

Healthy Blue Member Handbook Change Control Log

Revision Date	Section(s)	Page Number	Change
1/1/2025	Cover	N/A	Updated cover from 2024 to 2025.
1/1/2025	Important Phone Numbers	3	Added the Healthy Blue Customer Service Phone number: 866-781-5094 (TTY: 866-773-9634) and removed the Companion Benefits Alternatives (CBA) phone number.
1/1/2025	Part 1: Extra Benefits	4-5	Added new Extra Benefits and removed old Extra Benefits.
1/1/2025	Part 3: How To Get Help Help From Healthy Blue	7	Removed the word referrals.
1/1/2025	Part 6: How To Get Care Behavioral Health Care	17	<p>Added new behavioral health language:</p> <ul style="list-style-type: none"> • Intensive outpatient treatment for mental health and/or substance use treatment services • Rehabilitative behavioral health facilities and the professionals who work there • Mental health and/or substance use treatment • You can also call Customer Service if you have questions about approvals and when you need them.” <p>Removed old behavioral health language:</p> <ul style="list-style-type: none"> • Mental Health Rehabilitative treatment services <p>Removed the word referrals.</p>
1/1/2025	Part 6: How To Get Care Prior Authorization	19-20	<p>Removed the word referrals.</p> <p>Added Service Reviews section.</p>
1/1/2025	Part 7: What Healthy Blue Covers Behavioral health, substance use disorder services	23-24	<p>Replaced the following references for behavioral health benefits:</p> <p>Replaced behavioral health language:</p>

			<ul style="list-style-type: none"> • Substance abuse services with substance use disorder services • Psychiatric assessment with Community Support Services • Psychiatric nurse with psychiatric nurse practitioner • Rehabilitative behavioral health with Partial Hospitalization • “These are services that help lessen the effects of mental health disabilities and improve the ability to function” with “These services help improve daily functioning and quality of life.” <p>Added new behavioral health language:</p> <ul style="list-style-type: none"> • Partial hospitalization services • Intensive outpatient treatment services. <p>Removed old behavioral health language:</p> <ul style="list-style-type: none"> • Psychological rehabilitative services provided by substance use professionals as a service covered when given by the South Carolina Department of Alcohol and Other Drug Abuse Services (DAODAS).
1/1/2025	Part 7: What Healthy Blue Covers Diabetes Supplies	25	Removed urine glucose test strips.
1/1/2025	Part 7: What Healthy Blue Covers Family Planning	26	Changed “Sterilization (surgery to prevent pregnancy)” to “Nontherapeutic sterilizations (tubal ligations)”.
1/1/2025	Part 7: What Healthy Blue Covers Nonemergency transportation	28	Removed the word referral and replaced with the word prior authorization for out-of-state medical facility transportation.
1/1/2025	Part 7: What Healthy Blue Covers Pharmacy and Over-the-Counter Drugs	29	Removed weight loss drugs or diet aids. Beginning November 1, 2024, weight loss drugs are covered.
1/1/2025	Part 7: What Healthy Blue Covers Therapy — Physical, Occupational and Speech	31	Added that we may approve more visits, hours or units if medically necessary.
1/1/2025	Part 8: What Regular Medicaid Covers	33	Added Targeted Case Management referral assistance services and the list of services:

	Targeted Case Management		<ul style="list-style-type: none"> • Individuals with Intellectual and Related Disabilities • At-Risk Children • Adults with Serious and Persistent Mental Illness • At-risk pregnant Women and Infants • Individuals with Psychoactive Substance Disorders • Individuals at risk for Genetic Disorders • Individuals with Head and Spinal Cord Injuries and Related Disabilities • Individuals with Sensory Impairments • Adults with Functional Impairments
1/1/2025	Part 9: What Healthy Blue and Regular Medicaid Do Not Cover	35	Removed weight loss drugs or diet aids. Beginning November 1, 2024, weight loss drugs are covered.
1/1/2025	Part 10: Benefits and Programs for Children	36	Removed extra benefits for kids. All extra benefits are listed in Part 1: Extra Benefits.
1/1/2025	Part 11: Benefits for Pregnant Women and New Moms	37	Removed extra benefits and incentives for pregnant members and their babies. All extra benefits are listed in Part 1: Extra Benefits.
1/1/2025	Part 13: How To Get Your Medicines Drugs not on the Healthy Blue Comprehensive Drug List	44	Removed urine glucose test strips.
1/1/2025	Part 15: Managing Your Health Case Management	53	Changed "Help with referral and requests for service" to "Help with finding a provider".
1/1/2025	Part 15: Managing Your Health Chronic Condition Care/Population Health Program	54	<p>Changed "Chronic Condition Care (CCC)" to "Chronic Condition Care/Population Health Program" or "CCC/PH Program".</p> <p>Replaced Depression section with "Chronic and Persistent Mental Health Condition".</p>
1/1/2025	Part 16: Getting Help With a Problem Grievances	59	Updated verbal grievance acknowledgement and grievance extension process.
1/1/2025	Part 20: Your Rights and Responsibilities Member Rights	69	Replaced "us" with "Healthy Blue Customer Service" when requesting a copy of the member rights and responsibilities.

			Replaced “To receive information on our services” with “To receive information on Healthy Blue services, visit our website at www.HealthyBlueSC.com or call our Customer Service at 866-781-5094.”
1/1/2025	NOTICE OF PRIVACY PRACTICES HOW WE USE OR SHARE YOUR HEALTH RECORDS	75	Added additional protected health information (PHI) language regarding race/ethnicity, preferred language, gender identity and sexual orientation.
7/18/2024	Part 7: What Healthy Blue Covers	21	Under the Ancillary medical services section, we deleted: “Prior Authorization: Yes” to now read: “We cover health services your doctor orders.”
7/18/2024	Part 7: What Healthy Blue Covers	29	Under the Rehabilitative services for children section: <ul style="list-style-type: none"> • We updated the title of the section to now read: “Rehabilitative services” • We updated “Prior Authorization: No” to now read: BC-12142023-PR-1.5-MS-U “Prior Authorization: Some services require an approval from your PCP and/or us.” • We added information regarding benefits for all members to now read: “For all members with: <ul style="list-style-type: none"> o Sensory, emotional, behavioral, or social impairments. o Physical disabilities or medical conditions. o Intellectual, developmental disabilities or delays, or other related disabilities.” o Members over 21 may require PA for some services.
7/18/2024	Part 7: What Healthy Blue Covers	30	Under the Sterilization section, we updated: “Prior Authorization: No” to now read: “The member must provide informed consent using the state’s consent for sterilization form (SCDHHS Form HHS-687).”
7/1/2024	Front Cover	--	Within the Cover date , we updated: <ul style="list-style-type: none"> • “April 12, 2024” to now read: July 1, 2024
7/1/2024	Table of Contents	--	Under Part 7: What Healthy Blue Covers , we updated: <ul style="list-style-type: none"> • “Copays and” Benefit Reference Guide

			to now read: Benefit Reference Guide
7/1/2024	Part 1: Extra Benefits	5	<p>Under For all members, we removed:</p> <ul style="list-style-type: none"> • “No Copays on Medical Services” • “No Copays for Certain Medications: This includes certain drugs in these categories: drugs to help you stop smoking, blood thinners, antiviral/HIV, cholesterol, birth control, diabetes, heart health (irregular heartbeat and high blood pressure) and opioid reversal. <p>Please visit our website at www.HealthyBlueSC.com to see the full list of drugs.”</p> <p>Under For all members, we updated:</p> <ul style="list-style-type: none"> • “Cellular Benefit Program: Free cellphone with monthly minutes, data and texting.” <p>to now read:</p> <ul style="list-style-type: none"> • Cellular Benefit Program: Free or discounted cellphone with monthly minutes, data and texting.
7/1/2024	Part 2: How Healthy Blue Works	6	<p>Under the seventh paragraph, we updated:</p> <ul style="list-style-type: none"> • “Healthy Blue has a list of medicines that we cover when you have a prescription from your doctor.” <p>to now read:</p> <ul style="list-style-type: none"> • Healthy Blue has a Comprehensive Drug List, which shows the medicines that we cover when you have a prescription from your doctor.
7/1/2024	Part 7: What Healthy Blue Covers	22	<p>Under the first paragraph, we removed: “Some of these services have copays, so let’s start with that.”</p> <p>We removed the entire Copays sub-section.</p> <p>Under the Medical services sub-section, we updated:</p>

			<p>“Medical services”</p> <p>to now read:</p> <p>Medical and pharmacy services</p> <p>Under the Medical services sub-section, we updated: “As a member, you do not have copays for any of these services.”</p> <p>to now read: As a member, you do not have copays for any services.</p> <p>Under the Medical services sub-section, we removed:</p> <ul style="list-style-type: none"> • Doctor's office, primary care provider (PCP) and specialist visits • Chiropractor visits • Medical equipment and supplies (per item) • Home health visits • Inpatient care given during a hospital stay • Outpatient care given at a hospital, other than ER visits • Podiatrist (foot doctor) visits • Ambulatory surgical center visits • Federally Qualified Health Center (FQHC) visits • Rural health clinic (RHC) visits <p>We removed the entire Pharmacy services sub-section.</p> <p>Under the Dental sub-section, we removed: “There is a \$3.40 copay for covered dental services.”</p>
7/1/2024	Part 7: What Healthy Blue Covers	23	<p>We removed the entire Other services sub-section.</p> <p>Under the If you get a bill sub-section, we updated: “Healthy Blue will pay all costs for covered services except for required copays such as those for prescription drugs or dental services.”</p>

			<p>to now read: Healthy Blue will pay all costs for covered services.</p> <p>Under the If you get a bill sub-section, we removed:</p> <ul style="list-style-type: none"> • “There is a copay for the services you got that you didn’t pay when you received them.”
7/1/2024	Part 7: What Healthy Blue Covers	26	<p>Under the Diabetes supplies sub-section, we updated: “Your pharmacy benefit covers:” to now read: Your pharmacy benefit and medical benefit covers:</p> <p>Under the Diabetes supplies sub-section, we updated:</p> <ul style="list-style-type: none"> • “Blood glucose monitors, except for continuous blood glucose monitors.” <p>to now read:</p> <ul style="list-style-type: none"> • Blood glucose monitors, including continuous blood glucose monitors. <p>Under the Diabetes supplies sub-section, we updated:</p> <ul style="list-style-type: none"> • Lancets and lancing devices. <p>to now read:</p> <ul style="list-style-type: none"> • Lancets. <p>Under the Diabetes supplies sub-section, we removed: “Continuous blood glucose monitors.”</p>
7/1/2024	Part 7: What Healthy Blue Covers	30	<p>Under the Pharmacy and over-the-counter drugs sub-section, we updated: “Prior authorization: Some medications on the Healthy Blue Preferred Drug List (PDL) may need a prior authorization.” to now read: Prior authorization: Some medications on the Healthy Blue Comprehensive Drug List may need a prior authorization.</p>
7/1/2024	Part 7: What Healthy Blue Covers	31	<p>Under We cover, we updated:</p>

			<ul style="list-style-type: none"> • “All prescribed drugs on the PDL and ordered by your doctor that are approved by the Food and Drug Administration (FDA) and us.” <p>to now read:</p> <ul style="list-style-type: none"> • All prescribed drugs on the Comprehensive Drug List and ordered by your doctor that are approved by the Food and Drug Administration (FDA) and us. <p>Under the Physician (doctor) services sub-section, we updated:</p> <ul style="list-style-type: none"> • “One adult well-visit for members 21 years of age and older every two years.” <p>to now read:</p> <ul style="list-style-type: none"> • Adult well-visit for members 21 years of age and older are covered once a year.
7/1/2024	Part 7: What Healthy Blue Covers	33	<p>Under the Therapy — physical, occupational and speech sub-section, we updated:</p> <ul style="list-style-type: none"> • “Members 21 years and younger who receive therapy from a private practitioner are limited to 105 hours (420 units) per benefit year.” <p>to now read:</p> <ul style="list-style-type: none"> • Members 21 years and younger who receive therapy from a private practitioner are limited to 105 combined hours or 420 units per benefit year.
7/1/2024	Part 10: Benefits and Programs for Children	38	<p>Under the TIP section, we removed:</p> <p>“Children under the age of 19 never have to pay a copay. Children ages 19 – 21 may have small copays for certain services.”</p>
7/1/2024	Part 11: Benefits for Pregnant Women and New Moms	39	<p>Under the TIP section, we removed:</p> <p>“Pregnant members do not have copays.”</p>
7/1/2024	Part 13: How To Get Your Medicines	45	We removed the entire first paragraph:

			<p>“Healthy Blue offers three ways for you to get the drugs and medicines you need: your regular Healthy Blue benefits plus two “extra benefit” programs that offer zero copays for certain prescription drugs and over-the-counter medicines with a prescription.”</p> <p>Under the Regular Drug Coverage sub-section, we removed: “Regular Drug Coverage”</p> <p>Under the Regular Drug Coverage sub-section, we updated: Healthy Blue uses a list of drugs called a “Preferred Drug List (PDL) or formulary” to help your doctor choose which drugs to give you.”</p> <p>to now read: Healthy Blue uses a list of drugs called a Comprehensive Drug List to help your doctor choose which drugs to give you.</p> <p>Under the TIP section, we updated: “To see the most up-to-date PDL, please go to our website at www.HealthyBlueSC.com. It will show you what generic and brand-name drugs we cover.”</p> <p>to now read: To see the most up-to-date Comprehensive Drug List, please go to our website at www.HealthyBlueSC.com.</p> <p>Under the Regular Drug Coverage sub-section, we updated: Drugs that are on the “PDL” may need our approval for coverage.</p> <p>to now read: Drugs that are on the Comprehensive Drug List may need our approval for coverage.</p>
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			<p>Under the Regular Drug Coverage sub-section, we updated: Certain drugs on the “PDL”: to now read: Certain drugs on the Comprehensive Drug List:</p> <p>Under the Drugs not on the PDL sub-section, we updated: “Drugs not on the PDL” to now read: Drugs not on the Comprehensive Drug List</p> <p>Under the Drugs not on the PDL sub-section, we updated: “We must approve payment for drugs that are not on the list.” to now read: We must approve payment for drugs that are not on the Comprehensive Drug List.</p> <p>Under the Drugs not on the PDL sub-section, we updated: “If you would like to know if a drug is on our list, just use the searchable “formulary” on our website at www.HealthyBlueSC.com.” to now read: If you would like to know if a drug is on our Comprehensive Drug List, just use the searchable list on our website at www.HealthyBlueSC.com.</p>
7/1/2024	Part 13: How To Get Your Medicines	46	<p>Under the Drugs not on the PDL sub-section, we updated: “Please refer to the searchable formulary on our website at www.HealthyBlueSC.com.” to now read: Please refer to the searchable Comprehensive Drug List on our website at www.HealthyBlueSC.com.</p>

		<p>Under the Drugs not on the PDL sub-section, we updated:</p> <ul style="list-style-type: none"> • ‘We only cover the over-the-counter drugs on our PDL when your doctor gives you a prescription for them.’ <p>to now read:</p> <ul style="list-style-type: none"> • We only cover the over-the-counter drugs on our Comprehensive Drug List when your doctor gives you a prescription for them. <p>Under the Drugs not on the PDL sub-section, we updated:</p> <ul style="list-style-type: none"> • “Your pharmacy benefit covers these diabetic supplies: test strips, lancets and lancing devices, urine glucose testing strips; and blood glucose monitors. Your medical benefit covers continuous blood glucose monitors.” <p>to now read:</p> <ul style="list-style-type: none"> • Your pharmacy and medical benefit covers these diabetic supplies: test strips, lancets, urine glucose testing strips; and blood glucose monitors. <p>We removed the entire Zero dollar copay sub-section.</p> <p>Under the Over-the-counter (OTC) drugs with prescription sub-section, we updated:</p> <p>“But Healthy Blue will cover many of those medicines at no cost to you as long as you get your doctor to write a prescription for them. Be sure to read the full list of all the OTC drugs you can get with zero copay on our website at www.HealthyBlueSC.com.”</p> <p>to now read:</p> <p>But Healthy Blue will cover many of those medicines as long as you get your doctor to write a prescription for them. Be sure to visit our website at www.HealthyBlueSC.com to read</p>
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			<p>the Comprehensive Drug List. It shows all the OTC drugs you can get.</p> <p>Under the Other things to know sub-section, we updated:</p> <ul style="list-style-type: none"> • “Most of the time, we cover generic and over-the-counter drugs with a prescription. When a drug is available as a generic, the brand-name drug is usually not covered.” <p>to now read:</p> <ul style="list-style-type: none"> • Most of the time, we cover over-the-counter drugs with a prescription.
7/1/2024	Part 16: Getting Help With a Problem	60	<p>Under An adverse benefit determination means we:, we removed:</p> <ul style="list-style-type: none"> • Deny a request to dispute a financial liability, including cost sharing, copays, premiums, deductibles and coinsurance.
7/1/2024	Part 16: Getting Help With a Problem	61	<p>Under the Grievances section, we added:</p> <p>Confidentiality and Discrimination</p> <p>We handle all grievances and appeals in a confidential manner. Healthy Blue does not discriminate against a member for filing a grievance or for requesting a state fair hearing. Healthy Blue also notifies members of the opportunity to receive information about our grievance and appeal process and the ability to request a translated version in a language other than English.</p> <p>Grievances and complaints of discrimination</p> <p>Healthy Blue does not discriminate against any member. Members who contact Healthy Blue with an allegation of discrimination are immediately informed of the right to file a grievance. This also happens when one of our representatives working with a member identifies a potential act of discrimination. The member is advised to submit an oral or written account of the incident and is assisted in doing so if he or she requests assistance.</p>

7/1/2024	Part 16: Getting Help With a Problem	62	Under the Appeals section, we removed: “You can also ask for an appeal if we denied your request to dispute financial liabilities, such as copays, premiums, deductibles and coinsurance.”
7/1/2024	Part 21: Words We Use	73	Under Adverse benefit determination means we: , we removed: <ul style="list-style-type: none"> • “Deny a request to dispute a financial liability, including cost sharing, copays, premiums, deductibles and coinsurance.” Under Copays , we added: There are now \$0 copays for both medical and pharmacy benefits as of July 1, 2024. The South Carolina Department of Health and Human Services (SCDHHS) has removed all copays for these services. This applies to both Healthy Connections Medicaid and Healthy Blue members.
7/1/2024	Part 7: What Healthy Blue Covers	22	Under Autism spectrum disorder , we updated: “Prior authorization: Yes” to now read: Prior authorization: Yes, excluding diagnostic services
7/1/2024	All	All	The entire Member Handbook has been revised to include the following qualifiers, when referencing the “Comprehensive Drug List.” <ul style="list-style-type: none"> • Healthy Blue • Our
7/1/2024	Part 13: How to Get Your Medicines	42	We added new language regarding the SCDHHS single Preferred Drug List (sPDL): "SCDHHS has a single Preferred Drug List (sPDL)that includes outpatient preferred products for members in regular Medicaid and members in managed care plans. Managed care plans follow the single Preferred Drug List, covering the same preferred and non-preferred medications. It’s

			<p>important to note that the single Preferred Drug List does not include all medications covered by Medicaid.</p> <p>For information regarding the SCDHHS single Preferred Drug List program, go to: https://www.scdhhs.gov/providers/pharmacy</p> <p>To access the SCDHHS single Preferred Drug List go to: South Carolina Pharmacy Services Preferred Drug List (fhsc.com).”</p>
7/1/2024	Part 13: How to Get Your Medicines	42	We added information regarding the emergency supply benefits: “We cover one emergency supply fill per prescription per one-hundred and eighty (180) days.”
7/1/2024	Part 13: How to Get Your Medicines	43	Under the “Please refer to the searchable Comprehensive Drug List on our website at www.HealthyBlueSC.com .” sub-section, we added: <ul style="list-style-type: none"> To find out if a medication has step therapy or requires prior authorization.
7/1/2024	Part 16: Getting Help With a Problem	60	Under the When to expect a response sub-section, we updated: “It will also have a free copy of your case file.” to now read: It will also tell how to request a free copy of your case file.
7/18/2024	Part 7: What Healthy Blue Covers	21	Under the Ancillary medical services section, we deleted: “Prior Authorization: Yes” to now read: “We cover health services your doctor orders.”
7/18/2024	Part 7: What Healthy Blue Covers	29	Under the Rehabilitative services for children section: <ul style="list-style-type: none"> We updated the title of the section to now read: “Rehabilitative services” We updated “Prior Authorization: No” to now read: “Prior Authorization: Some services require an approval from your PCP and/or us.”

			<ul style="list-style-type: none"> We added information regarding benefits for all members to now read: <ul style="list-style-type: none"> “For all members with: <ul style="list-style-type: none"> Sensory, emotional, behavioral, or social impairments. Physical disabilities or medical conditions. Intellectual, developmental disabilities or delays, or other related disabilities.” Members over 21 may require PA for some services.
7/18/2024	Part 7: What Healthy Blue Covers	30	Under the Sterilization section, we updated: <p>“Prior Authorization: No”</p> to now read: <p>"The member must provide informed consent using the state’s consent for sterilization form (SCDHHS Form HHS-687).”</p>
4/12/2024	Front Cover	--	Within the Cover date , we updated: <ul style="list-style-type: none"> “January 1, 2024” to now read: <p>April 12, 2024</p>
4/12/2024	Table of Contents	--	Under Part 15: Managing Your Health , we updated: <ul style="list-style-type: none"> Case management, “chronic condition care” to now read: <p>Case management, chronic condition care (CCC) Program</p>
4/12/2024	Part 7: What Healthy Blue Covers	24	Under Audiology (hearing) services , we added a new primary bullet: <ul style="list-style-type: none"> Preventive and corrective services <p>And updated this section to now read: For adults 21 and over with unilateral or bilateral severe to profound sensorineural hearing loss, we cover:</p> <ul style="list-style-type: none"> Cochlear implant placement, replacement and maintenance”
4/12/2024	Part 7: What Healthy Blue Covers	26	We added a new sub-section:

			<p>“Developmental evaluation clinic These services are used to find and help members ages 0 to 21 who may have a delay in their development or a behavioral, learning or other health issue.”</p> <p>Under Durable medical equipment (DME) and disposable supplies, we updated:</p> <ul style="list-style-type: none"> Hearing aids and parts “(only for members under 21 years old)” <p>to now read: Hearing aids and parts</p>
4/12/2024	Part 7: What Healthy Blue Covers	30	<p>Under Pharmacy and over-the-counter drugs, we updated:</p> <ul style="list-style-type: none"> Prior authorization: Some medications “not” on the Healthy Blue Preferred Drug List (PDL) may need a prior authorization. <p>to now read: Prior authorization: Some medications on the Healthy Blue Preferred Drug List (PDL) may need a prior authorization.</p>
4/12/2024	Part 7: What Healthy Blue Covers	32	<p>We added a new sub-section:</p> <p>Second opinion It is your right to see one more doctor to have him or her give an opinion about how to treat your health issue. Second opinions are available at no cost to you and may include the use of an out-of-network provider. A second opinion from an out-of-network provider requires prior authorization. Call Customer Service if you would like to find another doctor for a second opinion.</p>
4/12/2024	Part 7: What Healthy Blue Covers	33	<p>Under Transplant services, we updated the entire section:</p> <p>“Transplant services”</p>

			<p>“Prior authorization: Yes Some transplants and related care are covered by S.C. Healthy Connections Medicaid. Others are covered by Healthy Blue. Healthy Blue covers all services for corneal and kidney transplants.</p> <p>S.C. Healthy Connections Medicaid covers all other transplant events. Healthy Blue covers services needed before and after the transplant. This includes:</p> <ul style="list-style-type: none"> ○ Pre-transplant services 72 hours prior to pre-admission ○ Post-transplant follow-up services ○ Post-transplant pharmaceutical services <p>Note: All transplant services, except corneal and kidney transplants, must be approved by the Quality Improvement Organization (QIO) before you get the service. QIO is an organization SCDHHS has contracted to approve transplant services. The QIO will review Medicaid referrals for organ transplants and issue an approval or a denial.”</p> <p>to now read:</p> <ul style="list-style-type: none"> ● Transplant and transplant related services <p>Healthy Blue covers transplant services for all Members based on medical necessity.</p> <p>Covered transplant services fall into two groups:</p> <p>Group I: Includes corneal and kidney transplants for which coverage is applicable in all medically necessary instances without restriction and without prior approval.</p>
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			<p>Group II: Prior authorization: Yes</p> <p>Includes pancreas, bone marrow, heart, liver, liver with small bowels, and lung transplants when medically necessary and clinically acceptable. Coverage of these transplants is limited to facilities within the geographic boundaries of South Carolina.</p> <p>All authorization requests for pancreas, bone marrow, heart, liver, liver with small bowel and lung transplants will be evaluated utilizing uniform professional and administrative guidelines as to medical necessity.</p>
4/12/2024	Part 8: What Regular Medicaid Covers	35	<p>Under Developmental evaluation clinic, we removed:</p> <ul style="list-style-type: none"> The entire section -- Developmental evaluation clinic <p>These services are used to find and help members ages 0 to 21 who may have a delay in their development or a behavioral, learning or other health issue.</p> <p>Under Second opinion, we removed:</p> <p>The entire section -- Second opinion</p> <p>This is your right to see one more doctor to have him or her give an opinion about how to treat your health issue. Second opinions are available at no cost to you and may include the use of an out-of-network provider. A second opinion from an out-of-network provider requires prior authorization. Call Customer Service if you would like to find another doctor for a second opinion.</p>
4/12/2024	Part 8: What Regular Medicaid Covers	35	<p>Under Targeted case management, we removed:</p> <p>Organ transplants, except corneal and kidney transplants, which we cover.</p>
4/12/2024	Part 9: What Healthy Blue and Regular Medicaid Do Not Cover	37	<p>Under Some benefits and services Healthy Blue and regular Medicaid do not cover include:, we added a new primary bullet:</p>

			<ul style="list-style-type: none"> • Services and procedures related to gender transition
4/12/2024	Part 10: Benefits and Programs for Children	38	<p>Under Hearing services, we updated:</p> <ul style="list-style-type: none"> • Healthy Blue covers hearing exams and screenings, preventive and corrective services, ear molds, and hearing aids and supplies for children “under 21 years of age.” <p>to now read:</p> <ul style="list-style-type: none"> • Healthy Blue covers hearing exams and screenings, preventive and corrective services, ear molds, and hearing aids and supplies for children ages 0 through 20 years (through the last day of the month of the 21st birthday).
4/12/2024	Part 13: How To Get Your Medicines	45	<p>Under Regular Drug Coverage, we updated:</p> <ul style="list-style-type: none"> • Drugs that are “not” on the PDL may need our approval for coverage. We review pharmacy prior authorization requests within 24 hours from the time we get all required information. <p>to now read:</p> <p>Drugs that are on the PDL may need our approval for coverage. We review pharmacy prior authorization requests within 24 hours from the time we get all required information.</p>
4/12/2024	Part 15: Managing Your Health	56	<p>We added a new sub-section:</p> <p>ER Diversion This program is to reduce emergency room utilization for non-emergent issues through education on alternative sites of care, provide appropriate resources and post-visit follow-up to serve individual needs.</p>
1/1/2024	All	All	The entire Member Handbook has been revised.
1/8/2024	Part 16: Getting Help With a Problem	60	<p>Under Who may file a grievance, we updated:</p> <ul style="list-style-type: none"> • Within “five (5)” calendar days of getting your grievance by phone or in writing, we will send you a letter letting you know we got it.

			to now read: <ul style="list-style-type: none">• Within seven (7) calendar days of getting your grievance by phone or in writing, we will send you a letter letting you know we got it.
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