

Healthy Blue Transition in 2024

Healthy Blue is now under BlueChoice HealthPlan. Healthy Blue continues to follow the South Carolina Department Health and Human Services guidelines for covered services. However, there are a few changes to be aware of:

- **ID Cards**
Current and new Healthy Blue members will receive new ID cards that will have new group number, PCN, and RX Bin numbers located on the front of the card. Located on the back, you will find important member and provider phone numbers. Member assignment will remain the same. Be sure to request new ID cards on or after January 1, 2024.
- **New Provider Manual**
The updated Provider Manual provides a wealth of information to include but not limited to administrative information, reimbursement policies, claims information, and utilization management.
- **Authorizations and Benefits**
Authorizations and Benefits can be obtained online through MIM or by calling Provider Services at 866-757-8286.
- **Updated and Enhanced Website**
The website www.HealthyBlueSC.com has a fresh layout with new information available. Stay connected by [joining](#) our monthly BlueBlast Newsletter for any updates.
- **Claims Filing**
Use the following options to submit claim as of January 1, 2024:
 - Electronically through clearing house or directly to payer using payor ID 00403.
 - Online through [My Insurance ManagerSM](#) (MIM).
 - By mail at P.O. Box 100317, Columbia, SC 29202-3317.

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.

Please inform your clearinghouse of the necessary information needed to prepare for the upcoming changes in 2024.

[My Provider Enrollment Portal](#) (MyPEP) continues to be available for your credentialing needs and practice updates. Please ensure you have obtained your Medicaid ID number prior to enrolling. We will need this to enroll providers in the Healthy Blue network.

Review the [available FAQ's](#) for more details.

If you have any questions, please contact Provider Education at Provider.Education@cbssc.com or call [803-264-4730](tel:803-264-4730).