

BlueNewssm for Providers

National Provider Identifier (NPI) Countdown Is On!

National Provider Identifier efforts are still underway and we are currently updating our provider files with your new identification numbers. We are now only 334 days away until the full implementation of NPI! We must begin to use the NPI numbers on all standard transactions beginning May 23, 2007. If you have not yet obtained your NPI(s) for your practice, you can do so [here](#). Once you have obtained your NPI(s), please let us know using the [National Provider Identifier Notification Form](#) found on our Web site.

If you have any questions about NPI, please contact us via e-mail at Provider.Education@bcssc.com.

Introducing My Remit Manager!

Great news! For years, you have asked us for the ability to build historical member-specific remittances that would allow you to sort, view and print these remits through www.SouthCarolinaBlues.com. Now you can do this by using My Remit Manager!

We will offer My Remit Manager **FREE** to all providers who want payment paid faster via [Electronic Funds Transfer \(EFT\)](#) and who will allow us to [eliminate the printing of their paper remits](#). Of course, we will continue to update the images of the paper remits currently available through My Insurance Manager daily.

My Remit Manager accepts 835s from all commercial BlueCross BlueShield of South Carolina lines of business and works independently of your practice management system or clearinghouse.

You will be able to:

- **View ERA information by file and see all details.** Users have the option of viewing the specific ANSI details as sent from the payer or the standardized information in a conventional format.
- **Instantly see patient errors and denials.** My Remit Manager highlights any claims that have errors or have been denied.
- **View information categorized by check numbers or by patient.** My Remit Manager clearly lists the name of each patient whose EOB is associated with an individual check or EFT.
- **Print individual remits for a single patient.** Eliminate the need to remove or black out other patient information on the remit.
- **Print remits for selected patients.** Print individual or group remits.



You can request My Remit Manager by completing the new user online enrollment form at www.MyRemitManager.com or by sending an e-mail to Provider.Education@bcssc.com.

If you have any questions regarding the information in this newsletter, please contact us at Provider.Education@bcssc.com.

State Health Plan Pre-Certification Timeliness

Due to contractual requirements, there has been a recent change to the notification process for pre-certification requests that require clinical information for State Health Plan members.

Essentially, you have 24 hours to submit clinical information from the time the pre-certification request is received by Medi-Call. After 24 hours, we will deny requests that do not have supporting clinical information. We will send written notification of the denial to the appropriate providers and the member. We will accept and consider clinical information received after 24 hours. We will make every attempt to finalize the request. Requests that we approve will include approval letters sent to the appropriate providers and the member.

You can avoid unnecessary telephone requests or submitting unnecessary information by submitting pre-certification requests online! You can submit requests for State Health Plan, BlueCross and BlueChoice HealthPlan by using the Authorization/Pre-Certification/Referral feature in My Insurance Manager at www.SouthCarolinaBlues.com.

You'll receive immediate approval for the majority of requests. In most cases, when you select a specific diagnosis or procedure, there will be no need to contact us or submit additional information. Some requests will require additional information that you can either submit online, or we may contact you to have you send supportive documentation. Please note: requests for extensions beyond the initial approval period are not included in the online process at this time.

To learn more, visit the Education Center at www.SouthCarolinaBlues.com where you will find instructions for conducting online pre-certification. If you have a training request or question, please contact the Provider Education department by calling (803) 264-4730, or via e-mail at Provider.Education@bcbsc.com.

Filing With the Onset Date

When filing claims to us with a diagnosis in the 800.00 – 999.99 range, be sure to include the onset date (the first date of symptoms, or the first date the patients were seen for the diagnosis). You should file the Onset/Accident Date in Block 14 of the HCFA 1500 claim form and file with the appropriate Occurrence Code on the UB92 claim form. We need this information to properly process your claim.

New Additions to Web Pre-Certification

The following Episodes of Care are now available in the Web Pre-Certification feature in My Insurance Manager:

- 137- CT Abdomen
- 392- Simple Mastectomy Neoplasm
- 393- Radical Mastectomy Neoplasm
- 011- Arthrodesis
- 400- MRI Spine
- 404- MRI Head/Neck
- 663- Nebulizer with Compressor
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Medicare Part D and Medicare Advantage Resource Centers

Resource centers to help you better understand Medicare Part D and our Medicare Advantage plans are now available on the Web at www.SouthCarolinaBlues.com!

Access the Medicare Part D Resource Center [here](#).
Access the Medicare Advantage Resource Center [here](#).

Identification Card Number vs. Social Security Number

When submitting claims to us, please use the identification number on the member's identification card (including any alpha-prefix). Social Security Numbers are no longer required in order to file claims. Please ensure that your billing system is capable of handling the new identification numbers that may vary from 6 to 17 digits, including both alpha and numeric characters.

If you have any questions regarding the information in this newsletter, please contact us at Provider.Education@bcbsc.com.

We Want Your Feedback: 2006 BlueCard® Satisfaction Survey

As a participating BlueCard Program provider, your satisfaction is our top priority. We value the care you give BlueCross members. With your feedback, we can identify ways to serve you better.

Last year's survey results identified that providers continue to experience significant improvements in their satisfaction with the BlueCard program. Specifically, they noted service delivery enhancements in the following areas:

- Claims accuracy
- Claims timeliness
- Satisfaction with problem claim resolution
- Electronic eligibility verification
- Customer service
- Provider education

In 2005, we added these features to better serve you:

- STATchat^{SM†}
- Electronic Funds Transfer
- 2006 Benefit Update Meetings
- Voice Response Enhancements
- ProviderLinkTM

To continue evaluating our performance, we have asked the Response Center, an independent research company, to conduct telephone interviews on our behalf. They will contact a randomly selected sample of providers who provided care for BlueCard members during 2005. This survey will be administered in two waves, to give us a more up-to-date picture of your satisfaction. The first set of telephone interviews are currently underway, and the second set will happen in the fall.

A Response Center representative will ask to speak with the person in your office who is most knowledgeable about filing BlueCross claims or someone in the billing department. Please let the appropriate staff members in your office know they may be contacted. If you receive a call, please take a moment to participate, as your feedback is important to us.

If you have questions about the BlueCard program or have suggestions for improvement, please contact your education specialist at (803) 264-4730 or via e-mail at Provider.Education@bcbsc.com.



Thank you in advance for taking the time to give us your feedback!

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My Insurance Manager Reminder

My Insurance Manager works in compliance with all HIPAA privacy, security and transaction and code set requirements. When you experience staff turnover, please contact us via e-mail at Provider.Education@bcbsc.com to have the My Insurance Manager sign-on accounts deleted for those individuals. Doing so will further assist us in maintaining your group's privacy.

If you have any questions regarding the information in this newsletter, please contact us at Provider.Education@bcbsc.com.