

January 2025

# BlueNews<sup>SM</sup> for Providers



BlueCross BlueShield of South Carolina and  
BlueChoice<sup>®</sup> HealthPlan of South Carolina

2025 Annual Provider  
Summit Available Online

Changes to Provider  
Relations

Reminder: Authorization  
Requests Through  
HealthHelp

Medical Policy Updates



## 2025 ANNUAL PROVIDER SUMMIT AVAILABLE ONLINE

Thank you to everyone who attended the 2025 Annual  
Provider Summit.

We hope the information you received was valuable and addressed any questions you may have had. The [presentation and frequently asked questions](#) are available online. Be sure to review this information at your earliest convenience.

## CHANGES TO PROVIDER RELATIONS

Along with the new year, new changes were made to the Provider Relations territory maps. While some of the territories were not affected, others were.

Be sure to pay close attention to the [new territory maps](#) to ensure your inquiries are routed to the appropriate consultant. We ask that you do not print the maps. Instead, always visit the appropriate website to view the latest updates.



## REMINDER: AUTHORIZATION REQUESTS THROUGH HEALTH HELP

HealthHelp® manages the prior authorization requirements for select procedures related to the following services:

- ◆ Musculoskeletal (procedures not currently reviewed by Evolent)
- ◆ Cardiology
- ◆ Surgical
- ◆ Sleep studies

This only applies to our Exchange (Affordable Care Act or Marketplace) plans with group numbers that start with **61, 62** or **65**, except for our new Blue Direction plan (indicated by a “B” in the fifth space of the group number).

The procedure codes managed by HealthHelp are not new. However, all codes require clinical documentation for review when a prior authorization is requested.

If the request does not meet clinical criteria, providers can expect a call from a physician at HealthHelp to request a peer-to-peer review.

*Note: Any code not on the HealthHelp list is not managed by HealthHelp and should be directed to BlueCross BlueShield of South Carolina.*

### **How to submit a prior authorization request:**

- ◆ Online: My Insurance Manager<sup>SM</sup>
- ◆ Phone: 833-715-2255
- ◆ Fax: 844-470-2466

*HealthHelp and Evolent are independent companies that provide utilization management services on behalf of BlueCross.*



## MEDICAL POLICY UPDATES

BlueCross frequently revises the medical policies used to make clinical determinations for a member's coverage.

Review the [latest medical policy updates](#). We strongly encourage you to visit the [Medical Policies and Clinical Guidelines](#) page regularly to stay abreast of these changes and to read any policy in its entirety.



BlueCross BlueShield of South Carolina and  
BlueChoice® HealthPlan of South Carolina

Independent licensees of the Blue Cross Blue Shield Association.

**Benefits Disclaimer:** The information listed is general information and does not guarantee payment. Benefits are always subject to the terms and limitations of specific plans. No employee of BlueCross BlueShield of South Carolina or BlueChoice HealthPlan of South Carolina has authority to enlarge or expand the terms of the plan. The availability of benefits depends on the patient's coverage and the existence of a contract for plan benefits as of the date of service. A loss of coverage, as well as contract termination, can occur automatically under certain circumstances. There will be no benefits available if such circumstances occur.

**Publication Disclaimer:** For educational and research purposes only. While the articles in this publication are derived from sources believed reliable, it is not intended to be professional health care advice. Every effort has been made to ensure that the information in this editorial was correct. We do not assume and hereby disclaim any liability for loss caused by errors or omissions in preparation and editing of this publication.