

## Evidence of Coverage update

Below are changes we're making to your Evidence of Coverage (EOC). Please read this with care and keep it with your handbook.

Page	What's changing	What your handbook should say
1	We're moving this email address to page 60, under <b>Disease Management</b> : <a href="mailto:dmself-referral@bluechoicesc.com">dmself-referral@bluechoicesc.com</a> . We're also adding the option to send an email to the Customer Care Center.	<p><b>Have questions about anything you read in this book?</b></p> <p>Call the Healthy Blue Customer Care Center (CCC) toll free at <b>1-866-781-5094 (TTY 1-866-773-9634)</b>, Monday through Friday from 8 a.m. to 6 p.m. Eastern time.</p> <p>You can also send a secure email to the CCC using our secure member portal. To register for the secure member portal:</p> <ul style="list-style-type: none"> <li>• Go to <a href="http://www.HealthyBlueSC.com">www.HealthyBlueSC.com</a></li> <li>• Select <b>Register or log in now</b> to get started.</li> </ul>
29	We're updating the websites you should use to find out more about a primary care provider (PCP) or specialist.	<p>To find out even more about a PCP or a specialist, like the doctor's specialty, medical school, residency training, or board certification, look at your provider directory or visit these websites:</p> <ul style="list-style-type: none"> <li>• American Medical Association (AMA) at <a href="http://apps.ama-assn.org/doctorfinder/home.jsp">apps.ama-assn.org/doctorfinder/home.jsp</a>.<sup>*</sup> This will take you to the Doctor Finder tool.</li> <li>• Certification Matters at <a href="http://www.certificationmatters.org">www.certificationmatters.org</a>:<sup>*</sup> <ul style="list-style-type: none"> <li>- Select <b>Is my doctor board certified?</b> This will let you search for a provider.</li> </ul> </li> </ul>

### [www.HealthyBlueSC.com](http://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.

<sup>\*</sup>This link leads to a third party website. That company is solely responsible for the privacy policies and content on its site.

64	We're adding the option to call you to let you know we received your grievance request.	<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"> <li>• Calling you (if your grievance can be resolved in one business day).</li> <li>• Sending you an <b>Acknowledgement Letter</b> within five calendar days (if we need more than one business day to resolve your grievance).</li> </ul>
67	We're including your right to file a grievance if you disagree with our decision to extend the time frame for an appeal.	<p>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 to tell you or your representative:</p> <ul style="list-style-type: none"> <li>• The reason for the delay.</li> <li>• You may file a grievance within two calendar days if you disagree with our decision to extend the review.</li> </ul>
70	We're removing the text that says Healthy Blue may deny your request to leave our plan with good reason.	You may ask to leave the plan with good reason or cause at any time.
74	We're updating the link to the living will form.	<p>The living will form is called a Declaration of a Desire for a Natural Death. You may get these forms from the Lieutenant Governor's Office on Aging by calling:</p> <ul style="list-style-type: none"> <li>• <b>1-800-868-9095</b></li> <li>• <b>1-888-5WISHES (1-888-594-7437)</b></li> <li>• <b>1-803-734-9900</b></li> </ul> <p>You can also find these forms online at <a href="https://aging.sc.gov/programs-initiatives/legal-assistance-seniors">https://aging.sc.gov/programs-initiatives/legal-assistance-seniors</a>.*</p>