September 2025

BlueNews℠ for Providers

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

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

Quality and HEDIS Insight

90-Day Provider Validation Reminder

Provider Relations Is Growing

Medical Policy Updates

DON'T MISS YOUR CHANCE TO JOIN THE 2025 ANNUAL PROVIDER SUMMIT

Join one of our 2026 Annual Provider Summit events.

We now offer in-person and virtual sessions. We have lots of new information to share with you and would love for you to attend.

Each in-person session will be **9 a.m.** to **4 p.m.** Our Oct. 28 session is full, but there is still space for Oct. 29. **Note: We present the same topics during each session.**

Oct. 29, 2025
Richland Two Institute of Innovation (R2i2)
Conference Center
763 Fashion Drive
Columbia, SC 29223

Virtual Annual Provider Summit sessions will be from 9 a.m. to 1 p.m. Registration is open for the following dates:

- Nov. 11, 2025
- Nov. 12, 2025
- Nov. 13, 2025

Register today so you do not miss out.
We look forward to having you!

QUALITY AND HEDIS INSIGHT

- The American Heart Association® **reports*** that approximately 47 percent of adults in the United States, have been diagnosed with high blood pressure (hypertension).
- The risk of hypertension increases with age, demographics, comorbidities in health and disparities in access to care.
- NCQA uses the Controlling High Blood Pressure (CBP) HEDIS® measure to monitor patients who have been diagnosed with hypertension.
- We have a CBP toolkit that you can access through **My Insurance Manager**℠.

*This link leads to a third-party website. The American Heart Association is responsible for the content and privacy policy on its site.

90-DAY PROVIDER VALIDATION REMINDER

Provider demographic data can change frequently throughout the year and in our networks. To ensure our members know where to find the right physicians or facilities for the care they need, it is vital that we validate the accuracy of the provider's contact information regularly.

As a reminder, on Jan. 1, 2022, the Consolidated Appropriations Act (CAA) required providers to verify or update their demographic data at least **every 90 days**. If more than 90 days have passed since the provider's last validation, we must suppress them from our directories.

Use M.D. Checkup, located in My Insurance Manager (MIM), to validate your demographic data. Validations are determined based on the number of days since the provider's last validation.

To perform the validation:

1. Visit **www.SouthCarolinaBlues.com**.
2. Log in to MIM.
3. In the purple box labeled "Provider Validation," select **Validate Now**.
4. For each location with a status of "Verification Required," select **View & Edit**.
5. Review and edit (if needed) the information, and then select **Verify**.

To update suppressed locations due to missing the 90-day validation period:

1. Visit **www.SouthCarolinaBlues.com**.
2. Log in to MIM.
3. In the purple box labeled "Provider Validation," select **Validate Now**.
4. For each location with a status of "Suppressed from Directories," select **View & Edit**.
5. Review and edit (if needed) the information, and then select **Verify**.

Note: If you do not see the purple Provider Validation box, that's an indication that someone in your practice has already completed the task.

We receive the provider's data automatically once validated in MIM and update our directories. If you have questions or need assistance, reach out to Provider Education at **Provider.Education@bcbssc.com** or contact your dedicated consultant directly.

PROVIDER RELATIONS IS GROWING

We are excited to announce the addition of three new members to our Provider Relations team. Each brings a wealth of knowledge and experience in customer service, claims, provider enrollment, training and many other areas. Collectively, they have spent years in health care — both within our organization and across the industry.

We are confident their expertise and dedication will be a valuable resource to you. To see which territories they cover, please review the updated **territory map** on our website. We are glad to have them on board and look forward to the excellent service they will give to our providers and members alike.

Sheila Barnes

Allison Craig

Shanita Seymore

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 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.

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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