



Healthy BlueSM

BlueChoice[®] HealthPlan of SC

Healthy Connections



Healthy Blue 101

Agenda

- Role of Provider Relations and Education
- Your Role as a Participating Provider
- How to be a Self-Serving Provider
- Helpful Resources

Role of Provider Relations and Education

Role of Provider Relations and Education

We educate providers by:

- Offering training and support.
- Hosting webinars on various topics.
- Providing newsletters and bulletins on different information.
- Conducting annual workshops that include initiatives for the upcoming benefit year.

Your Role as a Participating Provider

Your Role as a Participating Provider

Participating provider responsibilities include:

- Filing all claims for applicable members.
- Accepting Healthy Blue's payment plus any patient liability as full reimbursement.
- Cooperating fully with the utilization review procedures.
- Using other preferred providers for a member's care unless medically necessary services, supplies or equipment are not available from a preferred provider, or in cases of medical emergency.
- Being culturally competent provider which includes providing interpreter services.

Your Role as a Participating Provider

Other helpful tips:

- Always ask for the member's current identification (ID) card at each visit.
- Always verify eligibility and benefits before rendering services.
- Check the member's cost-sharing before processing payment.
- Submit all claims with the complete ID number, including the prefix.
- Submit other payer liability details with the claims when applicable.

Being a Self-Serving Provider

Being a Self-Serving Provider

Available self-serving tools include:

- www.HealthyBlueSC.com
 - Provider manual
 - Claims information
 - Patient care
 - Authorizations and benefits
 - And much more
- My Insurance ManagerSM
- My Remit Manager

Helpful Resources

Helpful Resources

Provider Enrollment

- [My Provider Enrollment Portal](#)
 - Used for all provider enrollment.
 - For participation in the Healthy Blue network, you must your Medicaid ID number.



Helpful Resources

Provider Service

Phone: 866-757-8286 or TTY: 866-773-9634

Fax: 803-870-6511

Hours: Monday – Friday, 8:30 a.m. to 5 p.m. EST

Disease Management (DM) Department

Phone: 866-757-8286 or TTY: 866-773-9634

Fax: 803-870-6502

Hours: Monday – Friday, 8:30 a.m. to 5 p.m. EST

Utilization Management (UM) Department

Phone: 866-757-8286 or TTY: 866-773-9634

Fax: 803-870-6500

Hours: Monday – Friday, 8:30 a.m. to 5 p.m. EST

24/7 Nurse line

Phone: 800-830-1525

Vision Service Plan* (VSP)

Phone: 800-615-1883

Hours: Monday – Friday, 8 a.m. to 5 p.m. EST

Saturday, 10 a.m. to 3 p.m. EST

Sunday, 10 a.m. to 4 p.m. EST

Case Management (CM) Department

Phone: 866-757-8286 or TTY: 866-773-9634

Fax: 803-870-6501

Hours: Monday – Friday, 8:30 a.m. to 5 p.m. EST

Behavioral Health

Phone: 800-868-1032

Fax: 803-870-6506

Hours: Monday – Friday, 8:30 a.m. to 5 p.m. EST

NIA Magellan*

Phone: 888-642-9181

Hours: Monday – Friday, 8 a.m. to 5 p.m. EST

Website: www.RadMD.com

* These are independent companies that manage services on behalf of BlueChoice HealthPlan.

Helpful Resources

CarelonRx – Prior Authorizations

Retail

Phone: 844-410-6890

Fax: 844-512-9005

Hours: Monday- Friday 8 a.m. to 8 p.m. EST

Saturday 10 a.m. to 2 p.m. EST

Home Delivery/Mail Order

Phone (24/7): 833-203-1737

Fax: 800-207-3118

Medical Injectables

Phone: 833-988-1264

Fax: 844-512-7027

Hours: 7 a.m. to 7 p.m. EST

Specialty Pharmacy

Phone (24/7): 833-255-0646

Fax: 833-263-2871

Helpful Resources

BlueBlast

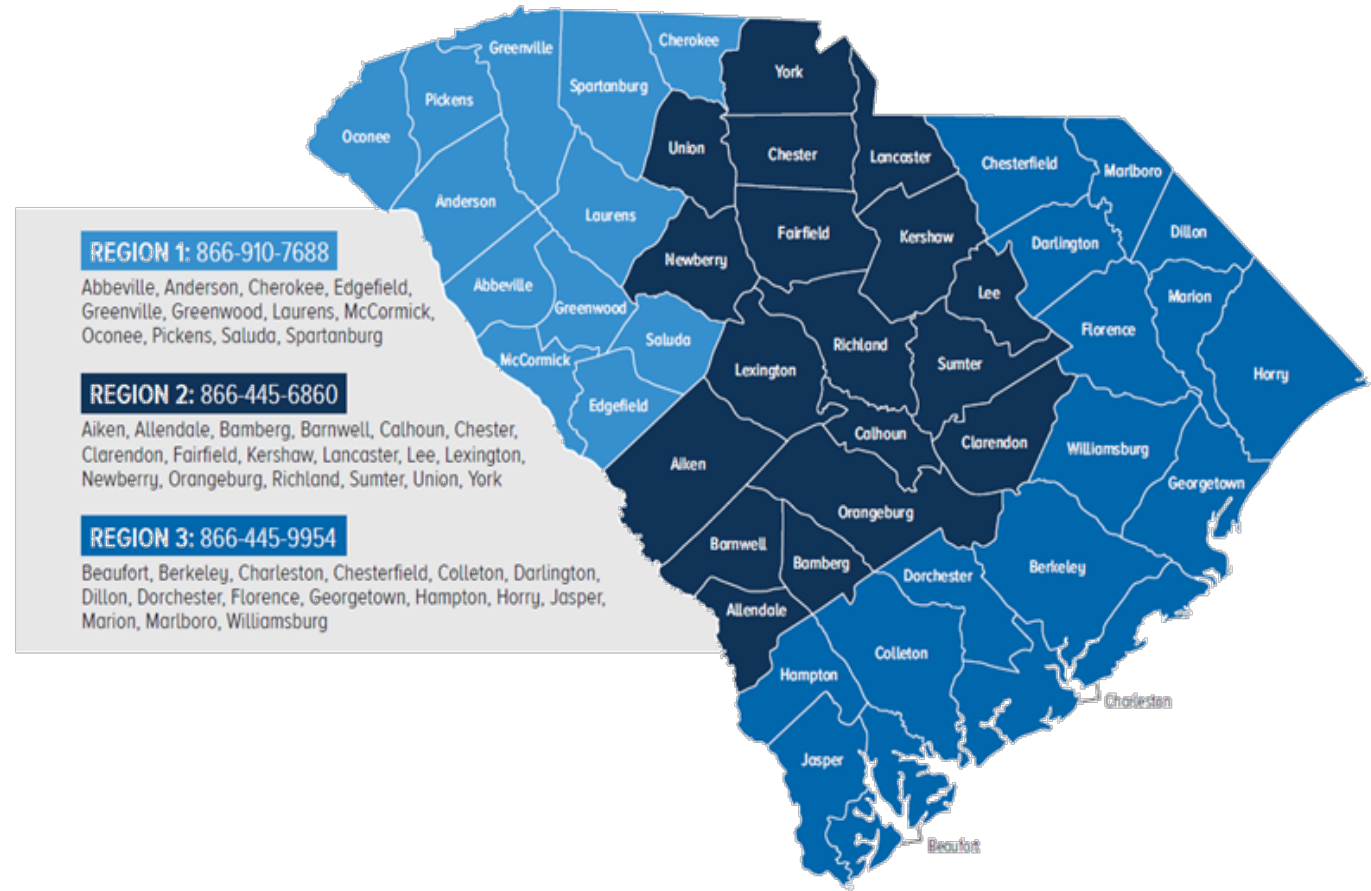
- Monthly newsletter that includes:
 - Important health plan updates.
 - Healthy Connections updates.
 - Announcements.
 - Billing and claims information.
 - And much more!
- Visit www.HealthyBlueSC.com to sign up.



Helpful Resources

Modivcare

- Service line available Monday – Friday from 8 a.m. to 5 p.m., EST
- Call at least three business days before the appointment
- Read more [information](#) online.



Modivcare is an independent company providing transportation services on behalf of BlueChoice® HealthPlan.

Helpful Resources

Benefits – Checking Covered Services

- Visit www.scdhhs.gov/resource/fee-schedules *
 - Information is listed by provider specialty.
 - If the code is on the SCDHHS fee schedule, it is covered.
 - Medicaid Manage Care Organization plans are required to offer at a minimum, the same benefits as Healthy Connections Fee for Service.

** This link leads to a third-party site. Their organization is solely responsible for the content and privacy policies on the site.*

Helpful Resources

Benefits – Example of Fee Schedule

The screenshot shows the 'Healthy Connections MEDICAID' website. The main navigation bar includes 'GETTING MEDICAID', 'FOR MEMBERS', 'FOR PROVIDERS', 'COMMUNICATIONS', 'USEFUL TOOLS', and 'ABOUT US'. The 'FOR PROVIDERS' section is active, displaying a 'Home » For Providers' breadcrumb. The 'Fee Schedules' section is highlighted, listing various schedules with download links:

- FEE SCHEDULE FOR COVID-19-RELATED CODES**: SCDHHS has published fee schedules for codes that have been created during the COVID-19 public health emergency on the agency's COVID-19 website.
- CLTC FEE SCHEDULE**: CLTC Fee Schedule
- PRIVATE MENTAL HEALTH FEE SCHEDULE**: Private Mental Health Fee Schedule.xlsx
- AUDIOLOGY FEE SCHEDULE**: Audiology Fee Schedule.xlsx
- DENTAL FEE SCHEDULE**: Dental Fee Schedule.xlsx
- ADVANCE PRACTICE PROVIDERS**: Fee Schedule Below Includes Nurse Midwives, Licensed Midwives (FEE_MIDWIF.xlsx); Fee Schedule Below Includes Nurse Practitioners and Physician Assistants (FEE_OMPANP.xlsx); Fee Schedule Below Includes Dieticians (FEE_OTHDT.xlsx)
- THERAPIST FEE SCHEDULES**:
 - SPEECH THERAPISTS**: Speech Therapy Fee Schedule.xlsx
 - PHYSICAL THERAPISTS**: Physical Therapy Fee Schedule.xlsx

Additional features include a 'Sign up to receive the latest news and updates' form with an email address field and a 'SUBSCRIBE' button, and a 'Stay Connected' section with social media icons for Facebook and Twitter.

	A	B	C	D	E	F
1	SC DEPT OF HEALTH AND HUMAN SERVICES					
2	AUDIOLOGY FEE SCHEDULE					
3	SCHEDULE CREATION DATE 05/01/2022					
4	M - MANUALLY PRICED PROCEDURE					
5						
6	PROC	MOD	PAYMENT RATE	FACILITY RATE		
7						
8	V5011	0	\$42.26	\$0.00	#####	
9	V5020	0	\$47.12	\$0.00	1/1/2015	
10	V5090	0	\$105.99	\$0.00	#####	
11	V5264	0	\$74.21	\$0.00	1/1/2015	
12	V5275	0	\$29.16	\$0.00	#####	
13	92550	0	\$10.16	\$0.00	7/1/2019	
14	92551	0	\$6.22	\$0.00	7/1/2019	
15	92552	0	\$13.98	\$0.00	#####	
16	92553	0	\$15.49	\$0.00	7/1/2019	
17	92555	0	\$8.55	\$0.00	7/1/2019	
18	92556	0	\$13.24	\$0.00	7/1/2019	
19	92556	52	\$6.62	\$0.00	7/1/2019	
20	92557	U1	\$37.94	\$0.00	7/1/2019	
21	92557	U2	\$37.94	\$0.00	7/1/2019	
22	92557	0	\$37.94	\$0.00	#####	
23	92557	52	\$18.97	\$0.00	#####	
24	92563	0	\$11.01	\$0.00	7/1/2019	
25	92567	0	\$16.68	\$0.00	#####	
26	92567	52	\$8.34	\$0.00	#####	
27	92568	0	\$14.38	\$0.00	#####	
28	92570	0	\$15.47	\$0.00	7/1/2019	
29	92579	0	\$50.00	\$0.00	1/1/2015	
30	92582	0	\$50.00	\$0.00	1/1/2015	
31	92583	0	\$17.73	\$0.00	7/1/2019	
32	92584	0	\$78.54	\$0.00	#####	
33	92587	0	\$47.89	\$0.00	#####	
34	92588	0	\$63.96	\$0.00	#####	
35	92590	0	\$39.24	\$0.00	#####	
36	92591	0	\$36.12	\$0.00	7/1/2019	

Helpful Resources

Benefits – Checking Benefit Manuals

- Visit www.scdhhs.gov/provider-manual-list *
 - Manuals are listed by service type.
 - Includes general information, billing details, claims filing information and much more.

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Helpful Resources


Benefits – Example of Benefits Manual


The screenshot shows the 'FOR PROVIDERS' section of the South Carolina Healthy Connections Medicaid website. The page title is 'Provider Manual List'. The main content area contains an introductory paragraph, a 'What hasn't Changed' section with a bulleted list, and a 'What has Changed' section with another bulleted list. Below the text is a sorting menu with 'Sort by' (Title), 'Order' (Asc), and an 'Apply' button. The first manual listed is 'Ambulance Services Provider Manual', with a description: 'Links to view/download individual sections; and a link to download the entire manual.' Below this is a link to 'Refer to the Change Control Record for a description of updates.' The second manual listed is 'Autism Spectrum Disorder (ASD) Services Manual', with a description: 'Links to view/download individual sections; and a link to download the entire manual.'


The cover of the 'AMBULANCE SERVICES PROVIDER MANUAL' is displayed. It features the South Carolina Department of Health and Human Services logo at the top. The title 'AMBULANCE SERVICES PROVIDER MANUAL' is prominently displayed in large, bold, blue letters. Below the title, the date 'JULY 1, 2019' is shown. At the bottom, it identifies the publisher as the 'South Carolina Department of Health and Human Services'.


HEALTHY BLUE ♦ PO BOX 100317 ♦ COLUMBIA, SC ♦ 29202-3317

Customer Service: 866-781-5094 (TTY: 866-773-9634) Monday – Friday from 8 a.m. – 6 p.m.
24-Hour Nurseline: 800-830-1525 (TTY: 711)

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