

FAQs for Healthy Blue / BlueChoice HealthPlan Members

Q: I received a letter about changes Healthy Blue / BlueChoice HealthPlan is making. When will the change take place?
A: Starting January 1, 2024, Healthy Blue is making a few changes in how it administers your benefits. Prior to January 1, 2024, you will receive a packet of information that will include your new ID card for your medical and drug services.
Q: Will I lose my benefits?
A: No. This does not affect benefits or eligibility. Your benefits will continue with Healthy Blue.
Q: What happens next?
A: Take time and read through all the information you receive from Healthy Blue. You can continue to call 866-781-5094 (TTY 866-773-9634) for help. Starting on January 1, 2024, when you call, you will be asked if you need help with a 2024 service or for something before 2024.
Q: Can I keep seeing my doctor?
A: Yes. As long as your doctor is in network with Healthy Blue, you can keep seeing your doctor. You can always find doctors in our network by checking the online directory on our website at HealthyBlueSC.com . Our website will look a little different starting January 1, 2024. On or after that day, you can also create an account on My Health Toolkit to securely access your personal benefit information.
Q: What happens if I have an existing service authorization (preapproval)?
A: Healthy Blue is working with providers so that they know the process to get authorizations for care in both 2023 and 2024. Any existing service authorizations (preapprovals) approved on or before December 31, 2023, will be honored. If you have questions about an authorization, please talk to your provider or call the Customer Care Center number on your ID card.
Q: Do I have to find a new doctor/pharmacy?
A: No. If your doctor is in-network with Healthy Blue, you can keep seeing your doctor. The pharmacy network is also not changing, and pharmacy benefits will continue to be managed by Carelon Rx. To find a doctor or pharmacy, you can go to our website at HealthyBlueSC.com . The site will look different starting January 1, 2024. On or after that day, you can also create an account on My Health Toolkit to securely access your personal benefit information.
Q: Will I get a new ID card?
A: Yes. You will receive a new ID card from Healthy Blue during the month of December. Your new card will have medical and pharmacy information, and will have some updated contact information for you, your doctor and your drugstore to use for 2024.
Q: What health plan ID card do I use right now?
A: For any service needs on or before December 31, 2023, please use your current ID card. After January 1, 2024, please use your new ID card. The Customer Care Center phone number will remain the same. Call 866-781-5094 (TTY 866-773-9634) for information or assistance.
Q: What if I need to go to the doctor or get my medicine?

A: You can still use your current ID card to see your doctor or fill prescriptions until midnight on December 31, 2023. Starting January 1, 2024, you will need to use your new ID card.

Q: I have doctor appointments or services scheduled after December 31, 2023. Do I have to reschedule or find a new doctor?

A: No. If your doctor is in-network with Healthy Blue, you can keep seeing your doctor. If you have any questions, please talk to your provider or call the Customer Care Center at **866-781-5094 (TTY 866-773-9634)**.

Q: What if I have a complaint about Healthy Blue / BlueChoice HealthPlan?

A: You can still submit your complaint by calling the Customer Care Center at **866-781-5094 (TTY 866-773-9634)**. They will review your complaint and get back to you no later than 90 days from when your complaint was received.

Starting January 1, 2024, you will use your new ID card and call the Customer Care Center at **866-781-5094 (TTY 866-773-9634)** to submit a complaint.

Q: What if I get a bill from my doctor for service(s) received before January 1, 2024?

A: Please call the Customer Care Center at **866-781-5094 (TTY 866-773-9634)** and provide them with the doctor's name, phone number, and the date for the service(s) you are being billed.

Starting January 1, 2024, you will use your new ID card and contact the Customer Care Center at **866-781-5094 (TTY 866-773-9634)**.

Q: How do I get my value-added services (extra benefits)?

A: Call the Customer Care Center at **866-781-5094 (TTY 866-773-9634)** for information about value-added services and extra benefits.