

Provider Bulletin
June 30, 2010

Upcoming Benefit Additions

This provider bulletin is an update to BlueChoice HealthPlan Medicaid's Provider Operations Manual. This information will be reflected in the next Manual update.

Effective as of the dates listed for each service, BlueChoice HealthPlan Medicaid will offer the following value-added services to our Medicaid benefits. If you have questions, please contact our Customer Care Center at **1-866-757-8286**.

Our online provider directory will reflect vision and dental provider updates by August 1, 2010. The printed provider directory will be updated and available by September 1, 2010. To locate a contracting provider in your area, please contact VSP or DentaQuest directly.

Vision Services

From April 1, 2010 through June 30, 2010, BlueChoice HealthPlan Medicaid covered routine vision services (exam and refraction) for members under the age of 21. You must file these claims directly to BlueChoice HealthPlan Medicaid. The benefit covers one eye exam per year. When medically necessary, other services are covered during the 365-day period.

Hardware (frames and lenses) continues to be covered by traditional fee for service (FFS) payment for members under the age of 21. Claims for these services must be filed directly to the South Carolina Department of Health and Human Services (SCDHHS).

As of July 1, 2010, Vision Service Plan (VSP) will begin providing the following routine vision benefits to our BlueChoice HealthPlan Medicaid members:

- Members under the age of 21 — one eye exam every 12 months. Claims for these routine vision services should be filed directly to VSP. Corrective lenses, frames and professional services necessary to ensure accurately finished lenses and properly fitted frames, for members under the age of 21, continue to be covered by traditional FFS.
- Members age 21 and over — one eye exam every 12 months. One pair of glasses (lenses and frames) up to \$125 once every 24 months.
- Additional eye exams may be allowed if medically necessary. Any additional exams require a prior authorization from VSP.

See VSP's website (www.vsp.com) for a full listing of the codes and description for services billable to VSP.

Claims for routine vision services for dates of service on July 1, 2010, and thereafter should be filed directly to VSP.

VSP Billing Instructions and Contact Information

Providers should submit claims electronically using EDI.

www.BlueChoiceSCMedicaid.com

BlueChoice HealthPlan is an independent licensee of the Blue Cross and Blue Shield Association.

Medicaid managed care administered by WellPoint Partnership Plan, LLC, an independent company. On behalf of BlueChoice HealthPlan Medicaid, VSP administers a vision program. VSP is an independent company. On behalf of BlueChoice HealthPlan Medicaid, DentaQuest, LLC administers a dental program. DentaQuest, LLC is an independent company.

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The mailing address for general correspondence is:

**Vision Service Plan
3333 Quality Drive
Rancho Cordova, CA 95670**

For prior authorization and information, providers can call VSP at **1-800-615-1883**. You can reach VSP by fax at **1-916-858-5330**. Members can reach VSP at **1-800-877-7195**, TTY **1-800-428-4833**.

Dental Services

Effective July 1, 2010, BlueChoice HealthPlan Medicaid will cover the following dental services for members ages 21 and over when provided by DentaQuest, LLC:

Our members will be eligible to receive the following:

- Two cleanings per 12-month period
- Two exams per 12-month period
- One comprehensive periodontal evaluation (one per lifetime, per member)
- Two sets of bite wing x-rays per 12-month period
- Basic fillings
- Simple extractions

Claims for these routine dental services should be filed directly to DentaQuest, LLC.

Emergency dental services for members over the age of 21 as well as dental services for members under the age of 21 will continue to be covered by traditional FFS. If you have questions about this benefit, call SCDHHS' Dental Service Program at **1-803-898-4614**.

DentaQuest, LLC Billing Instructions and Contact Information

Providers may submit electronic claims via the website **www.dentaquest.com**, using EDI or submit paper claims to the following address:

**DentaQuest
PO Box 8415
Columbia, SC 29202**

The mailing address for general correspondence is:

**DentaQuest
12121 North Corporate Parkway
Mequon, WI 53092**

For questions and information, providers can go to the DentaQuest website at **www.dentaquest.com** or call **1-800-685-2371**. You can reach DentaQuest by fax at **1-803-758-0555**. Members can reach DentaQuest at **1-800-685-1548**, TTY **1-800-855-2880**, or by accessing the website at **www.dentaquest.com**.