

**Healthy Blue
Evidence of Coverage Change Control Log**

Section	Part	Change
Evidence of Coverage (EOC)		We've updated: Throughout the entire handbook, Healthy Blue has changed its product name from BlueChoice HealthPlan Medicaid to Healthy Blue. Our website URL has changed to www.HealthyBlueSC.com .
Evidence of Coverage (EOC)		Moved: Dmself-referral@bluechoicesc.com email address to page 60, under Disease Management . Added: You can also send a secure email to the CCC using our secure member portal. To register for the secure member portal: <ul style="list-style-type: none"> Go to www.HealthyBlueSC.com. Select Register or log in now to get started.
Benefits beyond what you expect		Added or made changes to this section: <ul style="list-style-type: none"> Free adult vision for members age 21 and up (starts April 1, 2019) No copays for preventive and urgent care visits for members age 21 and up Free GED Ready Assessment Exam for members age 17 and up Free Internet Essentials program in participating areas Free sports physical for members age 6 to 18 Free coupon booklet with discounts to local retailers Free headphones for members grades K–12 Pregnant members and new parents can get: <ul style="list-style-type: none"> Free diaper bag kit for newborns covered by Healthy Blue Free case of diapers for members newborn–15 months with well-child checkup (starts July 1, 2019)
Important Phone Numbers	Part 2	We've added important phone numbers: Pharmacy Member Services 1-833-207-3118 (TTY 711) Call this number to get pharmacy member services support to help you whenever you need it. We're here Monday through Friday from 8 a.m. to 6 p.m. DentaQuest Customer Service 1-888-307-6552 Call this number for information on available dental services for members under 21 years of age. DentaQuest is an independent company that provides dental benefits on behalf of BlueChoice HealthPlan.

www.HealthyBlueSC.com

BlueChoice HealthPlan is an independent licensee of the Blue Cross and Blue Shield Association.
BlueChoice HealthPlan has contracted with Amerigroup Partnership Plan, LLC, an independent company, for services to support administration of Healthy Connections.

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Benefit quick reference guide	Part 4	<p>Under Copays, we've removed the following:</p> <ul style="list-style-type: none"> • Optometrist (eye doctor) – \$3.30 <p>Updated under the Members don't have copays for these services section:</p> <ul style="list-style-type: none"> • Orthodontics has been replaced with Orthotic services
Benefit quick reference guide	Part 4	<p>Changes were made to the following benefits in the benefit quick reference guide chart. Refer to current handbook posted on our website for benefit details:</p> <ul style="list-style-type: none"> • Pharmacy and over-the-counter-products • Physician (doctor) services • Pregnancy and maternity services • Podiatry services • Vision services
Let's get started! How to use your health plan	Part 5	<p>Updated under the Your ID cards section:</p> <p>ID card photo updated to reflect new ID card design and information. Your ID card also now includes the phone number for Pharmacy Member Services.</p>
Let's get started! How to use your health plan	Part 5	<p>Updated under Changing your PCP:</p> <p>If your PCP or specialist is no longer part of the Healthy Blue network, we will mail a letter to notify you. If we know in advance that the provider is leaving the network, you will receive the letter at least 30 days before the effective date. If we learn the provider is leaving after the fact, we will send the letter as soon as possible. We will make a good faith effort to send notification within 15 days after we learn of the provider's termination. If we are unable to send the letter within 15 days, you will receive it within 30 days.</p>
Let's get started! How to use your health plan	Part 5	<p>Added under Provider Directory:</p> <p>To find out even more about a PCP or a specialist, like the doctor's specialty or board certification, look at your provider directory or visit:</p> <ul style="list-style-type: none"> • Certification Matters at www.certificationmatters.org* <ul style="list-style-type: none"> – Click Is My Doctor Board Certified? This will let you search for a provider. <p>*Links on this document lead to a third party site. That organization is solely responsible for the contents and privacy policies on its site.</p>
Let's get started! How to use your health plan	Part 5	<p>Under Specialist Care, we've updated:</p> <p>Your PCP doesn't need to send an approval to the specialist before your visit if the specialist is in the network. Approval from Healthy Blue is required before your visit if the specialist is out-of-network.</p>

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What Healthy Blue covers	Part 6	<p>Added under the Early and Periodic Screening, Diagnosis and Treatment (EPSDT) services/Well-child visits section:</p> <p>Healthy Blue provides a summary of Preventive Health Guidelines for members on our website (www.HealthyBlueSC.com). Healthy Blue also makes these guidelines available to members and potential members upon request.</p>
What Healthy Blue covers	Part 6	<p>Added under the Pharmacy and over-the-counter products section:</p> <p>Under <i>Limits</i>, we've added: Specialty medications must be dispensed by a participating specialty pharmacy. An initial (first fill) is allowed at a retail pharmacy in urgent situations.</p>
What Healthy Blue covers	Part 6	<p>Updated under the Physician (doctor) services section:</p> <ul style="list-style-type: none"> • No copay for preventive care or urgent care visits for adults 21 years and older. • Circumcision done at the hospital or doctor's office up to 1 year old. • We do not cover routine physicals for a job or camp programs.
What Healthy Blue covers	Part 6	<p>Updated under the Pregnancy and maternity section:</p> <ul style="list-style-type: none"> • Routine newborn circumcision done while the baby is still in the hospital after birth. <ul style="list-style-type: none"> – After that, we'll cover circumcision done in the doctor's office up to 1 year old. <p>We have also informed you that My Advocate® is an independent company that administers prenatal program support on behalf of BlueChoice HealthPlan.</p>
What Healthy Blue covers	Part 6	<p>Updated under the Vision services section:</p> <p>No copay for routine vision services effective April 1, 2019. \$3.30 copay for members 19 years of age and older who see an optometrist or ophthalmologist (eye doctor) for medical reasons.</p> <p>For members 21 years of age and older, we cover:</p> <ul style="list-style-type: none"> • One eye exam every 12 months. • One pair of eyeglasses (frame and lenses) and related fitting every 24 months. <p>VSP is an independent company that administers vision benefits on behalf of BlueChoice HealthPlan.</p>
What regular Medicaid covers	Part 7	<p>Added:</p> <ul style="list-style-type: none"> • A second opinion from an out-of-network provider requires prior authorization.
What Healthy Blue and regular	Part 8	<p>We've updated:</p> <ul style="list-style-type: none"> • We do not cover routine physicals for a job or camp programs.

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Medicaid do not cover		
How to get your prescriptions filled	Part 10	<p>Updated under the What may my doctor prescribe? section:</p> <p>If you'd like us to cover a drug that needs our approval or is limited based on medical necessity, your doctor must send us a request with the medical records we need. We'll let your doctor know if we approve the request. We will allow a 72-hour emergency supply of medicine while we decide on the request.</p> <p>If we deny your doctor's request for a drug, you may appeal the decision. You must ask for an appeal within 60 calendar days from the date of receiving the letter. Please see the Appeals section for information about how to ask for an appeal.</p> <p>If you leave another plan or regular Medicaid to join Healthy Blue, we'll cover drugs needing an approval from us for 90 days after you join.</p> <p>Under <i>Limits</i>, we added:</p> <ul style="list-style-type: none"> • Specialty medications must be dispensed by a participating specialty pharmacy. An initial (first fill) is allowed at a retail pharmacy in urgent situations.
Programs to help keep you well	Part 11	<p>We have updated:</p> <ul style="list-style-type: none"> • No-cost electric breast pump. <p>ChooseHealthy™, Jenny Craig® and Allergy Control Products, Inc. are independent companies that administer services on behalf of BlueChoice HealthPlan.</p>
How to resolve a problem with Healthy Blue	Part 13	<p>Updated under the Grievances section:</p> <p>We've updated the Grievances and Appeals department address to:</p> <p>Healthy Blue Grievance and Appeals Department P.O. Box 100124 Columbia, SC 29202-3124</p> <p>If you (or the person you choose) calls into the Customer Care Center (CCC) and files a grievance by phone, the grievance will be verbally acknowledged. The CCC associate will resolve the verbal grievance during the live call or no later than the end of the next business day by contacting you (or the person you choose) and providing a verbal resolution. If the CCC is unable to resolve the verbal grievance during the live call or by the end of the next business day, the Grievance and Appeals department will be responsible to resolve the grievance.</p>

Section	Part	Change
		<p>After we receive your grievance by phone or in the mail, we'll tell you we received it by:</p> <ul style="list-style-type: none"> • Calling you (if your grievance can be resolved in one business day). • Sending you an Acknowledgement Letter within five calendar days (if we need more than one business day to resolve your grievance). • If your grievance deals with a medically urgent issue, we'll resolve your grievance within 14 calendar days of when we receive it.
How to resolve a problem with Healthy Blue	Part 13	<p>Added under the Appeals section: We've updated the Grievances and Appeals Department address to: Healthy Blue Grievance and Appeals Department P.O. Box 100124 Columbia, SC 29202-3124</p>
How to resolve a problem with Healthy Blue	Part 13	<p>Updated under the For all appeals section: We also may add up to 14 calendar days to your appeal time if it's in your best interest to do so. We'll call you and send a letter within two calendar days to tell you or your representative:</p> <ul style="list-style-type: none"> • The reason for the delay. • You may file a grievance within two calendar days if you disagree with our decision to extend the review.
If we can no longer serve you	Part 14	<p>Under Disenrollment: We've removed the text that says Healthy Blue may deny your request to leave our plan with good reason.</p>
Other things you may need to know	Part 15	<p>Removed under the Advance directives (AD or living wills) section: You can also find these forms online at aging.sc.gov/legal/Pages/LivingWillAndPowerOfAttorney.aspx*. You can also file a complaint online at aging.sc.gov/legal/Pages/LivingWillAndPowerOfAttorney.aspx*.</p>
Fraud, Waste, and Abuse: How do I identify and report it?	Part 16	<p>Updated the Fraud, Waste and Abuse mailing address: Attn: MSIU Healthy Blue P.O. Box 66407 Virginia Beach, VA 23466</p>
Definitions	Part 18	<p>Revised the definition of appeal: Appeal means request for review of an adverse benefit determination.</p>
Definitions	Part 18	<p>Revised the definition of grievance: Grievance means you state you're not happy about any matter other than an adverse benefit determination.</p>

Section	Part	Change
Definitions	Part 18	Revised the definition of second opinion to add: A second opinion from an out-of-network provider requires prior authorization.
Notice of Privacy Practices	Part 19	Updated the mailing address under Questions and Complaints: Attn: Privacy Official Contact Information Healthy Blue P.O. Box 100124 Columbia, SC 29202-3124

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