



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

Independent licensees of the Blue Cross Blue Shield Association.

Voice Response Unit (VRU) Manual

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Your Partners in Outstanding Quality, Satisfaction and Service

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We designed the BlueCross BlueShield of South Carolina Provider Voice Response Unit (VRU) to enhance our service to you and be easy for you to use.

Recent changes to the VRU require you to fully use the automated system to check members' coverage and benefits, effective dates, group numbers, claim status and authorization information. If the requested information is available in the VRU, you **will no longer receive the option** to speak to a Provider Services representative.

If the member's identification number contains an alpha character other than the three-character alpha prefix, you will need to use My Insurance ManagerSM on www.SouthCarolinaBlues.com for benefit or claim information. The VRU will not be able to accept an identification number that contains an alpha character. If you have questions about eligibility, benefits or claims, My Insurance Manager has the answers! You can still submit questions and talk to a service representative with reduced hold times through our STATchat function available online in My Insurance Manager. If you have not visited the website recently, please go to www.SouthCarolinaBlues.com and sign into My Insurance Manager for the most efficient and user-friendly experience.

To access the VRU, please call one of these telephone numbers:

- From Columbia or Lexington: **803-788-8562**
- From elsewhere in South Carolina: **800-868-2510**
- From outside South Carolina: **800-334-2583**
- BlueChoice® HealthPlan: **800-868-2528**
- State Health Plan (Member ID alpha prefix is ZCS): **800-444-4311**
- Federal Employee Program (Member ID alpha prefix is R): **888-930-2345**
- Eligibility and benefits for members who have coverage with another BlueCross plan (outside of South Carolina): **800-676-BLUE (2583)**

Guidelines and Tips

Main Menu Functions

- Press 1: Eligibility and benefits
- Press 2: Claims information (includes claims status and filing addresses)
- Press 3: Pre-certification or pre-authorization
- Press 4: Refund questions
- Press 8: Return to the main menu
- Press *: Repeat any message

Options Available for Eligibility and Benefits and Claims Status

- Fax
- Voice
- Voice, then Fax

Please Have This Information Ready When You Call:

- Your National Provider Identifier (NPI) or Tax ID
- Patient's identification number
- Patient's date of birth
- Date of service (*for claim status*)
- Your fax number (*if you want us to fax information to you*)

Note: The VRU says, "Please enter the identification number from the member's BlueCross card followed by the pound key. If the number contains alphabetic characters, other than a three-character prefix, press the pound key now. The three-character prefix should not be entered." For eligibility and benefits information for these members, call the BlueCard® Eligibility Line at 800-676-2583. To obtain claims information for these members, log in to My Insurance Manager at www.SouthCarolinaBlues.com.

Option 1: Eligibility and Benefits

You will hear this after you've entered the member ID and date of birth:

- Type of coverage (family, single, dependent)
- Effective date
- Benefit period
- Pre-existing waiver information
- Group number
- Alpha prefix

After you hear this information, you will hear the benefits menu options.

Detail Eligibility and Benefits Questions

Choose from these options to hear benefits (copayment, coinsurance, deductible and out-of-pocket amounts, etc.) for specific services.

Institutional Menu (for services filed on an institutional claim). You will hear the following options if the NPI you entered is for a facility.

For Hospital benefits, press 1

For Inpatient and Skilled Nursing Facility benefits, press 1

- Semi-private rooms
- Skilled nursing services

For Outpatient Hospital benefits, press 2

- Emergency room services
- Outpatient surgery services
- Diagnostic services
- Physical therapy services
- Occupational therapy services
- Speech therapy services

For Behavioral Health Benefits, press 2

For Inpatient Mental Health and Substance Abuse benefits, press 1

- General hospital services
- Specialty hospital services
- Drug/alcohol abuse facility services
- Mental health facility services
- Mental health residential treatment center services

For Outpatient Mental Health and Substance Abuse benefits, press 2

- Outpatient mental health services
- Outpatient facility substance abuse services.

For Rehabilitation benefits, press 3

- Inpatient rehabilitation services
- Outpatient physical therapy services
- Outpatient occupational therapy services
- Outpatient speech therapy services

For Home Health and Hospice Benefits, press 4

- Physical therapy services
- Occupational therapy services
- Speech therapy services
- Home nursing services
- Private duty nursing services
- Inpatient hospice services
- Outpatient hospice services

For Routine Benefits, press 5

Professional Menu (for services filed on a professional claim). You will hear the following options if the NPI you entered is for a professional provider or office.

For Medical and Office benefits, press 1

- Regular office visit
- Specialty office visit
- Consultation
- Diagnostic services
- Office surgery
- Lab services
- Office X-ray services

For Surgical and Anesthesiology benefits, press 2

- Office surgical procedures
- Outpatient surgical procedures
- Inpatient surgical procedures
- Anesthesia benefits

For Radiology and Pathology benefits, press 3

- Office lab services
- X-ray services

For Durable Medical Equipment benefits, press 4

For Maternity benefits, press 5

- Office maternity benefits
- Inpatient maternity benefits

For other services, press 6

For Chiropractic benefits, press 1

- Office X-rays
- Manipulations
- New patient office visits
- Mechanical traction procedures

For Physical, Occupational or Speech Therapy services, press 2

- Physical therapy services
- Occupational therapy services
- Speech therapy services

For Mental Health and Substance Abuse benefits, press 3

- Psychiatric services
- Psychological services
- Counselor services
- Psychiatric testing services including ADD and ADHD
- Substance abuse service

For Home Health and Hospice benefits, press 4

- Home nursing services
- Private duty nursing services
- Physical therapy services
- Occupational therapy services
- Speech therapy services
- Hospice services

- Inpatient hospice services

For Routine benefits, press 5

- Pap smears
- PSA tests
- Mammograms
- Regular office visits
- Well-child visits
- Immunizations
- Contraceptives
- Infertility services

Listen afterwards for these options:

- Fax what was just voiced
- Claims filing address
- Another type of coverage for the same patient
- Coverage information for another family member
- Benefits and coverage information for another patient ID number
- Pre-certification
- Return to the main menu

Option 2: Claim Status and Claims Filing Address

Claims Status

If we paid the claim or applied it to the deductible, the VRU will provide:

- Processed date
- Remittance date
- Check number
- Amount paid
- Amount applied to the deductible (patient's liability)
- Amount applied to the copayment (patient's liability)
- Amount applied to the coinsurance (patient's liability)
- Total patient liability

If we denied the claim, the VRU will provide:

- Denial reason and remittance date

If the claim is in process, the VRU will provide:

- The receipt date
- Information on claims being adjusted

If the claim was non-assigned, the VRU will only provide:

- Date claim processed

Listen afterwards for these options:

- Fax what was just voiced
- Another claim for the same patient
- Claims status for a different family member
- Claim status for another patient ID number
- Return to the main menu

If the claim is not on file, listen for these options:

- Claims filing address for the member
- Re-enter the date of service
- Claims information for different member ID number

Claims Filing Address

If you file hardcopy, you can get the filing address with this option. Electronic filing is the most efficient method for filing claims. Professional and institutional claims filing is also available in My Insurance Manager through our website, www.SouthCarolinaBlues.com.

Option 3: Pre-certification and Pre-Authorization

For BlueCross members, this option will give you the appropriate telephone number for pre-certification and offer to transfer you to the pre-certification VRU. The system will automatically route calls to two separate pre-certification numbers based on the type of group — to either 800-327-3238 or 888-376-6544. Both are for BlueCross PPO plans.

You'll find pre-certification telephone numbers on the front of most BlueCross ID cards.

- State Health Plan: 800-925-9724
- Companion Benefit Alternatives (CBA) mental health managed care: 800-868-1032. On behalf of BlueCross, CBA is a separate company which administers mental health and substance abuse benefits.

Helpful Tips and Shortcuts

- Once the VRU answers a call, you can listen to messages or you can begin keying your NPI or TIN. You don't have to listen to the messages if you've already heard them.
- You can request additional information for multiple members using the VRU.
- At any menu, if you know what option you want to key, you do not need to wait for the prompt.
- Press 8 at any time to return to the main menu.
- Press the star key (*) to repeat the current menu information.
- Listen carefully after each option for instructions on how to get additional information.
- Eligibility and benefits, claim status and pre-certification information are all available on My Insurance Manager at www.SouthCarolinaBlues.com.

Option 4: Refund Questions

This option will give you the opportunity to speak with a live representative to ask questions regarding a refund request that you have received. **This line is only for refunds.** For all other inquiries, you will need to use the appropriate channels.