BlueCross BlueShield of South Carolina and
BlueChoice® HealthPlan of South Carolina

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My Insurance Manager℠

User Guide

Published by Provider Relations and Education
Your Partners in Outstanding Quality, Satisfaction and Service

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Introduction

Purpose

We developed this manual to help you effectively use My Insurance Manager℠. You will gain insight on varying functions within the provider portal and expand its usability when you apply steps you learn from this guide. We've also included troubleshooting to give you more opportunity to self-service before escalating an issue to Provider Relations and Education.

What Is My Insurance Manager?

My Insurance Manager is a unique, online tool for providers. Once you have registered, you can use it to access information about your claims and your patients who have coverage through BlueCross BlueShield of South Carolina and BlueChoice HealthPlan. Secure encryption technology ensures any information you send or receive is completely confidential. Please note that My Insurance Manager is not the actual website of our Plans; it is a tool found on our websites at www.SouthCarolinaBlues.com and www.BlueChoiceSC.com.

My Insurance Manager provides detailed information on health and dental coverage. You can get eligibility information and general benefits for BlueCross and BlueChoice® members, including those who have coverage through Preferred Blue®, the Federal Employee Program (FEP), the State Health Plan (PEBA) and our Health Insurance Marketplaces (Exchange) plans. You can perform claims entry, request prior authorization, check the status of prior authorizations and claims, get remittance information and more. You can also get eligibility information and general benefits at the service-type level for BlueCard® members. Information on vision and employee payroll deduction plans is not available in this portal. We work hard to make sure the information in My Insurance Manager is as current as possible. On Sundays from 5 p.m. to midnight Eastern Time, My Insurance Manager will be unavailable while we perform maintenance.

Why Should You Use My Insurance Manager?

Using My Insurance Manager is the most efficient way to get patient benefit information and claim status. It is easy to use for filing HIPAA-compliant institutional, professional and ADA dental claims. My Insurance Manager removes the need for you to spend considerable time on a phone call with Provider Services representatives to get the status of a claim or initiate a precertification request. You can perform these actions within My Insurance Manager, allowing you to self-service for those business needs when it is most convenient for you.

Gaining Full Access to My Insurance Manager

A practice or facility must register its National Provider Identifier (NPI) and billing information with BlueCross and BlueChoice to have full access to My Insurance Manager. This means you will be able to view health and dental information found under these tabs: Patient Care; Office Management; Resources; Modify Profile; Profile Administration; and Staff Director. Providers that have not submitted their NPI and billing information to us will have limited access to view benefits and eligibility, initiate a precertification request, enter a health or dental claim, check claim status or manage user profiles.

If your practice or facility needs to register its NPI and billing information, complete NPI Provider Notification form located in My Provider Enrollment Portal.

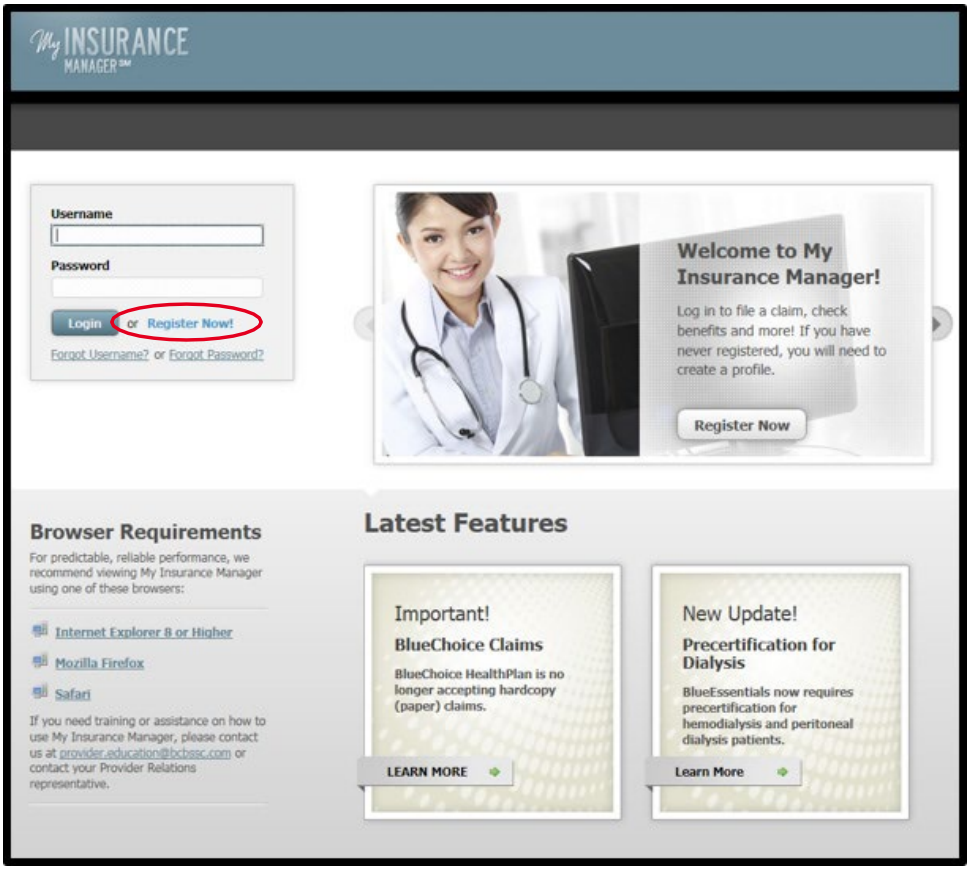
Locating My Insurance Manager on our Websites

From www.SouthCarolinaBlues.com or www.BlueChoiceSC.com, go to Provider page. Select the link to My Insurance Manager. You can also go directly to the provider portal using the web address https://provider.bcbssc.com/wps/portal/hcp/ providers/home.

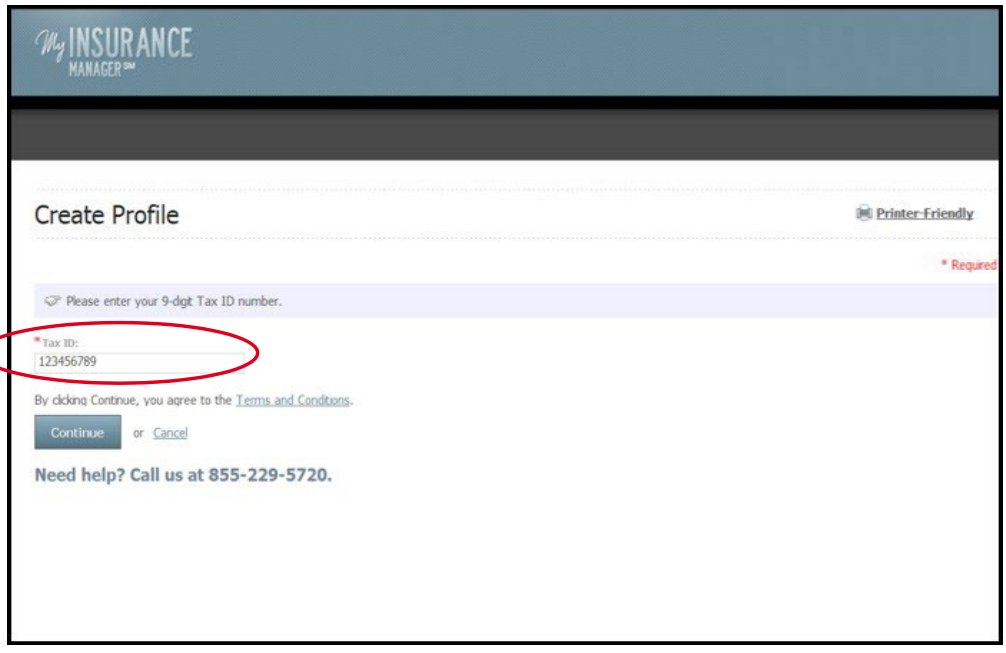
Getting Started

Registering

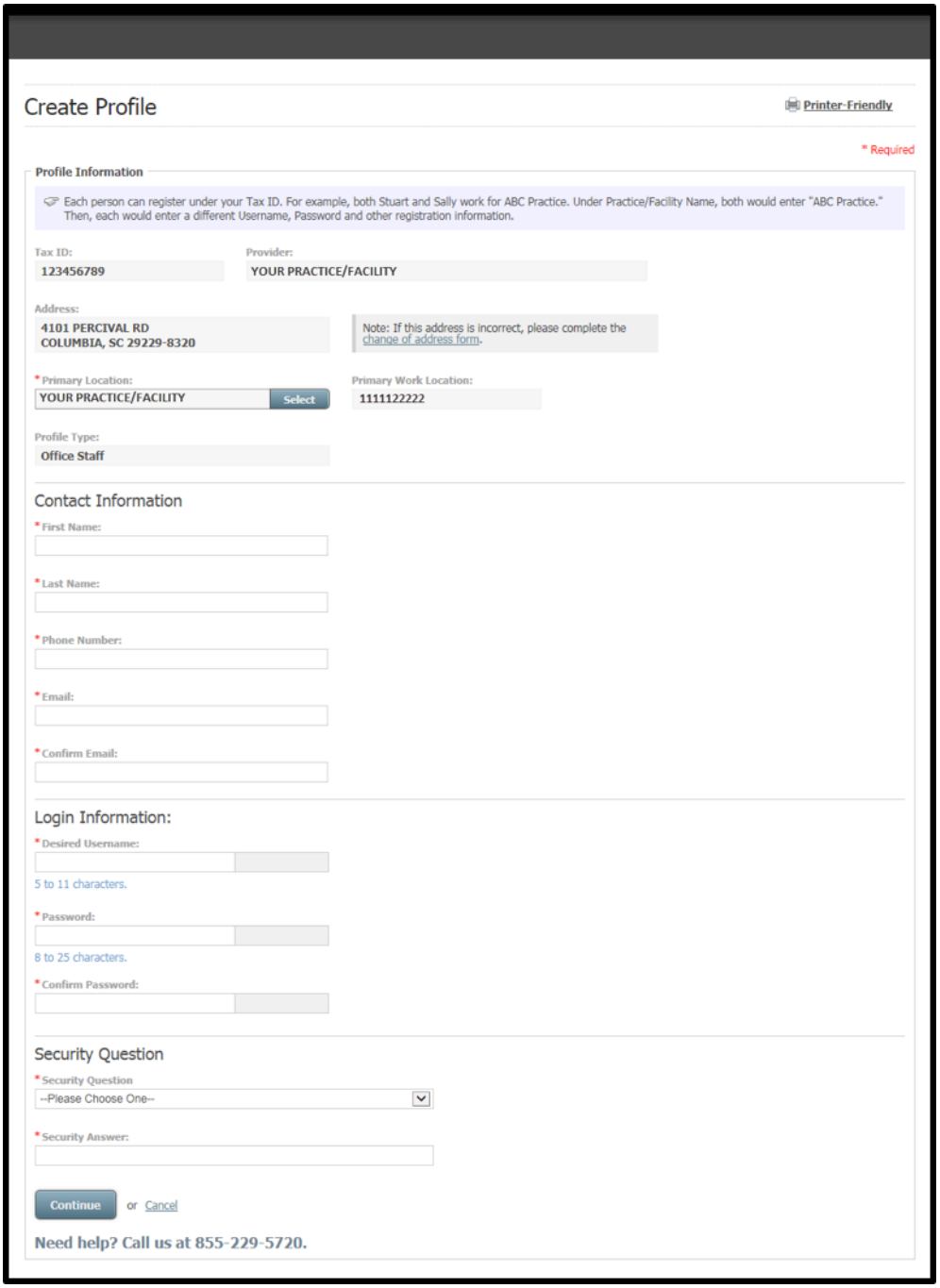
From the My Insurance Manager homepage, select **Register Now** link to create a profile.



Enter your billing tax ID number. **Continue.**



Your profile administrator and each authorized user must have a unique username and password registered in My Insurance Manager. If your practice is new to My Insurance Manager, the initial user account will be added as the profile administrator. Complete all other required fields: first name; last name; business phone number; and business email. Create a username and password; and establish a security question and answer. **Continue.**



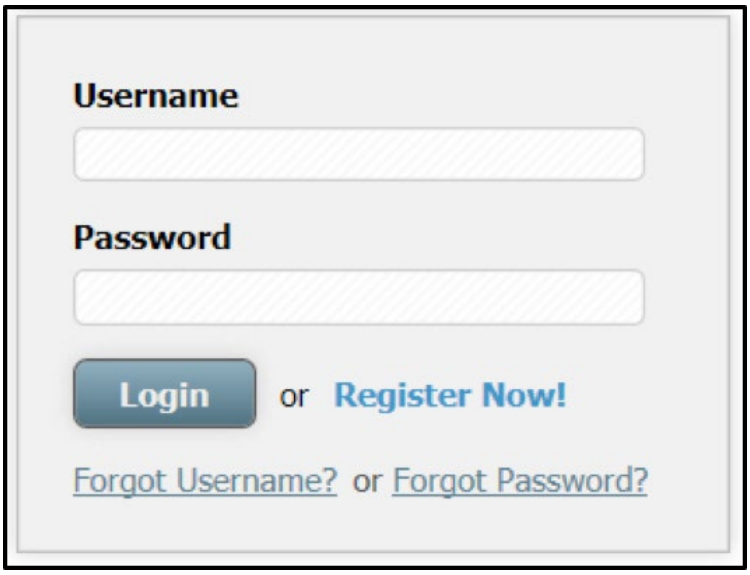
Validate your profile by requesting a security code or by entering claim information. If you choose the security code option, we will mail the code to the location you designated or fax it if you provided the fax number. You will receive an email confirmation from us once we have authorized your profile.

Note: Please add @myinsurancemanager.com to your list of trusted emails, so you do not miss registration confirmations.

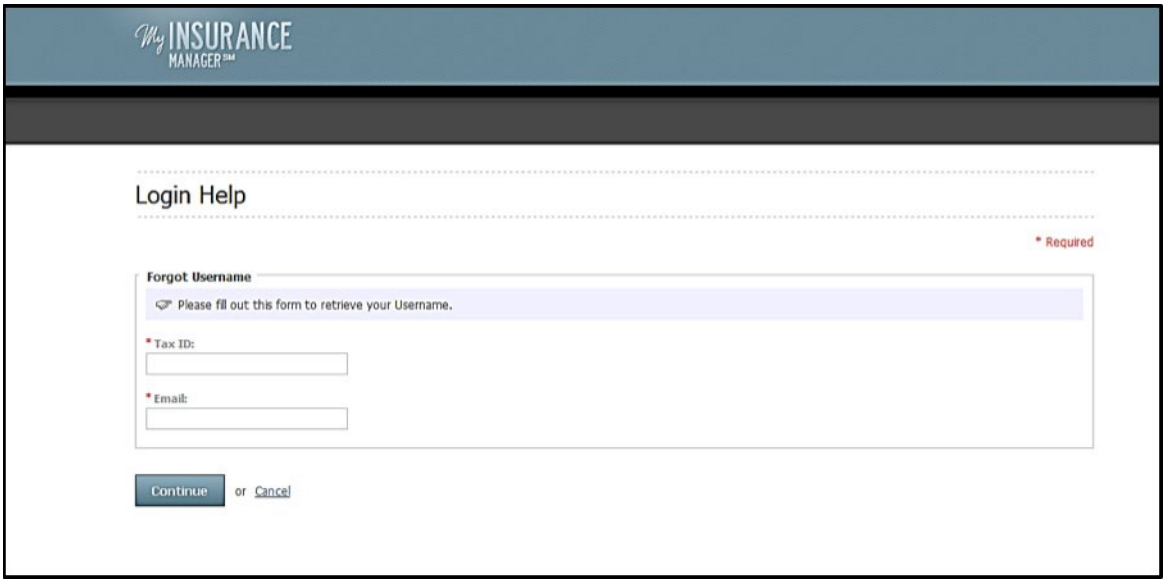
You are ready to begin using My Insurance Manager.

Logging In

From the My Insurance Manager homepage, sign in using your unique username and password. If you forget your username or forget your password, select the appropriate link.

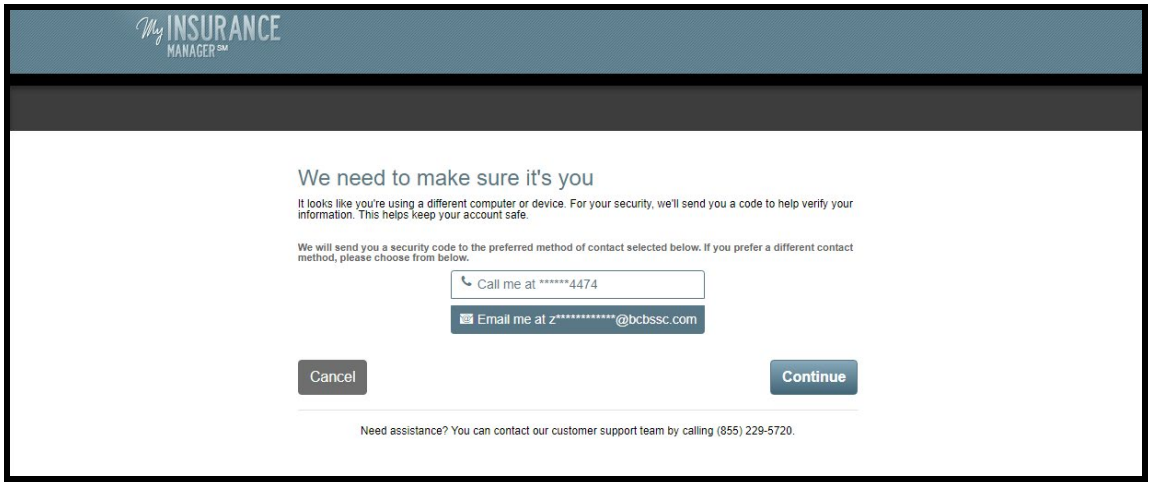


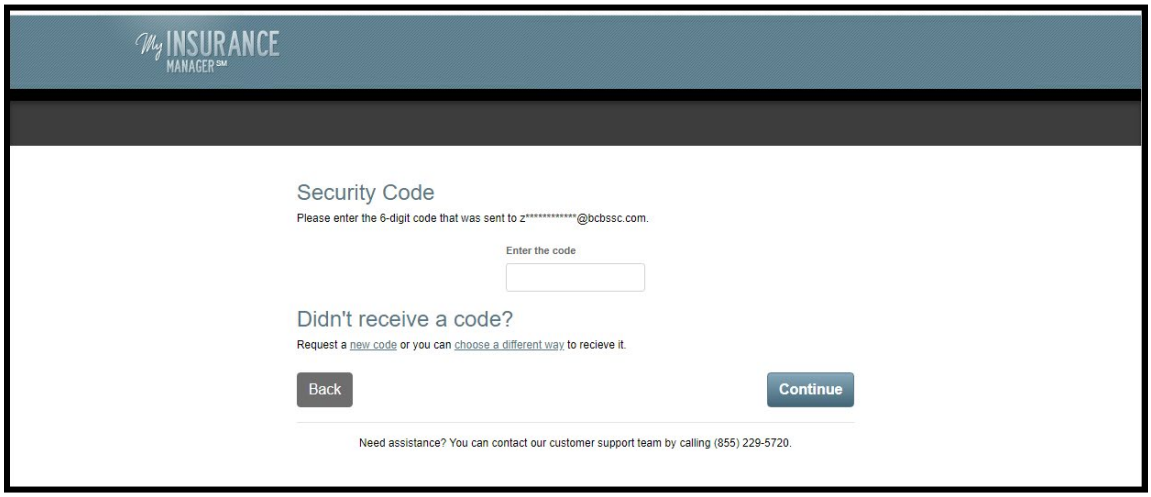
Trouble Logging In



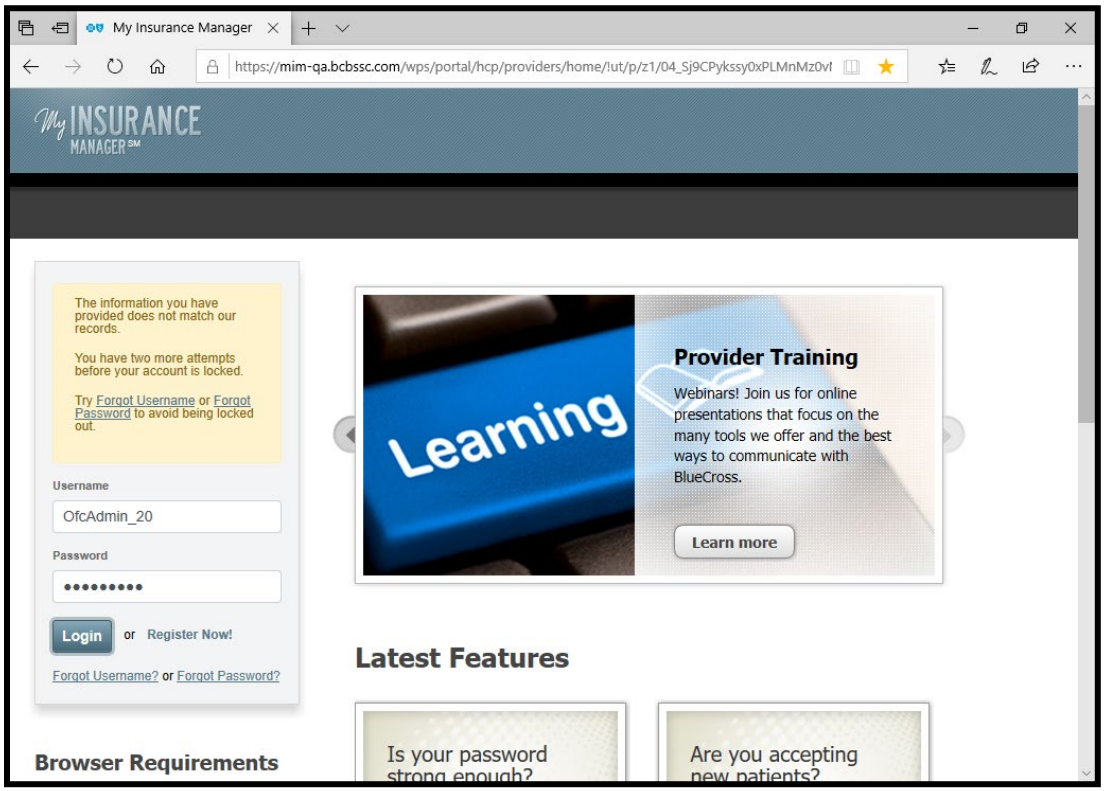
Type your tax ID number and email address to retrieve your forgotten username, then **Continue.** You will have a code sent to the email associated with your account, or you can request an automated call or text with your code.

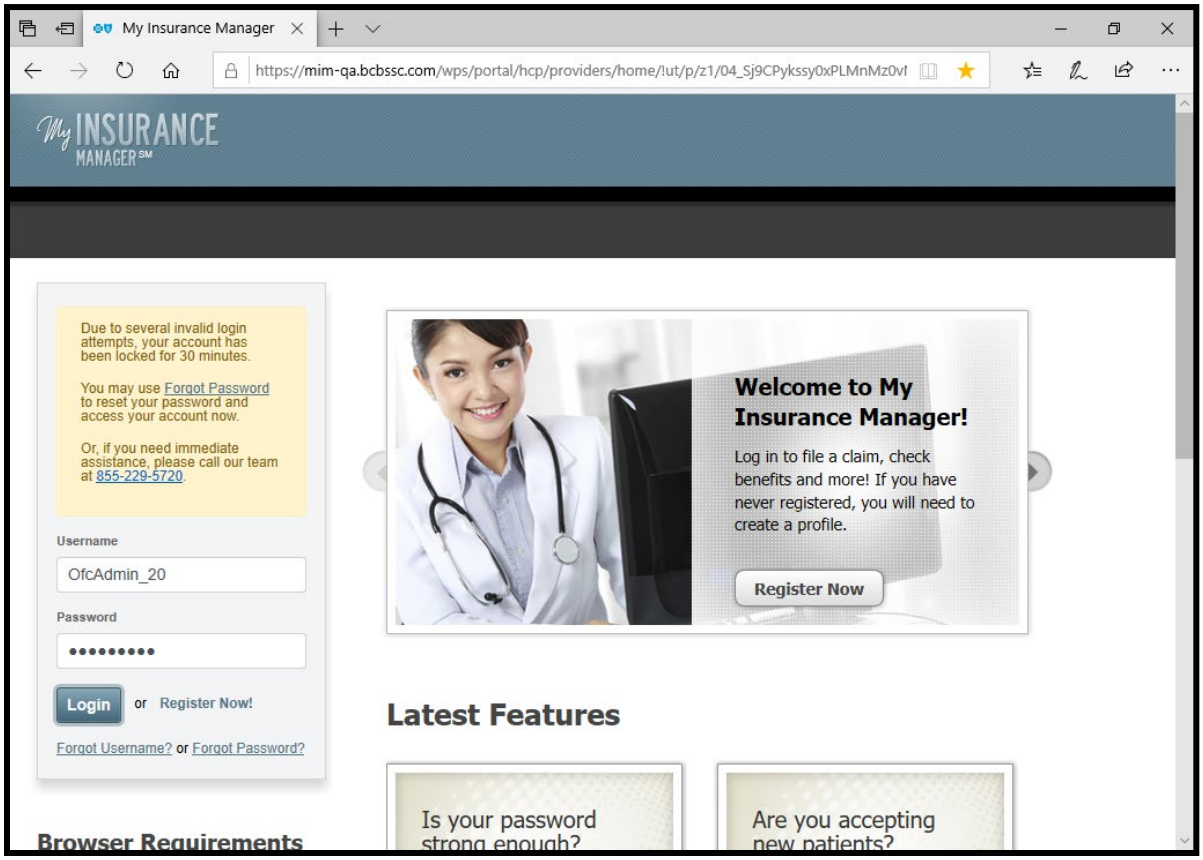
Note: Please remember the code will go to the number or email address associated with the account owner. Please do not share accounts. Your administrator can assign accounts. If you do not know who your administrator is, please contact Provider.Education@bcbssc.com.





Error Message: Profile is locked for 30 minutes after the third unsuccessful attempt at log in.




My Insurance Manager
https://mim-qa.bcbssc.com/wps/portal/hcp/providers/home/!ut/p/z1/04_Sj9CPykssy0xPLMnMz0vI
My INSURANCE MANAGER SM
Due to several invalid login attempts, your account has been locked for 30 minutes.
You may use Forgot Password to reset your password and access your account now.
Or, if you need immediate assistance, please call our team at 855-229-5720.
Username
OfcAdmin_20
Password
Login
or
Register Now!
Forgot Username? or Forgot Password?
Welcome to My Insurance Manager!
Log in to file a claim, check benefits and more! If you have never registered, you will need to create a profile.
Register Now
Latest Features
Is your password strong enough?
Are you accepting new patients?
Browser Requirements

What You Need to Know

- **Homepage.** From this screen you can access all the administrative tabs in My Insurance Manager: Patient Care, Office Management, Resources, Modify Profile, Profile Administration and Staff Directory. Notice your username and location are displayed in the upper left of the screen. We encourage you to respond to Patient Reviews regarding a member's feedback on his or her experiences with your facility/practice, physicians or other health care professionals. Follow the link to "See if you have feedback from Health Plan Members."
- **Latest Features.** You should always review this, as we frequently have updates. The most recent, noteworthy information is shown here. Select Learn More to see the full provider news bulletin.
- **Message Center.** The message center shows mail you submitted through My Insurance Manager. This mailbox will not show other communications you may receive from our Plans — such as faxes or regular mail — that may relate to your questions. Search the message center by member's ID and select a plan. Change the search date range to view messages from as early as six months ago.
- **Technical Support from BlueCross and BlueChoice.** If you have a technical question about using the portal, select "Contact BlueCross BlueShield of South Carolina Technical Support" or "Contact BlueChoice HealthPlan Technical Support" to be routed to that Plan's web form. Do not use this form for your claims or benefits questions.
- **Terms of Use.** Although the Health Plan has attempted to make sure the contents of this website are correct and complete, the Health Plan disclaims any legal duty to you to ensure that the website is free from errors. By using this website, you agree not to hold the Health Plan liable for any inaccuracy of this information, and you assume all the risks associated with its use. The Health Plan may change, delete or update information without notice.

Troubleshooting Tips – Getting Started

- If your practice's tax ID is not loaded in our provider portal, you will need to create a web profile with limited access to the My Insurance Manager features. Call 855-229-5720 for assistance.
- If your practice's primary location is incorrect in My Insurance Manager, you should complete a change of address form. The primary location address in My Insurance Manager is derived from information a provider included upon initial credentialing with our Plans.
- If you are having trouble viewing My Insurance Manager, be sure you are using a recommended browser — such as Internet Explorer 10 or higher, Google Chrome, Mozilla Firefox or Safari – shown on the My Insurance Manager homepage.
- Information on vision and employee payroll deduction plans is not available in My Insurance Manager.
- On Sundays from 5 p.m. to midnight Eastern Standard Time, My Insurance Manager is unavailable while we perform maintenance.