

Provider Quick Reference Guide

My Insurance ManagerSM:

- ◆ Online: www.HealthyBlueSC.com/providers

Case management

- ◆ Hours: Monday – Friday from 8 a.m. – 5 p.m. Eastern time
- ◆ Phone: 866-757-8286

Provider disputes:

Provider disputes can be submitted in the following ways:

- ◆ Phone: 866-757-8286
- ◆ Mail: Healthy Blue
Provider Dispute
PO Box 100317
Columbia, SC 29202-3317

Claim filing:

- ◆ Online: My Insurance Manager
- ◆ EDI submissions via clearinghouse:
Healthy Blue payer ID: 00403
- ◆ Mail: Healthy Blue — Claims
PO Box 100317
Columbia, SC 29202-3317

Grievances:

Providers may only file a grievance on behalf of the member with the member's written consent:

- ◆ Phone: 866-757-8286
- ◆ Mail: Healthy Blue — Grievances
PO Box 100317
Columbia, SC 29202-3317

Dental claims and authorizations (DentaQuest):

- ◆ Online: www.DentaQuest.com*
- ◆ Hours: Monday – Friday from 8 a.m. – 6 p.m. Eastern time
- ◆ Phone: 888-307-6553
- ◆ Mail: DentaQuest
PO Box 2136
Columbia, SC 29202-2136

DentaQuest is an independent company providing dental benefit management services on behalf of BlueChoice HealthPlan.

Electronic funds transfer (EFT):

- ◆ Email: Provider.EFT@bcbssc.com
- ◆ Fax: 803-870-8065

Completed EFT forms are required for new EFT setup and/or changes.

Electronic remittance advice:

Remittance advices can be obtained via the following ways:

- ◆ Online: My Insurance Manager
- ◆ Clearinghouse

24-Hour Nurseline:

- ◆ Phone: 800-830-1525 (TTY: 711)

Overpayments/refunds:

- ◆ Mail: Healthy Blue
Claims Overpayment/Refunds
PO Box 100317
Columbia, SC 29202-3317

Pharmacy benefits (CarelonRx Specialty Pharmacy):

- ◆ Phone: 833-359-2169

CarelonRx is an independent company providing pharmacy benefit management services on behalf of BlueChoice HealthPlan.

Prior authorization/inpatient admissions:

- ◆ Online: Medical Forms Resource Center — www.FormsResource.center
- ◆ Behavioral health (BH)/substance abuse: 800-868-1032
- ◆ Fax medical admission forms: 800-823-5520 or 866-387-2974

Prior authorization — medical benefit (medical injectable drugs):

- ◆ Phone: 844-345-2803 from 9 a.m. – 7 p.m. Eastern time
- ◆ Fax: 866-494-9927

Prior authorization — pharmacy benefit (retail medications and specialty drugs):

- ◆ Phone: 833-253-4711
- ◆ Hours: 24/7

Provider Service

- ◆ Hours: Monday – Friday from 8:30 a.m. – 5 p.m. Eastern time
- ◆ Phone: 866-757-8286
- ◆ Fax: 803-870-6511

Provider demographics updates:

- ◆ M.D. Checkup or My Provider Enrollment Portal (via My Insurance Manager — visit www.SouthCarolinaBlues.com*)

Transportation services (ModivCare):

- ◆ Hours: Monday – Friday from 8 a.m. – 5 p.m. Eastern time
- ◆ Online: www.ModivCare.com*

ModivCare is an independent company providing transportation services on behalf of BlueChoice HealthPlan.

Utilization management:

Physical health:

- ◆ Hours: Monday – Friday from 8 a.m. – 5 p.m. Eastern time
- ◆ Phone: 866-757-8286
- ◆ Online: Medical Forms Resource Center (MFRC)

Behavioral health:

- ◆ Phone: 800-868-1032
- ◆ Fax: 803-870-6506
- ◆ Online: Forms Resource Center (FRC)

Vision benefits (Vision Service Plan):

- ◆ Hours: Monday – Friday from 8 a.m. – 5 p.m., Saturday from 10 a.m. – 3 p.m., and Sunday from 10 a.m. – 4 p.m. Eastern time
- ◆ Phone: 800-615-1883

Vision Service Plan is an independent company that administers vision benefits on behalf of Healthy Blue.

To report fraud, call our confidential Fraud Hotline at 800-763-0703.

You may also call the South Carolina Department of Health and Human Services Fraud Hotline at 888-364-3224 or email fraudres@scdhhs.gov.

Provider Service: 866-757-8286 Monday – Friday from 8:30 a.m. – 5 p.m.
24-Hour Nurseline: 800-830-1525 (TTY: 711)