

**Healthy Blue
Evidence of Coverage Change Control Log**

| Section | Part | Change |
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| Evidence of Coverage | | We've added: You have the right to request a copy of your EOC and/or the provider directory every year at no charge. You can request these materials by calling the Customer Care Center number listed below. |
| Important Phone Numbers | Part 2 | Under Pharmacy Member Services , we've added: We're here 24 hours a day, seven days a week. |
| Benefit quick reference guide | Part 4 | Under Hospital outpatient services , we've added: For qualified BabyNet members, services for physical, occupational, and speech therapies are covered through the Individualized Family Service Plan (IFSP). |
| Benefit quick reference guide | Part 4 | Changes were made to Podiatry services in the benefit quick reference guide chart. Podiatry services are available to all members and services must be medically necessary to be reimbursed. |
| Let's get started! How to use your health plan | Part 5 | Added under Provider Directory : We will send you a printed copy of the provider directory at no charge. |
| What Healthy Blue covers | Part 6 | Added under the Hospital services section: You can find the provider directory on our website at www.HealthyBlueSC.com . You can also request a printed provider directory at no cost by calling the CCC. |
| What Healthy Blue covers | Part 6 | Added under the Nonemergency transportation section: Contact https://memberinfo.logisticare.com/scmember* to find out more about services through LogistiCare. We have also added a chart with region-specific information on nonemergency transportation and phone numbers. |
| What Healthy Blue covers | Part 6 | Updated under the Podiatry section: We cover all members. There is a \$1.15 copay. |
| What Healthy Blue covers | Part 6 | Updated under the Pregnancy and maternity section: After you deliver your baby, we'll send you information on: <ul style="list-style-type: none"> • How to get a free electric breast pump for nursing mothers. |

www.HealthyBlueSC.com

BlueChoice HealthPlan is an independent licensee of the Blue Cross and Blue Shield Association.
BlueChoice HealthPlan has contracted with Amerigroup Partnership Plan, LLC, an independent company, for services to support administration of Healthy Connections.

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| How to get your prescriptions filled | Part 10 | <p>Updated under the What may my doctor prescribe? section: If we deny your doctor’s request for a drug, you may appeal the decision. You must ask for an appeal within 60 calendar days from the date on the letter. Please see the Appeals section for information about how to ask for an appeal.</p> <p>If you have a problem with the prescription drug services we give you, please call Pharmacy Member Services at 1-833-207-3118 (TTY 711).</p> |
| How to resolve a problem with Healthy Blue | Part 13 | <p>Updated under the Grievances section: We’ve updated the Grievance and Appeals department address to: Healthy Blue, BlueChoice HealthPlan of South Carolina Grievance and Appeals Department P.O. Box 62429 Virginia Beach, VA 23466-2429</p> <p>If you (or the person you choose) calls into the Customer Care Center (CCC) and files a grievance by phone, the grievance will be verbally acknowledged. The CCC associate will resolve the verbal grievance during the live call or no later than the end of the next business day by contacting you (or the person you choose) and providing a verbal resolution. If the CCC is unable to resolve the verbal grievance during the live call or by the end of the next business day, the Grievance and Appeals department will be responsible to resolve the grievance.</p> <p>After we receive your grievance by phone or in the mail, we’ll tell you we received it by:</p> <ul style="list-style-type: none"> • Calling you (if your grievance can be resolved in one business day). • Sending you an Acknowledgement Letter within five calendar days (if we need more than one business day to resolve your grievance). • If your grievance deals with a medically urgent issue, we’ll resolve your grievance within 14 calendar days of when we receive it. <p>We’ll send you a Grievance Resolution Letter within 90 calendar days of the date we got your grievance.</p> |
| How to resolve a problem with Healthy Blue | Part 13 | <p>Added under the Appeals section: We’ve updated the Grievance and Appeals Department address to: Healthy Blue, BlueChoice HealthPlan of South Carolina Grievance and Appeals Department P.O. Box 62429 Virginia Beach, VA 23466-2429</p> |

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| How to resolve a problem with Healthy Blue | Part 13 | <p>Updated under the For all appeals section: You may keep your benefits for the appealed service while we review your appeal if all of these happen:</p> <ul style="list-style-type: none"> • You ask for the appeal within 10 calendar days from the date on your adverse benefit determination notice, or the intended effective date of the plan’s proposed adverse benefit determination. • The appeal has to do with coverage for a service that has been: <ul style="list-style-type: none"> – Delayed. – Reduced. – Stopped after it was approved. • An approved provider ordered the service. • The original period covered by the original authorization has not expired. • You asked to extend your benefits. |
| How to resolve a problem with Healthy Blue | Part 13 | <p>Updated under the State Fair Hearing section: You may keep your benefits for the appealed service while you wait for your hearing if all of these happen:</p> <ul style="list-style-type: none"> • You ask for the hearing within 10 calendar days from the date you get the adverse benefit determination notice. • The hearing has to do with coverage for a service that has been: <ul style="list-style-type: none"> – Delayed. – Reduced. – Stopped after it was approved. • An approved provider ordered the service. • The original period covered by the original authorization has not expired. • You asked to extend your benefits. |

*Links on this document lead to a third party site. That organization is solely responsible for the contents and privacy policies on its site.