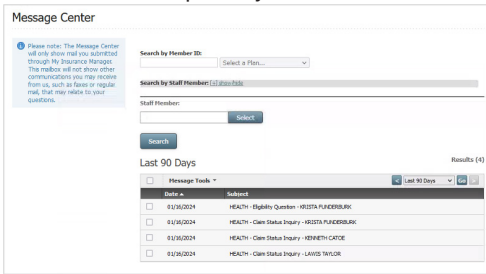


# PROVIDER Blue

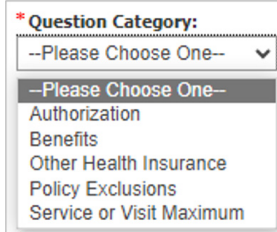
## Notice anything different in My Insurance Manager?

Have you noticed any changes in My Insurance Manager<sup>SM</sup> (MIM)? In the past few weeks, we have made three enhancements to better service you.

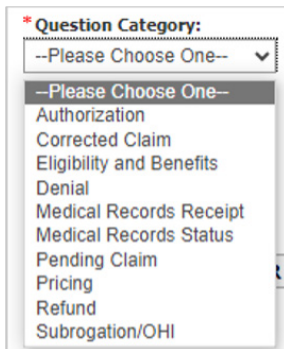
The **first** enhancement is the extension of the number of days you can see responses to the web inquiries you submitted. Before, you could only see the last 30 days. Now, you can see the last 90 days.



The **second** enhancement is the addition of selecting a question category for your web inquiries. After selecting Ask Provider Services, you will see the option to select a category. Please be sure to select the category that is most closely related to your inquiry. **Benefits:**

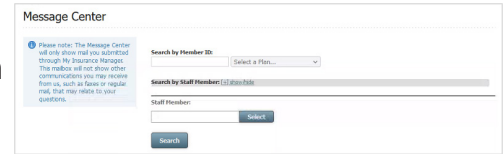


**Claims:**

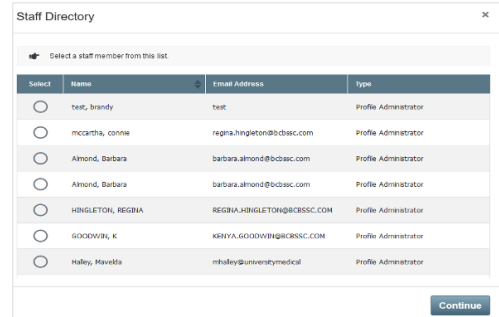


The last enhancement is for profile administrators. Profile administrators can now see all the web inquiries submitted under the tax identification number.

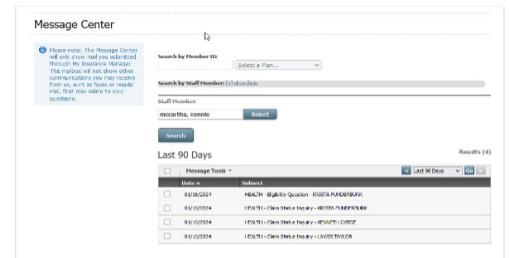
After logging into MIM, select **Go to Message Center**. As the profile administrator, you will see the option to select a **staff member**.



Choose the individual that you want to view. Then select **Continue**.



The inquiries and responses will populate.



We are still working on additional enhancements to ensure you have all you need to better service your patients, our members. We will continue to share the newly implemented enhancements as we receive them.

Notice anything different in My Insurance Manager? ..... 1

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provider enrollment applications..... 3

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## New enhancements in MyPEP

Have you noticed any changes in MyPEP? We are in the process of making enhancements to the portal to improve efficiency and enhance the provider experience. In the past few weeks, we made three major enhancements.

The first enhancement was embedding the individual and group enrollment checklists within the portal. We always encourage you to review the available checklists to ensure you are well prepared to submit all the required documentation for a clean application.

Next, was the addition of the guidance tool. On the home page of the portal and the **Get Enrolled** and **Find a Form** pages, we have embedded guidance that asks you different questions to determine which application or form to complete.

Lastly, enhancements were made to the five-year work history. You cannot proceed completing the application if five years of work history is not included or if you do not provide an explanation of gaps in work history.

All enhancements help promote clean and complete applications. This ensures your submissions are reviewed and processed in a timely manner.



## Upcoming webinars

This year, we will host various webinars to provide further education to our provider community. Below are the topics being presented this year:

- My Provider Enrollment Portal (MyPEP) | May 1, 2024
- MyPEP | Aug. 7, 2024
- MyPEP | Nov. 6, 2024

All webinars are hosted through Microsoft Teams and are scheduled from noon – 1 p.m. You can sign up for any of the available sessions. We look forward to your attendance.

## Change Healthcare cyberattack

Change Healthcare works with different health systems to make clinical, administrative and financial processes simple for providers. Recently, Change Healthcare experienced a cyberattack, but have multiple workarounds to ensure provider claims are addressed and patients have access to the care and treatment they need.

BlueCross BlueShield of South Carolina's electronic data interchange team is working closely with Change Healthcare to resolve the cyber issues so that claims come through correctly. We ask that you allow time for this process to be completed.

You can read more on Change Healthcare's [cyber response](#)\* and stay abreast of business and informational updates.

\*This link leads to a third-party website. That organization is solely responsible for the contents and privacy policy on its site.



## Reminder: Important information on satellite locations

As a reminder, on June 1, 2023, MyPEP became the only source for completing the provider enrollment process. This is for all providers interested in credentialing with BlueCross, or those already credentialed.

We've had numerous providers question the number of locations they can add when completing an application. In MyPEP, you can add the primary location and a secondary location. Additional locations can be added through M.D. Checkup after the initial application has been approved, and you receive your welcome notice.

Do the following steps to add the practitioner to additional locations. Again, this must be completed after the application is approved and the welcome notice is received:

1. Log into **MIM**.
2. Select **Provider Update** from the navigation toolbar.
3. Select **View & Edit** next to the location you want to add the practitioner to.
4. Under **Affiliated Practitioners**, select **Add Practitioner**.
5. Once completed, select **Verify**.

## Reminder: Making corrections to provider enrollment applications

At times, you may unknowingly submit applications that include errors or have incomplete sections. This results in the application being returned. When this happens, you must go into MyPEP to make the necessary corrections.

Handwritten corrections cannot be accepted. The signature and date fields are the only fields that should be handwritten. If applications are received with handwritten corrections, they will be returned.

When corrections are made in the portal, the system tracks the corrections and applies them to the appropriate fields. The system also generates the corrected document(s) for the case. Be sure you sign, initial and date the new generated documents before uploading them to the case.



## 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.



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