

October 2024

BlueNewsSM for Providers



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



2025 ANNUAL PROVIDER SUMMIT

Don't Miss Your Chance To Join the 2025 Annual Provider Summit.

Join one of our in-person 2025 Annual Provider Summits. We have lots of new information to share with you and would love for you to attend.

We have some amazing prizes to give away, along with some delicious refreshments. Come out and network with other providers and enjoy all that we have to offer. For each location, there is a morning and afternoon session; 9 a.m. to noon and 1 p.m. to 4 p.m. Choose the session that works best for you. Note: The same topics will be presented during each session. [Register](#) today so you do not miss out. We look forward to having you and look forward to a momentous event!

Dec. 2, 2024 | Embassy Suites Golf Resort | 670 Verdae Blvd., Greenville, SC 29607

Dec. 4, 2024 | Trident Technical College | Building 920, 7000 Rivers Ave., N. Charleston, SC 29406

Dec. 10, 2024 | Richland Two Institute of Innovation Conference Center
763 Fashion Drive, Columbia, SC 29223

TELL US HOW WE'RE DOING

This survey gives you a chance to share your experience with the health plan and tell us how we're doing.

Each year, we send out a **provider satisfaction survey**.

Our goal is to always provide the best service possible.

If you have not completed the survey, please do so today!



2025 Annual Provider Summit

Tell Us How We're Doing

New Prior Authorization
Process Coming Soon

Medical Policy Updates

Temporary Prior Authorization
Processes Related To Current
Natural Disasters

REMINDER



NEW PRIOR AUTHORIZATION PROCESS COMING SOON

On **Nov. 15, 2024**, BlueCross will be making changes to the prior authorization (PA) process. While you will still sign on through My Insurance ManagerSM, the portal will route you to a new web-based application, powered by Cohere Health, that will enhance the efficiency of PA decisions.

These latest changes will only affect the authorizations managed by BlueCross. The PA process for our third-party vendors such as Evolent, Avalon Healthcare Solutions, HealthHelp and Novologix will remain the same.

Be sure to [register](#) with Cohere Health to access the new web-based application before the implementation date. If you already have an account with Cohere Health, you do not need to create a new one. You can continue logging in as usual.

There are also available [webinars](#) and a beneficial [learning center](#) that will help prepare you for the coming changes. We encourage you to review these resources at your earliest convenience.

Evolent, Avalon Healthcare Solutions, HealthHelp and Novologix are independent companies that manage utilization management services on behalf of BlueCross and BlueChoice[®] HealthPlan.


The screenshot shows the Cohere Health website with a dark purple background. At the top, the Cohere Health logo is on the left, and navigation links for 'Health Plan Solutions', 'Resources', 'Careers', 'About Us', and 'Connect' are on the right. Below the navigation, the text 'REGISTRATION FOR PROVIDERS' is followed by the heading 'Welcome to pre-authorization made easy'. A subtext states: 'In less than 10-minutes, you can complete the registration process and start using the Cohere portal to submit your authorizations and learn how Cohere is simplifying the authorization process!'. There is a red button labeled 'Start my registration' and a link 'Need help with registration? View our step-by-step guide'. The background features a large, stylized maze with a red heart at the top right and small figures of people at the bottom. At the bottom of the page, there are two sections: 'Join us for a training webinar.' with a 'Browse upcoming webinars' button, and 'Get started with Cohere.' with a 'Find resources' button. Each section includes a small icon representing a webinar and resources respectively.



MEDICAL POLICY UPDATES

BlueCross BlueShield of South Carolina 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](#) pages regularly to stay abreast of these changes and to read any policy in its entirety.

 South Carolina

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Medical Policies

Our medical policies include evidence-based treatment guidelines and address common medical situations. You can review our medical policies online any time. Please keep in mind that:

- These policies aren't medical advice and do not guarantee results or outcomes.
- These policies may change to stay up to date with current research and a posted policy may not reflect a recent change.
- These policies are shared for information only, but the health plan decides how they apply.
- These policies address situations that occur frequently and some situations may warrant further individual review.
- These policies may include services that are not covered under a specific health plan, so always verify eligibility and benefits.


Commercial & Contracted
Policies >


Healthy Blue Policies >


Medicare Advantage
Policies >

TEMPORARY PRIOR AUTHORIZATION PROCESSES RELATED TO CURRENT NATURAL DISASTERS

While the authorization requirements remain in place, BlueCross BlueShield of South Carolina is offering a flexible approach to allow grace for notification timeliness to ensure there is minimal member disruption due to Hurricane Helene.

If you have any concerns or questions about authorizations or services, please contact the precertification number on the back of the member's identification card. Request an escalation (if needed) on your inquiry. It will be directed to the appropriate clinical leadership for urgent processing.

Additionally, if you need to expedite an authorization to urgently discharge or transfer a patient from an inpatient bed in a region affected by the hurricane, please call 877-259-2154.



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.

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