

March 2022

BlueBlastSM

News Providers Can Use



 **Healthy BlueSM**
BlueChoice® HealthPlan of SC

Healthy Connections 

Centering Pregnancy Contact Update

The Centering Pregnancy contact information provided in the February edition of the BlueBlast has been updated. For more information on the program, please contact Jessica Britt, Centering Pregnancy coordinator, at Jessica.Britt@PrismaHealth.org or 864-455-8009.



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ALL PROVIDERS

Clinical Utilization Management Guidelines Update

The Clinical Utilization Management Guidelines and Third-Party Criteria below were developed and/or revised to support clinical coding edits. Note, several policies and guidelines were revised to provide clarification only and are not included. Existing precertification requirements have not changed.

Please share this notice with other members of your practice and office staff. To view a guideline, visit www.HealthyBlueSC.com and select Providers.

UPDATES: Updates marked with an asterisk (*) notate the criteria may be perceived as more restrictive.

***CG-LAB-14 Respiratory Viral Panel Testing in the Outpatient Setting**

- Clarified that respiratory viral panel (RVP) testing in the outpatient setting is medically necessary when using limited panels involving five targets or less when criteria are met
- Added RVP testing in the outpatient setting using large panels involving six or more targets as not medically necessary

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@CoachBlueSC

@HealthyBlueSC

My Provider Enrollment Portal

Our new provider enrollment tool, My Provider Enrollment Portal, is coming soon. With the launch of the portal, all providers who credential with BlueCross BlueShield of South Carolina will have a new way of completing their enrollment process, one that is quick and easy to navigate. Providers will be able to upload and store enrollment documents until they are ready to submit completed applications, maintain enrollment, receive automated statuses and notifications when additional information is needed, access a new chat feature to seek assistance with any advanced questions, and much more. Overall, My Provider Enrollment Portal will help streamline services and make the entire provider enrollment process more efficient.



Hot Tips: Pharmacy

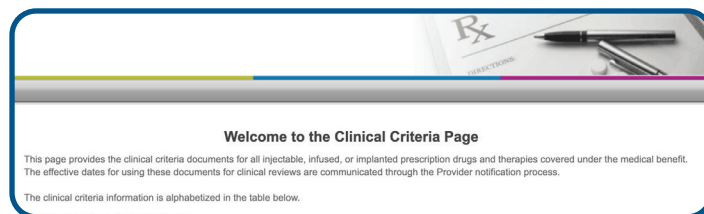
Hot Tips: Pharmacy are brief messages to help answer questions and concerns you may have about pharmacy topics. Please note, Hot Tips: Diabetes has been updated to reflect the upcoming formulary changes.

To view more information on *Hot Tips*, visit www.HealthyBlueSC.com and select **Providers**.

Medical Drug Benefit Clinical Criteria Updates

On Sept. 22, 2021, and Nov. 19, 2021, the Pharmacy and Therapeutics (P&T) Committee approved the clinical criteria at the link below applicable to the medical drug benefit for Healthy Blue. These policies were developed, revised or reviewed to support clinical coding edits.

Visit the [Clinical Criteria](#) page to search for specific policies. If you have any questions or would like additional information, use this [email](#).



Urinary Tract Infection Toolkits - Are on the Way

To support the health of our members, Healthy Blue is sending urinary tract infection (UTI) toolkits to select members who were seen in the emergency room for a UTI. This useful kit contains:

- A water bottle to help your patient stay hydrated.
- UTI test strips with instructions on use if the patient is having symptoms. These are test strips that are also available over the counter.
- Basic instructions on how to use the toolkit and reasons to seek care.

Healthy Blue members may reach out to you when they receive their toolkits. If you have any questions, please contact the Customer Care Center at **866-757-8286**.

AIM Specialty Health®

Provider Resources

AIM Specialty Health provides utilization reviews for certain services provided to Healthy Blue members. Providers can visit microsites for:

- On-site clinical engagement.
- Clinical guidelines.
- Order request checklists.
- Webinars.

The above-mentioned items can be located at any of the following links:*

- www.aimproviders.com/radiology
- www.aimproviders.com/cardiology
- www.aimproviders.com/sleep
- www.aimproviders.com/radoncology
- www.aimproviders.com/medoncology-anthem
- www.aimproviders.com/msk
- www.aimproviders.com/geneticstesting
- www.aimproviders.com/rehab
- www.aimproviders.com/surgicalprocedures

Training videos and webinars are available on the AIM Portal Reference Desk under Tutorials. Resources include:

- How to check an order status.
- How to access exam summaries.
- How to reset passwords.
- How to search for members.

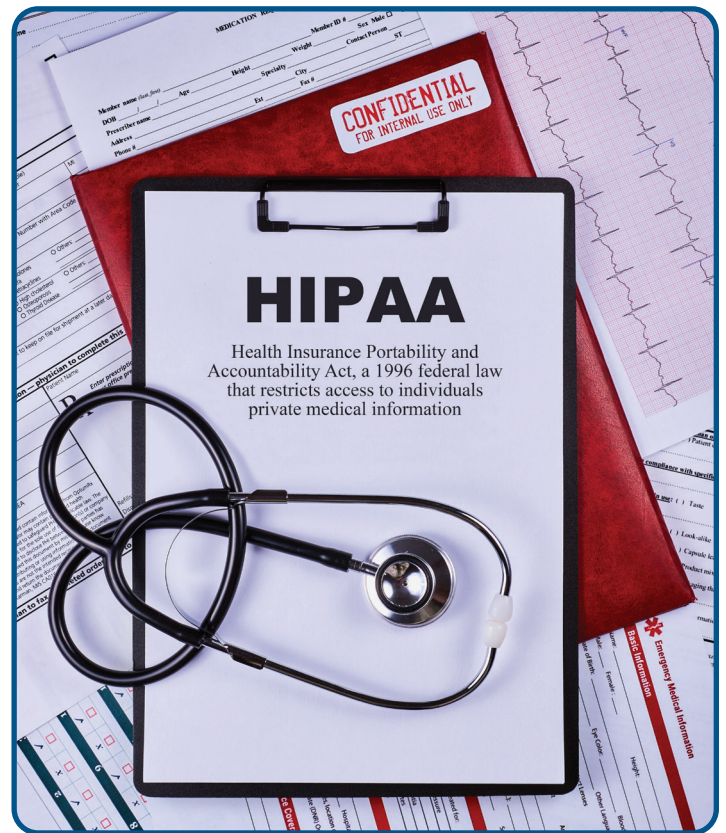
AIM Specialty Health is an independent company that provides specialty benefits management on behalf of BlueChoice HealthPlan.

HIPAA Verification

HIPAA verification is an essential part of the utilization review process. Three identifiers are required to verify for HIPAA. Without these pieces of information, there could be a delay in the creation of cases (e.g., prior authorizations, emergent inpatient admissions, concurrent reviews, etc.) and a delay in a member receiving the care he or she needs. The information must also be included on any faxes submitted when providing clinical information.

The three identifiers are:

- First and last name. (*If the last name has changed, providers should encourage the member to contact the state to update his or her records.*)
- Date of birth.
- Medicaid number.



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.