

# PROVIDER Bue

### **Importance of Proper Coding**

Correct coding is critical to ensure we apply benefits and reimbursements correctly to claims. We encourage you to strive for the highest level of detail in your coding when submitting claims. This applies to procedure and diagnosis codes.

At the time of service, you may not have specific codes. It is best to determine what the condition is or what exactly is being treated before coding and submitting the claim.

Benefits of using specific codes include:

- Accurate reimbursements.
- Fewer corrected claims.
- Quicker claims processing.
- Fewer denials.

To ensure claims follow the correct coding guidelines:

- Consult with your business partners who code and bill on your behalf to ensure they use proper coding.
- Ensure all staff are current on correct coding guidelines.
- Review your remittances, locate affected claims, and make the necessary changes.





## **Medical Policy Updates**

BlueCross 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 <u>Medical Policies and Clinical Guidelines</u> pages regularly to stay up to date with these changes and to read any policy in its entirety.



#### 2024 Annual Provider Summit

The 2024 Annual Provider Summit is quickly approaching. These workshops tell you about changes and new initiatives for the upcoming benefit year. This year, all sessions will be held virtually. **The dates are:** 

November 28 – 30
December 5 – 7
December 12 – 14

All sessions will be from 9 a.m. - 1 p.m. *Register today* so you do not miss out.

# Updates to the Dental Enrollment Application

Since implementing *My Provider Enrollment Portal*, we have made updates to improve efficiency. The latest update is to the dental application.

To streamline the process, all providers will use the same application. From the entry page, you will still select DDS or DMD as the provider type. The fields will be the same, but the application may look different.

We encourage you to review the <u>checklists</u> before starting the process. This will ensure you have all the required items. It also reduces the time it takes to complete the application.





# **Provider File and Demographic Updates**

There are times when you must update your information with BlueCross BlueShield of South Carolina. As a reminder, you should make all demographic updates through M.D. Checkup or in <u>My Provider Enrollment Portal</u>.

These updates include:

- Business name changes.
- Address changes.
- Adding or terminating a location.
- Adding or terminating a practitioner affiliation.

You can also update your W-9 information with us. To do this, complete the NPI Provider Update form in the portal and upload a copy of the new W-9.

To ensure your requests are processed in a timely manner, be sure to use one of these ways to make updates.

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