

Healthy Blue

Member Handbook Change Control Log

Date	Section	Page	Change
1/1/2024	All	All	The entire Member Handbook has been revised.
1/8/2024	Part 16: Getting Help With a Problem	60	Under Who may file a grievance , we updated: <ul style="list-style-type: none"> • Within “five (5)” calendar days of getting your grievance by phone or in writing, we will send you a letter letting you know we got it. to now read: <ul style="list-style-type: none"> • Within seven (7) calendar days of getting your grievance by phone or in writing, we will send you a letter letting you know we got it.
4/12/2024	Front Cover	--	Within the Cover date , we updated: <ul style="list-style-type: none"> • “January 1, 2024” to now read: April 12, 2024
4/12/2024	Table of Contents	--	Under Part 15: Managing Your Health , we updated: <ul style="list-style-type: none"> • Case management, “chronic condition care” to now read: Case management, chronic condition care (CCC) Program
4/12/2024	Part 7: What Healthy Blue Covers	24	Under Audiology (hearing) services , we added a new primary bullet: <ul style="list-style-type: none"> • Preventive and corrective services And updated this section to now read: For adults 21 and over with unilateral or bilateral severe to profound sensorineural hearing loss, we cover: <ul style="list-style-type: none"> • Cochlear implant placement, replacement and maintenance”

4/12/2024	Part 7: What Healthy Blue Covers	26	<p>We added a new sub-section:</p> <p>“Developmental evaluation clinic These services are used to find and help members ages 0 to 21 who may have a delay in their development or a behavioral, learning or other health issue.”</p> <p>Under Durable medical equipment (DME) and disposable supplies, we updated:</p> <ul style="list-style-type: none"> • Hearing aids and parts “(only for members under 21 years old)” <p>to now read: Hearing aids and parts</p>
4/12/2024	Part 7: What Healthy Blue Covers	30	<p>Under Pharmacy and over-the-counter drugs, we updated:</p> <ul style="list-style-type: none"> • Prior authorization: Some medications “not” on the Healthy Blue Preferred Drug List (PDL) may need a prior authorization. <p>to now read: Prior authorization: Some medications on the Healthy Blue Preferred Drug List (PDL) may need a prior authorization.</p>
4/12/2024	Part 7: What Healthy Blue Covers	32	<p>We added a new sub-section:</p> <p>Second opinion It is your right to see one more doctor to have him or her give an opinion about how to treat your health issue. Second opinions are available at no cost to you and may include the use of an out-of-network provider. A second opinion from an out-of-network provider requires prior authorization. Call Customer Service if you would like to find another doctor for a second opinion.</p>
4/12/2024	Part 7: What Healthy Blue Covers	33	<p>Under Transplant services, we updated the entire section:</p> <p>“Transplant services”</p> <p>“Prior authorization: Yes</p>

			<p>Some transplants and related care are covered by S.C. Healthy Connections Medicaid. Others are covered by Healthy Blue.</p> <p>Healthy Blue covers all services for corneal and kidney transplants.</p> <p>S.C. Healthy Connections Medicaid covers all other transplant events. Healthy Blue covers services needed before and after the transplant. This includes:</p> <ul style="list-style-type: none"> ○ Pre-transplant services 72 hours prior to pre-admission ○ Post-transplant follow-up services ○ Post-transplant pharmaceutical services <p>Note: All transplant services, except corneal and kidney transplants, must be approved by the Quality Improvement Organization (QIO) before you get the service. QIO is an organization SCDHHS has contracted to approve transplant services. The QIO will review Medicaid referrals for organ transplants and issue an approval or a denial.”</p> <p>to now read:</p> <ul style="list-style-type: none"> ● Transplant and transplant related services <p>Healthy Blue covers transplant services for all Members based on medical necessity.</p> <p>Covered transplant services fall into two groups:</p> <p>Group I: Includes corneal and kidney transplants for which coverage is applicable in all medically necessary instances without restriction and without prior approval.</p> <p>Group II: Prior authorization: Yes Includes pancreas, bone marrow, heart, liver, liver with small bowels, and lung transplants when medically necessary and clinically acceptable. Coverage of these transplants is limited to facilities within the geographic boundaries of South Carolina.</p>
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			All authorization requests for pancreas, bone marrow, heart, liver, liver with small bowel and lung transplants will be evaluated utilizing uniform professional and administrative guidelines as to medical necessity.
4/12/2024	Part 8: What Regular Medicaid Covers	35	<p>Under Developmental evaluation clinic, we removed:</p> <ul style="list-style-type: none"> The entire section -- Developmental evaluation clinic <p>These services are used to find and help members ages 0 to 21 who may have a delay in their development or a behavioral, learning or other health issue.</p> <p>Under Second opinion, we removed:</p> <p>The entire section -- Second opinion</p> <p>This is your right to see one more doctor to have him or her give an opinion about how to treat your health issue. Second opinions are available at no cost to you and may include the use of an out-of-network provider. A second opinion from an out-of-network provider requires prior authorization. Call Customer Service if you would like to find another doctor for a second opinion.</p>
4/12/2024	Part 8: What Regular Medicaid Covers	35	Under Targeted case management , we removed: Organ transplants, except corneal and kidney transplants, which we cover.
4/12/2024	Part 9: What Healthy Blue and Regular Medicaid Do Not Cover	37	Under Some benefits and services Healthy Blue and regular Medicaid do not cover include: , we added a new primary bullet: <ul style="list-style-type: none"> Services and procedures related to gender transition
4/12/2024	Part 10: Benefits and Programs for Children	38	Under Hearing services , we updated: <ul style="list-style-type: none"> Healthy Blue covers hearing exams and screenings, preventive and corrective services, ear molds, and hearing aids and supplies for children “under 21 years of age.”

			<p>to now read:</p> <ul style="list-style-type: none"> • Healthy Blue covers hearing exams and screenings, preventive and corrective services, ear molds, and hearing aids and supplies for children ages 0 through 20 years (through the last day of the month of the 21st birthday).
4/12/2024	Part 13: How To Get Your Medicines	45	<p>Under Regular Drug Coverage, we updated:</p> <ul style="list-style-type: none"> • Drugs that are “not” on the PDL may need our approval for coverage. We review pharmacy prior authorization requests within 24 hours from the time we get all required information. <p>to now read:</p> <p>Drugs that are on the PDL may need our approval for coverage. We review pharmacy prior authorization requests within 24 hours from the time we get all required information.</p>
4/12/2024	Part 15: Managing Your Health	56	<p>We added a new sub-section:</p> <p>ER Diversion</p> <p>This program is to reduce emergency room utilization for non-emergent issues through education on alternative sites of care, provide appropriate resources and post-visit follow-up to serve individual needs.</p>

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