

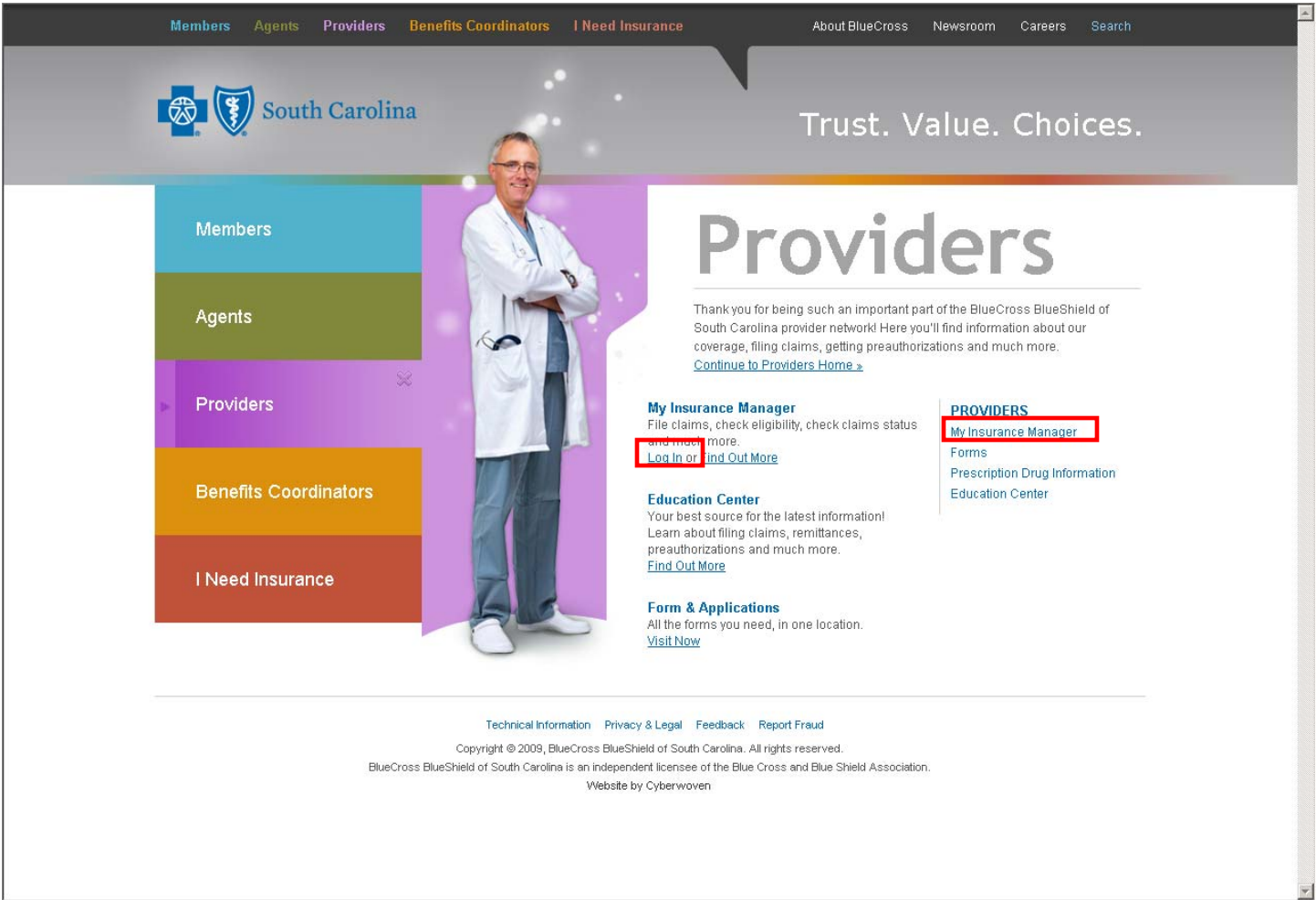
Welcome to My Insurance ManagerSM

Use this free online feature to access information about your claims and your patients. My Insurance Manager provides secure access to the following functions and more:

- **File** HIPAA-compliant institutional, professional and ADA Dental claims.
- View **claims status**.
- Check **eligibility** and read **benefits and coverage information**.
- Verify **authorization status** for inpatient and outpatient visits.
- Check **deductible and out-of-pocket** status.
- Send a secure e-mail question using **Ask Provider Services** when you can't find the information you are looking for.

Logging In

Visit SouthCarolinaBlues.com and click on Providers. Click on My Insurance Manager or on the Log In link.



SMMy Insurance Manager is a Service Mark of BlueCross BlueShield of South Carolina.

BlueCross BlueShield of South Carolina is an independent licensee of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

The Login Screen

If you've already registered and created a profile, please enter your username and password. We've outlined the fields here in yellow. Then choose "Health" or "Dental," and click "Submit."

If you're new to My Insurance Manager, just click on "Create A New Profile" (outlined here in red).

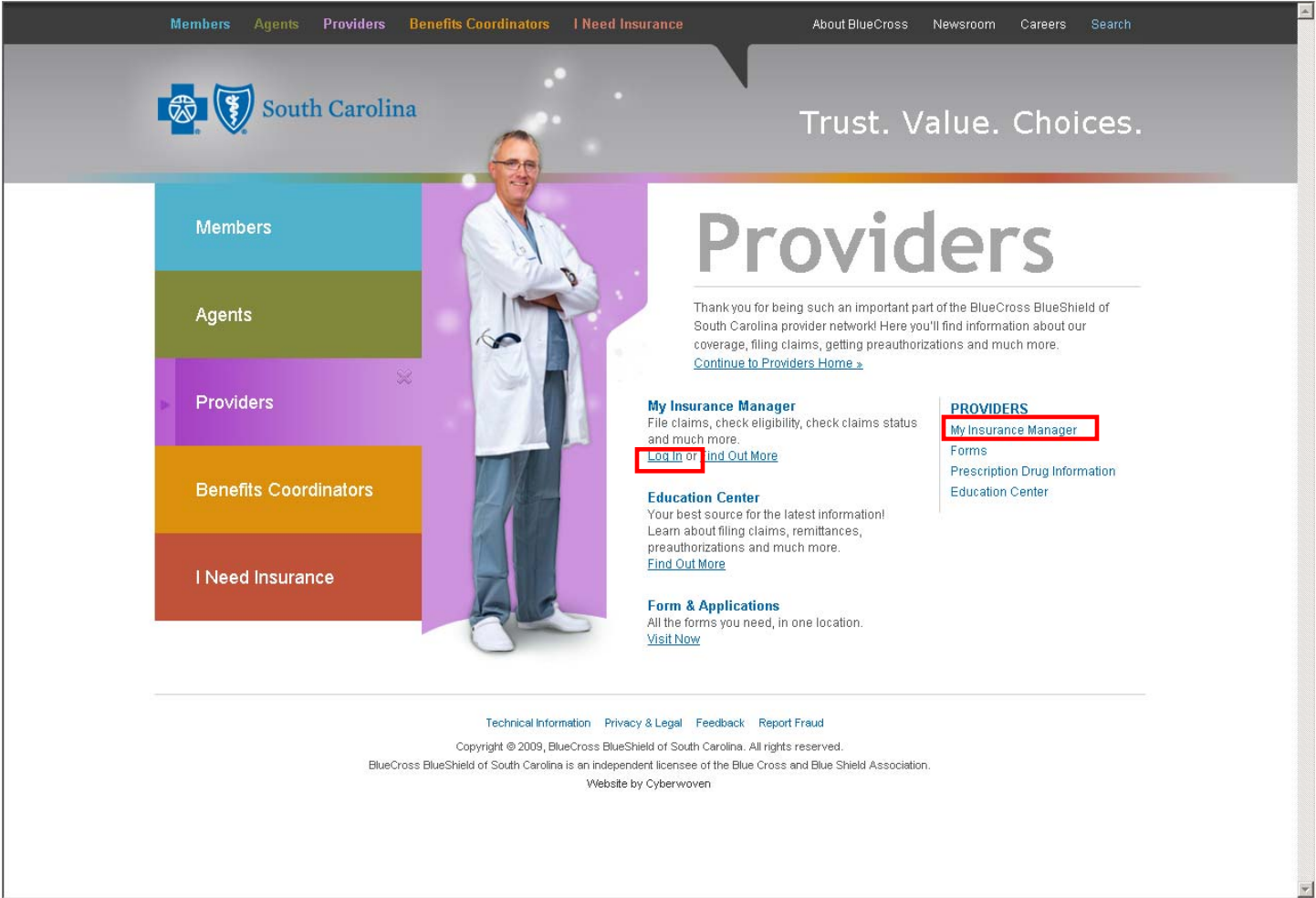


Tip: My Insurance Manager lets you create as many profiles as you need, using the same Tax ID. For example, in a large group practice, the billing manager, billing clerk and office manager can each maintain an individual profile and file claims for the practice.

Create a New Profile

To create a new profile in My Insurance Manager, follow these steps:

- 1. From SouthCarolinaBlues.com, click on Providers. Then click on My Insurance Manager or on the Log in link.



2. Click on "Create A New Profile."

My Insurance ManagerSM Healthcare Professionals

Registered Users, Sign In. [Password Help](#) [Modify Profile](#) [Create a New Profile](#)

Username: Password: Health Dental

Welcome to My Insurance Manager!

Important! NPI Mandate Updates for My Insurance Manager
 We are integrating the National Provider Identifier (NPI) into My Insurance Manager. If you do not have your NPI numbers on file with us by the time the Centers for Medicare & Medicaid Services implements NPI, you will no longer be able to use My Insurance Manager to file claims, check claim status and eligibility or submit pre-certifications and referrals. Log in to find out more!

New! System News Updates Now Available In My Insurance Manager
 You can now access a new System News feature. System News includes APC claims information, upcoming IT updates, system availability information, common provider call reasons and explanations, and common claim edits and how to correct them.

Don't Let Your Profile Expire!
 If you don't log into My Insurance Manager for 60 days, we will delete your profile and you will no longer be able to access this feature unless you create a new profile. If it's been more than 60 days and we have deleted your profile, please [create a new Provider Profile](#) now. If you have several people in your office who need access to My Insurance Manager, each should create a profile under the appropriate Tax ID.

My Insurance Manager Features

<p>Health</p> <ul style="list-style-type: none"> • Eligibility and Benefits • Claims Status • Professional and Institutional Claims Entry • Authorizations, Pre-Certifications and Referrals • Remittances • Other Health Insurance • State Health Plan Fee Schedules • Verify Primary Care Physician • Contact Provider Services • Your Patient Directory 	<p>Dental</p> <ul style="list-style-type: none"> • Eligibility and Benefits • Claims Status • Claims Entry • Remittances • Graphical Patient Tooth Chart • Pre-Treatment Estimates • Contact Provider Services • Your Patient Directory • Other Dental Insurance
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Please note: We work hard to make sure your information is as current as possible! On Sundays from 5:00 p.m. until 10:00 p.m. Eastern Time, My Insurance Manager may be down for maintenance purposes while we update our files.

Also note: My Insurance Manager provides detailed information on health and dental coverage. Information on vision and employee payroll deduction plans is not available in My Insurance Manager.

3. Scroll down to read and accept the terms and conditions.

My Insurance Manager: [Legal Information] - Microsoft Internet Explorer provided by BCBSSC

Terms and Conditions

The following terms and conditions ("Terms") provide the basis upon which you may access certain restricted portions of the Web site, and the Web-based services offered by the Health Plan ("Service"). Your access to the Web site and the Service will depend on the nature of your relationship with the entity that has provided you with access to the Web site ("Health Plan"). Depending on your relationship with the Health Plan, Services include information about the Health Plan and its subsidiaries, links to content and services provided by third-parties, and restricted access to certain member-, provider-, benefit coordinator-, and agent-specific information. By pressing the "Accept" button, you accept these terms and conditions ("Terms") governing the use of the Web site, as outlined herein. The Health Plan encourages you to read the Terms carefully so you fully understand your responsibilities. Please note that the Health Plan may change the Terms from time to time.

Information Collected

In order to enroll in the Web site and Service, you must supply certain basic information during the enrollment process and, occasionally, at other times while using the Service. Please be advised that the Health Plan may share data provided by you as part of the enrollment process with third parties for the purposes of providing the Service or other membership benefits. In order to provide you with access to the Service, the Health Plan may collect the following information from you (as applicable):

1. Name	9. Group Number
2. Gender	10. Provider Number
3. Address	11. Agent Number
4. Phone Number	12. Health Plan Information
5. Fax Number	13. Primary Care Physician
6. E-mail Address	14. Other Health/Dental Insurance
7. Date of Birth	15. Group Name
8. Member Number	16. Last six digits of Social Security Number

Use of Information

The information you provide is necessary to allow the Health Plan to provide the Service. The information will be used to enroll you in the Web site and to process, validate and verify your access. Only enrolled members, benefit coordinators, providers, individuals seeking coverage and agents will be allowed access to restricted functions of the Service, including some or all of the following (depending on your status):

1. ID card request	11. Ask Provider Services
2. Claims Status	12. Claims Entry
3. Authorization Status	13. Referral Creation
4. Bill Status	14. Pre-Treatment Estimate
5. Primary Care Physician Selection	15. ADA Claims Entry
6. Eligibility Status	16. Submit Individual Proposals
7. Benefit Booklet Request	17. Submit Small Group Proposals
8. Deductible/Out-Of-Pocket Status	18. Enroll Individual Members
9. Other Health/Dental Insurance Status Requests	19. Access to Blue Quote
10. Ask Customer Service	20. Prescription Drug Information

Terms

These Terms constitute the entire agreement with respect to the Service. If any provision of these Terms is determined to be invalid, all other provisions will remain in full force and effect.

Governing Law

This agreement and the Terms shall be interpreted and enforced according to the laws of the state of South Carolina, without reference to its conflicts of laws provisions.

Done Internet

4. Enter your nine-digit Tax ID number and click on "Continue."

Create a New Provider Profile All fields are required.

Please enter your 9-digit Tax ID number.

Tax ID:

Confirm Tax ID:

- 5. You will then see this screen, IF the provider number you entered is in our files. Enter the information and click "Continue." My Insurance Manager will create the profile and take you to the first screen.

IMPORTANT NOTE: During future logins, you must enter your username and password *exactly* as you created them. They are case sensitive. So if you use capital and/or lowercase letters, you must enter them exactly the same way every time.

Enter Your Profile Information Required fields feature an asterisk (*).

Does more than one member of your office staff need to access My Insurance Manager? Each person can register under your Tax ID. For example, both Stuart and Sally work for ABC Practice. Under Facility/Business Name, both would enter "ABC Practice." Then each would enter a different Username, Password and other registration information.

Security

Tax ID: **111111111**

Desired Username:* (must have between 5 and 11 characters)

Password:* (must have between 6 and 11 characters)

Confirm Password:*

Please choose a Security Question from the list below, then enter your answer. If you lose your Password, we will ask you this question. If you give the right answer, you will be able to reset your Password.

Security Question:*

Security Answer:*

General Information

Facility/Business Name:

Your First Name:* Middle Initial:

Your Last Name:* Suffix:

Mailing Address:

Mailing Address,continued:

City:

State:

ZIP Code: (11111)

E-mail:*

Confirm E-mail:*

Daytime Area Code & Phone Number: () - Extension: ((555) 555-5555)

Fax: () - ((555) 555-5555)

If We Can't Validate Your Provider Tax ID

You'll see this screen appears if we can't validate your Tax ID. This means it doesn't appear in our provider information management (PIM) or billing system. Click "Continue" to create a Web profile with limited functionality. See next page.

Create a New Provider Profile

Tax ID: 444444449

Your Tax ID number could not be validated on our system. If you think you may have entered it incorrectly, click the "Back" button to try again. Otherwise, click "Continue" to create a profile to register and access eligibility, benefits and other health insurance status information in My Insurance Manager.

Limited Navigation for Those Not Yet on the Billing System

If your tax ID is not listed in our billing system, you'll still have access to a limited menu of functions in the top navigational bar. You can:

- Check eligibility and benefits.
- Check other health insurance status.
- Send letters to Ask Provider Services.
- Read responses from Ask Provider Services in your mailbox.
- Modify your profile.

The screenshot shows the top navigation bar of the My Insurance Manager Healthcare Professionals website. The header is dark blue with the logo and text 'My Insurance Manager Healthcare Professionals'. Below the header is a green navigation bar with a red border around the first two items: 'Eligibility and Benefits' and 'Other Health Insurance'. To the right of these items are 'Your Mailbox' and 'Modify Profile'. Further right, there are links for 'Home', 'Print', and 'Logout'. Below the navigation bar, the main content area is white and contains the text: 'You are now ready to access My Insurance Manager. Simply choose the task you want from the menu at the top of the screen. When you're finished using My Insurance Manager, just "Logout" to return to the rest of our Web site.' The user is signed in as 'Dr. Test'.