

BlueNewsSM *for Providers*

The 2007 Benefit Update Meeting Is Coming *Are You Registered?*

Join the BlueCross BlueShield of South Carolina education staff for our annual 2007 Benefit Update Meeting! You can choose from three dates at the Columbia Metropolitan Convention Center.

Registration Information

Registration Form: www.ProviderWorkshop.com

Dates Available: December 12-14, 2006

Time: 10:00 a.m. – 3:00 p.m. each day. Registration begins at 9:00 a.m. Come early to visit the electronic vendors.

Location: Columbia Metropolitan Convention Center
([Driving Directions](#))

Meeting Materials: You'll receive your materials at the meeting.

Coffee and juice will be available for breakfast. We will provide lunch all three days.



Let's get a great start on 2007 by coming together, sharing together, working together and succeeding together!

Become a Palmetto Paperless Provider!

Don't miss out on an excellent opportunity to join the elite status of your peers.



Ask us how at Provider.Education@bcssc.com.

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

When is the Onset Date Required?

The onset date is required when filing claims with a diagnosis range from 800.00 – 999.99. The onset date is the first date of symptoms or the first date the patient was treated for the diagnosis. By submitting electronic claims that follow these billing guidelines, you'll help speed up the processing of your claims.

Filing for Bilateral Procedures

You should use the -50 modifier along with the appropriate five-digit code when bilateral procedures are performed at the **same** operative session. Remember to file the procedure on **one** line with the -50 modifier.

For example:

Procedure Code	Modifier	Charges	Days or Units
19318	-50	\$4,000.00	1

National Provider Identifier

Get It!

By now you should be wrapping up enumeration with the National Plan and Provider Enumeration System (NPPES) and getting ready to test your NPIs with your clearinghouses and payers. In order to do this, your information system will need to be updated by your vendor and/or clearinghouse. If you have not applied for your NPI yet, please visit the National Plan and Provider Enumeration System's Web site at <https://nppes.cms.hhs.gov>.

Share It!

It is critical that you share this information with your payers. If you have not reported your NPIs to BlueCross BlueShield of South Carolina yet, please send your NPPES confirmation to:

E-mail: provider.cert@bcssc.com or Fax: 1-803-264-4795

Use It!

BlueCross BlueShield of South Carolina started accepting 837 standard transactions through dual use in April 2006. Testing through dual use simply means that claims are sent with the legacy numbers as well as NPIs. The claim is still processed with legacy numbers but cross-referenced with NPIs to make sure that the relationship between those two numbers is valid. Your IS systems, however, need to be updated and your clearinghouse(s) need to be ready to accept your new NPIs along with your legacy numbers.

Registration Deadline

As we have been reporting over the past year, all HIPAA-covered healthcare providers, whether individuals or organizations, must get a National Provider Identifier (NPI) for use on all HIPAA electronic transactions by May 23, 2007. CMS recommends, however, that you get your NPI *at least six months* prior to this date to give you ample time to test your NPI and share it with all your healthcare partners, including payers, clearinghouses, vendors and other providers.

Call BlueCard® Eligibility for Easy Access to Membership and Coverage Information



Not sure how to verify eligibility and benefits for BlueCard members? First, look for the three-character alpha prefix that precedes the identification number on the member's ID card.

Once you've located the alpha prefix, you should call BlueCard Eligibility at 1.800.676.BLUE to verify the patient's membership and coverage. Provide the member's alpha prefix and you will be routed to the member's Blue Plan.

Remember to submit all claims to BlueCross BlueShield of South Carolina. For further information, please contact Provider Education at Provider.Education@bcssc.com.

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Ask Provider Services

Have questions about claims processing? Not sure about a member's eligibility information? Get quick answers online by using our secure Web feature, My Insurance Manager, on www.SouthCarolinaBlues.com. Using My Insurance Manager, you will have secure access to check claim status, verify eligibility and benefits, perform prior authorizations and much more!

Another way to get answers after you've searched online is STATchat^{SM+}. To use STATchat, simply log in to My Insurance Manager on www.SouthCarolinaBlues.com. If you still have questions after viewing claims status or eligibility and benefits, just click the "Ask Provider Services" button at the bottom of the page. Click the "Connect" button and you'll soon be speaking to a provider services representative online. In fact, you will receive priority service and be connected to the next available agent! All you need to get started is a headset with a microphone, or a speaker and microphone.



Please limit your inquiries to one per call to ensure prompt service to all our customers.

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Know Your Claims

Are you taking the time to verify that your electronic claim vendor is submitting all claims to us in an electronic format? We use a systematic claim intelligence that lets us know if the claim was received electronically, via the Web site or hard copy. *Submitting your claims electronically to your clearinghouse does not guarantee they send them to us in an electronic format.*

There is an easy way to verify what kinds of claims your vendor is submitting. All you have to do is look at the BlueCross claim numbers listed on your remittance advice. The following shows how we received the claim:

Hard Copy/Paper Claims: 10351E7490000 (First 2 digits are numeric)

Electronic/EMC Claims: 5E51659690000 (Second digit is an alpha character)

Web Claims: 52932220W0000 ("W" denotes the Web). You will receive reimbursement more than a week faster by ensuring your claims are transmitted electronically or via our Web site, instead of being filed hard copy.

Electronic and Web filing also ensure claims accuracy through system edits.

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