilities.

The changes have been added to the Hospital Services provider manual that is found on the SCDHHS' website. Please review the [provider requirements](#)* on SCDHHS' website.



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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.