



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

Independent licensees of the Blue Cross Blue Shield Association.

# My Insurance Manager<sup>SM</sup>

## User Guide

**Published by Provider Relations and Education**  
**Your Partners in Outstanding Quality, Satisfaction and Service**

Revised: January 2023

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## Office Management Functions

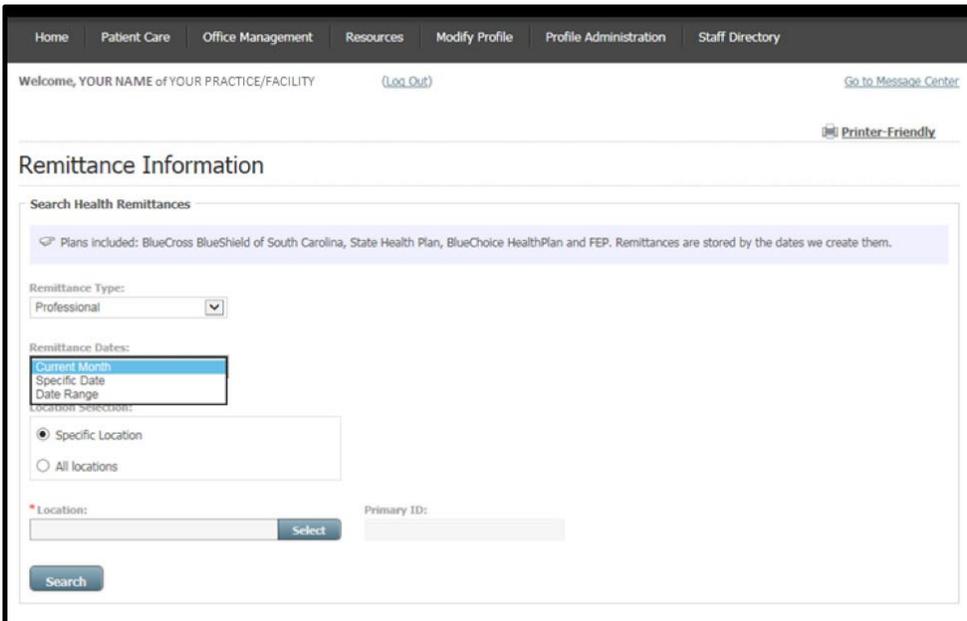
### Remittance Information

You can view remittances as a PDF in My Insurance Manager. It is a softcopy of the paper version your practice or facility receives. Remittances are stored by the date we create them.

From the Office Management menu, select Remittance Information.



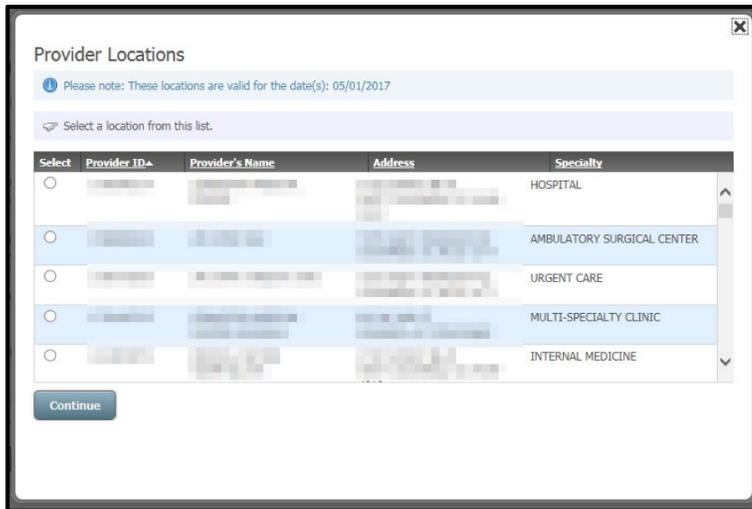
For health providers, choose Professional or Institutional for remittance type. Select the Remittance Dates search options from the drop-down menu.



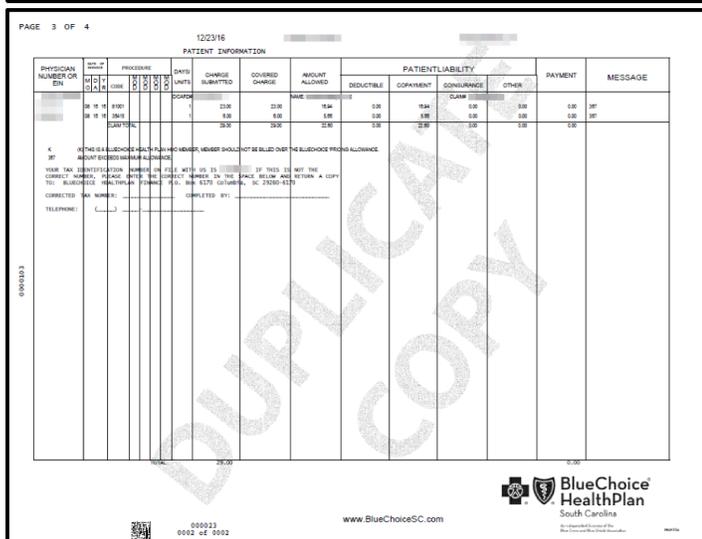
1. Current Month: Select **Search** to return remittance information for the current month. No additional date fields will appear.
2. Specific Date: Additional required field for Specific Date appears. Enter the date in MM/DD/YYYY format.

3. Date Range: Additional required fields for From Date and To Date appear. Enter the date in MM/DD/YYYY format. Look for remittance information according to Specific Location or All Locations. Select a Location, and **Search**.

This screen appears when the user selects the button at the Location field. Choose the location to view its associated remittance information. Select **Continue** to return to the previous Remittance Information screen.



The Remittance Information screen will expand to show Results according to your search criteria. Select a file to view the image in a new window. Long reports are divided into 50-page sections. **Submit a Question** to send an email to Ask Provider Services.

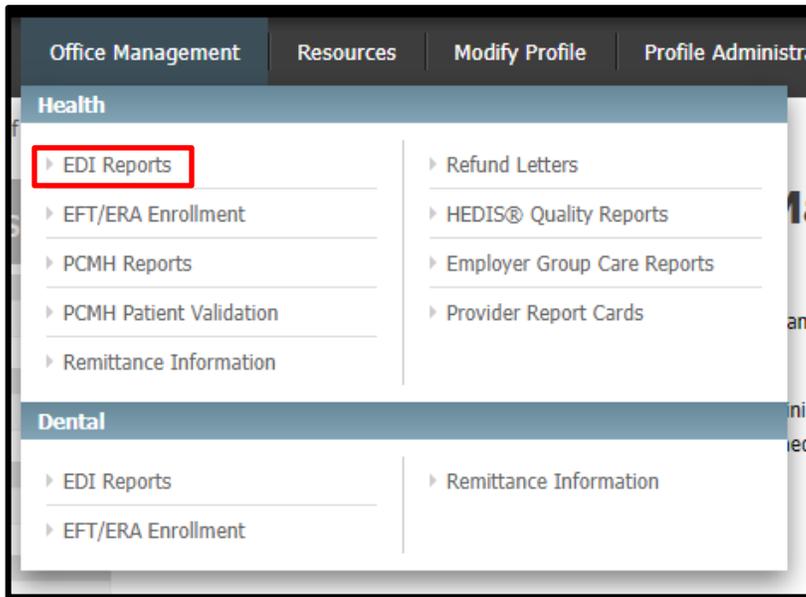


The remittance report is shown. You can print or save a copy of the image.

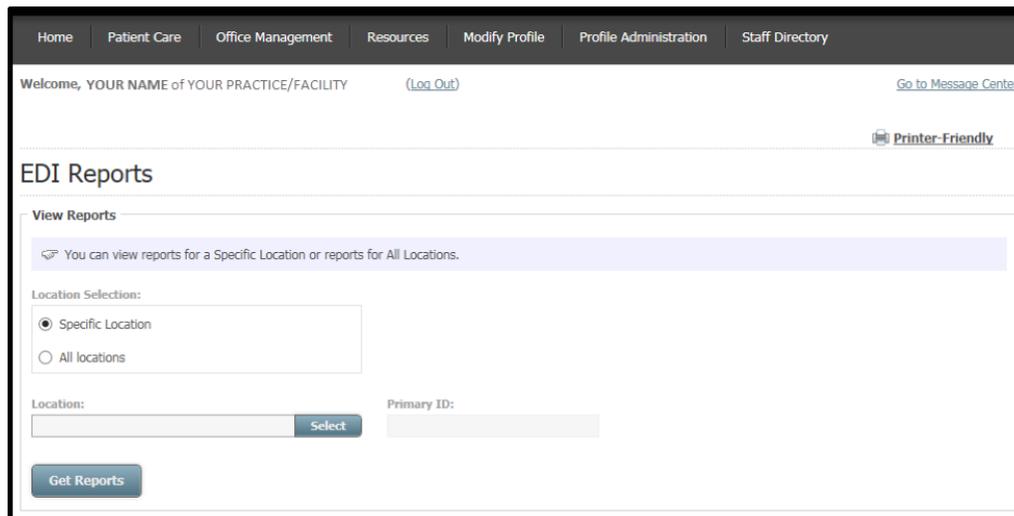
## EDI Reports

Electronic claim filers can access EDI Reports in My Insurance Manager. Reports include all claims received via the EDI Gateway daily along with explanations for rejected claims so you can resubmit the claim as soon as possible. This function does not show data for web claims.

From the Office Management menu, select EDI Reports



Choose to view reports for a specific location or for all locations. Select **Get Reports**.



## EDI Reports

### View Reports

You can view reports for a Specific Location or reports for All Locations.

Location Selection:

- Specific Location
- All locations

Location:

YOUR PRACTICE/FACILITY

Primary ID:

123456789

Please note: EDI Reports are for electronically filed claims. Contact your clearinghouse or trading partner if you have questions about missing claims. Long reports are divided into 50-page sections. Retrieving long reports with a dial-up connection may take considerable time.

Received Date▲	Reports
05/25/2017	No Claims Received
05/24/2017	<a href="#">Summary</a> <a href="#">Detail</a>
05/23/2017	No Claims Received
05/22/2017	<a href="#">Summary</a> <a href="#">Detail</a>
05/21/2017	No Claims Received
05/20/2017	No Claims Received
05/19/2017	<a href="#">Summary</a> <a href="#">Detail</a>
05/18/2017	<a href="#">Summary</a> <a href="#">Detail</a>
05/17/2017	<a href="#">Summary</a> <a href="#">Detail</a>
05/16/2017	<a href="#">Summary</a> <a href="#">Detail</a>
05/15/2017	No Claims Received
05/14/2017	No Claims Received
05/13/2017	No Claims Received
05/12/2017	No Claims Received

The screen expands to reveal the report search results. Select **Summary** or **Detail** in the Reports column to view a PDF file. The report opens in a new window.

## EFT/ERA Enrollment

The EFT/ERA Enrollment function gives you the option to participate in the electronic funds transfer program if you are not currently receiving an electronic remittance advice. Completion of this EFT/ERA Enrollment form will authorize the electronic remittance advice.

From the Office Management menu, select EFT/ERA Enrollment.



Complete all required fields in each form section: Provider Information; Provider's Contact Information; Financial Institution Information; Enrollment; and Signature.

A screenshot of the 'EFT and ERA Enrollment' form. The form is titled 'EFT and ERA Enrollment' and includes a 'Printer-Friendly' link. It contains several sections: 'Provider Information' with a 'Select' button; 'Provider's Contact Information' with fields for 'Provider Contact Name', 'Job Title', 'Telephone Numbers' (Ext., Int., and Area), and 'Email Address'; 'Financial Institution Information' with fields for 'Financial Institution Name', 'Address', 'City', 'State', 'ZIP Code', 'Financial Institution Telephone Numbers' (Ext., Int., and Area), 'Financial Institution Routing Number', 'Type of Account at Financial Institution', and 'Provider's Account Number with Financial Institution'; 'Enrollment' with radio buttons for 'New Enrollment' and 'Change Enrollment', a 'Requested EFT Start/Change Date' field, and a 'resend' link; and 'Signature' with a 'For more information contact Provider.EFT@ctsc.com' link and an 'Authorized Signature' field. A 'Continue' button is at the bottom.

When you select **Continue**, you agree to the Terms and Conditions for EFT/ERA enrollment.

## Refund Letters

The Refund Letters function gives you the option view and download a copy of any refund letter that has been sent. Select Refund Letters.



You can search by entering the refund control number (RCN) or you can choose from one of the posting date options: current month, date range, or specific date.

The screenshot shows the 'Refund Letters' search interface. At the top, there is a header 'Refund Letters' and a light blue information banner that reads: 'Plans included: BlueCross BlueShield of South Carolina, State Health Plan, BlueChoice HealthPlan and FEP. Refund Letters are stored by the dates we create them.' Below this, there are two search criteria: 'Refund Control Number' with an empty text input field, and 'Posting Date' with a dropdown menu currently set to '--Please Choose One--'. An 'Or' separator is between the two. Below the dropdown are two buttons: 'All Locations' (highlighted in blue) and 'Choose a Location'. At the bottom left, there is a 'Search' button.

After selecting Search, the results will be displayed, which includes the initial request and any associated offset letters.

The screenshot shows a table with two results. The table has four columns: 'Posting Date', 'Refund Control Number', 'Refund Letter', and 'Location Name'. The first row shows a posting date of 08/31/2021, a refund control number of P2124218160, a 'Provider First Request' letter, and the location 'SOUTHERN MED PEDIATRICS CARE HOSPITAL'. The second row shows a posting date of 10/05/2021, the same refund control number, a 'Provider Offset Letter', and the same location. The text 'Showing 2 Results' is in the top right corner.

Posting Date	Refund Control Number	Refund Letter	Location Name
08/31/2021	P2124218160	<a href="#">Provider First Request</a>	SOUTHERN MED PEDIATRICS CARE HOSPITAL
10/05/2021	P2124218160	<a href="#">Provider Offset Letter</a>	SOUTHERN MED PEDIATRICS CARE HOSPITAL

Once you select one of the available letters, the information will be displayed.

I-20 @ Alpine Road  
Columbia, SC 29219

0000333



South Carolina

BlueCross BlueShield of South Carolina  
is an independent licensee of the  
Blue Cross and Blue Shield Association

Log in to MyInsuranceManager<sup>SM</sup>  
at SouthCarolinaBlues.com.

AUGUST 30, 2021



LEXINGTON SC 29072-2972

0000333  
0001 OF 0001

Re: Patient: \_\_\_\_\_  
ID #: \_\_\_\_\_  
Date: \_\_\_\_\_  
Ref: \_\_\_\_\_

Dear Provider:

Payment was forwarded to you on June 21, 2021, in error for the patient listed above. We must request that you refund \$30.00 for the reason listed below:

WE PROCESSED THESE SERVICES USING THE INCORRECT ALLOWANCE  
FOR THE DATE OF SERVICE FILED.

If we have not heard from you within 21 days, the refund amount will be deducted from future benefits payable to you and/or sent to our collections agency. Please send this amount to:

BlueCross BlueShield of SC  
PO Box 6000  
Columbia, SC 29260-6000

We thank you for your cooperation and apologize for any inconvenience. If you have any questions about this refund, please call our Customer Service department at 800-868-2500.

Sincerely,

MAJOR GROUP REFUNDS

## Provider Report Cards

The Provider Report Cards function gives you the option view and download a copy of your report cards. Select Provider Report Cards.



If there are available report cards, the information will be displayed. From here, select the report card you want to view. There is also a quick reference guide available that includes measure descriptions, terms, and comparison methodology for benchmarks on the report card.

### Provider Report Cards

*i* For your convenience, we have your Provider Report Card listed by location. Please feel free to download, print, or view these files as needed.

Search

**All Locations** Choose a Location

As of 08/01/2022 | Showing 20 Results

Report Name	Provider Name	Date
<a href="#">Provider Report Card</a>	SOUTHERN MED PEDIATRICS	08/01/2022
<a href="#">Provider Report Card</a>	SOUTHERN MED PEDIATRICS GLENDALE	08/01/2022
<a href="#">Provider Report Card</a>	SOUTHERN MED PEDIATRICS FORT MILL	08/01/2022
<a href="#">Provider Report Card</a>	SOUTHERN MED PEDIATRICS GREENSBORO	08/01/2022
<a href="#">Provider Report Card</a>	SOUTHERN MED PEDIATRICS LITTLE ROCK	08/01/2022
<a href="#">Provider Report Card</a>	SOUTHERN MED PEDIATRICS MOUNTAIN VIEW	08/01/2022
<a href="#">Provider Report Card</a>	SOUTHERN MED PEDIATRICS NEW BRUNSWICK	08/01/2022
<a href="#">Provider Report Card</a>	SOUTHERN MED PEDIATRICS NORTHEAST ALBANY	08/01/2022

#### Reference Documents

Provider Report Card Quick Reference Guide

For your convenience, we have provided a Quick Reference Guide that includes measure descriptions, terms, and comparison methodology for benchmarks on the Provider Report Card.

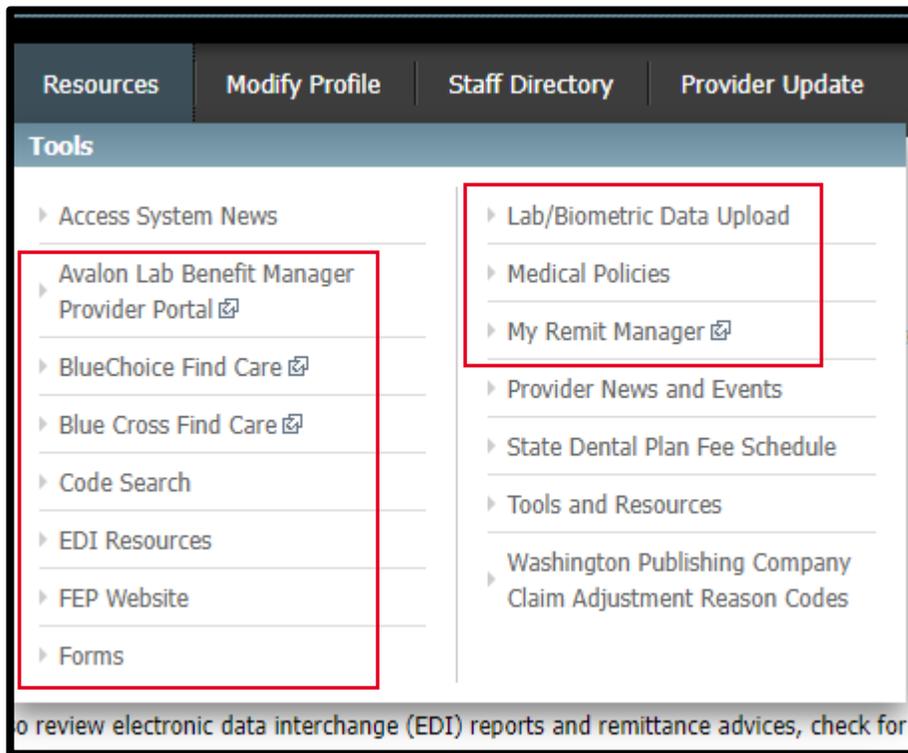
[Quick Reference Guide](#)

## Troubleshooting Tips – Office Management Functions

- For questions about the status of EFT/ERA Enrollment, send an email to [Provider.EFT@cbssc.com](mailto:Provider.EFT@cbssc.com).
- If you are searching for a remittance that processed in our system at the end of the previous month (i.e., 30<sup>th</sup> or 31<sup>st</sup>) but it shows on your remittance as the beginning of the current month, it is best to use a date range search to locate the remittance. The remittances will have been entered as having processed in the previous month and will not display in the current month search.

## Resources

### Helpful Links



**BlueCross Doctor & Hospital Finder.** Determine if your practice or facility is a network provider for a member's Blue Plan. From the Resources menu, select Blue Cross Find Care. This link opens in a new window. You will be redirected to the member site of [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com).

**BlueChoice Find Care.** See if your practice or facility is a network provider for a member's BlueChoice Plan. From the Resources menu, select BlueChoice Find Care. This link opens in a new window. The user redirects to the member site of [www.BlueChoiceSC.com](http://www.BlueChoiceSC.com).

**My Remit Manager.** Build historical, member- and group-specific remittances that allow the user to sort, view and print remits online. Data for claim submission type, claim denial detail, patients by procedure, overall payments by payer and more are reported. From the Resources menu, select My Remit Manager. This link opens in a new window. You will be redirected to [https://client.webclaims.com/v07\\_03/](https://client.webclaims.com/v07_03/).

**Code Search.** Search for a specific diagnosis or procedure code. This form is for research purposes only. From the Resources menu, choose Code Search. Complete all required fields: Code; Type (ICD-9/ICD10/HCPCS/CPT4); Search By; Search Type; Search For; and Search Within a Specific Category. User must enter a keyword or phrase (at least three letters) to begin a search.

**Avalon Lab Benefit Management Trial Claim Tool.** Evaluate the claim editor's advice in advance of the claim adjudication process. BlueCross and BlueChoice uses Avalon claim editing technology to enhance the clinical quality and administration of medical coverage policies. The program applies to all laboratory services performed in all places of service except for inpatient and emergency room settings. The Trial Claim Advice does not incorporate benefit coverage, eligibility or other claim edits by the health plan. From the Resources menu, select Avalon Lab Benefit Management Trial Claim Tool. This link opens in a new window. You will be

redirected to [www.avalonhcs.com/provider](http://www.avalonhcs.com/provider).

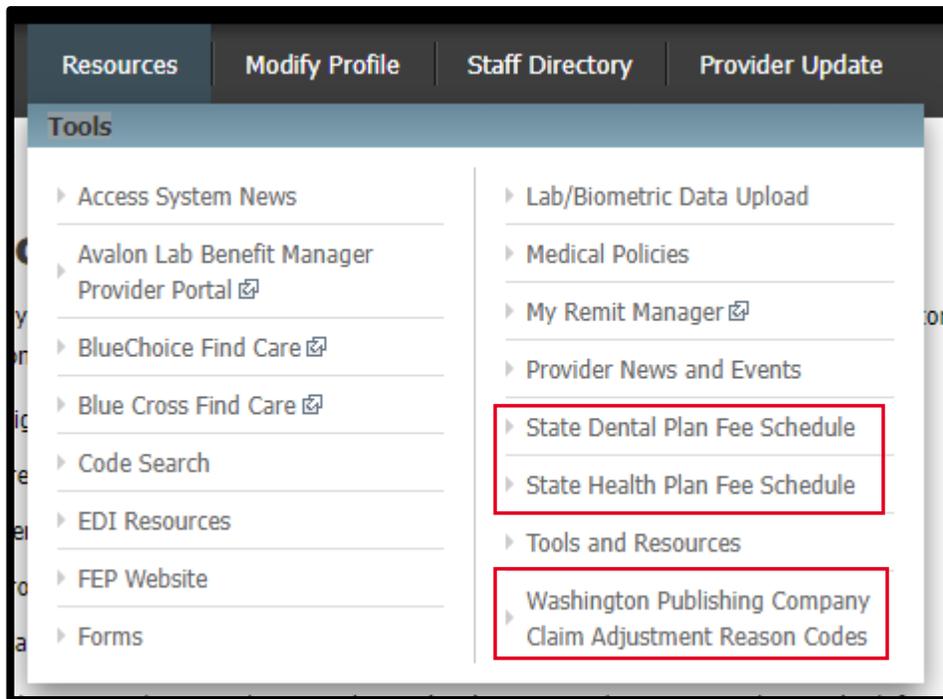
**Medical Policies.** Review guidelines our plans use to make clinical determinations for member's coverage. From the Resources menu, choose Medical Policies. This link opens in a new window. You will be redirected to the medical policies disclaimer page.

**FEP Website.** Visit FEP's website for member information about benefit plans, wellness resources and tools, and more. From the Resources menu, select FEP Website. This link opens in a new window. You will be redirected to [www.fepblue.org](http://www.fepblue.org).

**Forms.** Here is where you can find the form(s) you need for Financial and Appeals; Credentialing/Provider Updates; Prescription Drugs; and Specialties/Other. From the Resources menu, choose Forms. This link opens in a new window. You will be redirected to the provider page of [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com).

**Lab/Biometric Data Upload.** Submit lab and biometric data for the South Carolina Public Employee Benefit Authority (PEBA) screening initiative. You can also review process/error reports. From the Resources menu, select Lab/Biometric Data Upload. Select the location for which you are submitting lab/biometric data. If your spreadsheet contains multiple dates, choose the earliest date for which data is being submitted. You can check for the report within two business days of a file upload.

## Useful Information



**State Health Plan Fee Schedule.** View State Health Plan’s (SHP) schedule of allowances under the terms of the SHP Physician Network Agreement. From the Resources menu, select State Health Plan Fee Schedule. You must accept the agreement terms before you can view the SHP Fee Schedule. Download the fee schedule Excel file when prompted.

If you get the Security Warning box, please select “No” when downloading the SHP Fee Schedule.

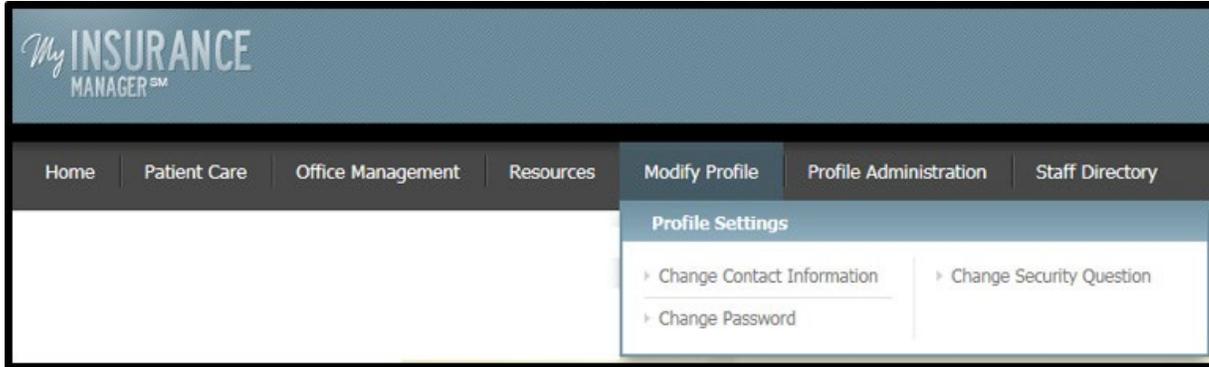
**State Dental Plan Fee Schedule.** View the schedule of dental allowances under the terms of the State Dental Plan. From the Resources menu, choose State Dental Plan Fee Schedule. You must accept the agreement terms before you can view the State Dental Plan Fee Schedule. Download the dental fee schedule Excel file when prompted. If you get the Security Warning box, please select “No” when downloading the State Dental Fee Schedule.

**Washington Publishing Company Claim Adjustment Reason Codes.** Determine why a claim or service line was paid differently than it was billed based on the claim adjustment reason code (CARC). From the Resources menu, choose Washington Publishing Company Claim Adjustment Reason Codes. This link opens in a new window. You will be redirected to [www.wpc-edi.com](http://www.wpc-edi.com). Washington Publishing Company is an independent company that provides code lists on behalf of BlueCross and BlueChoice.

## Modify Profile Functions

### Your Profile Settings

You can revise your profile settings from the Modify Profile menu. This information is unique to your account; you should be share it with other persons in your office. From the Modify Profile menu, select Change Contact Information.



You can make changes to the fields marked with an asterisk. **Save** or **Cancel** the changes.

A screenshot of the 'Modify Profile' page in the My Insurance Manager system. The page has a dark grey navigation bar at the top with links for Home, Patient Care, Office Management, Resources, Modify Profile, Profile Administration, and Staff Directory. Below the navigation bar, there is a welcome message: 'Welcome, YOUR NAME of YOUR PRACTICE/FACILITY' with a '(Log Out)' link and a 'Go to Message Center' link. A 'Printer-Friendly' icon is also present. The main content area is titled 'Modify Profile' and contains two sections: 'Profile Information' and 'Change Contact Information'. The 'Profile Information' section includes a note: 'Please note: This profile is for your My Insurance Manager registration only.' and fields for Tax ID (123456789) and Profile Type (Profile Administrator). The 'Change Contact Information' section contains several required fields marked with an asterisk: Primary Location (a dropdown menu with 'YOUR PRACTICE/FACILITY' and a 'Select' button), Primary Work Location (1234567890), Primary Location Address (YOUR PRACTICE/FACILITY, YOUR STREET ADDRESS, YOUR CITY, SC 29000-0000), Last Name, First Name, M.I., Suffix, Email, Confirm Email, Phone Number, and Facility. A note states: 'Note: If this address is incorrect, please fill out the change of address form.' At the bottom of the form, there are 'Save' and 'Cancel' buttons.

From the Modify Profile menu, select Change Password. Enter a new password that is eight to 25 characters in length; and Confirm New Password by retyping it. **Save** or **Cancel** the change.

The screenshot shows the 'Modify Profile' page with the 'Change Password' section active. The page has a navigation bar with 'Home', 'Patient Care', 'Office Management', 'Resources', 'Modify Profile', 'Profile Administration', and 'Staff Directory'. Below the navigation bar, there is a welcome message and a 'Go to Message Center' link. A 'Printer-Friendly' icon is also present. The 'Change Password' section includes two required fields: '\* New Password:' and '\* Confirm New Password:', both with text input boxes. A note indicates the password must be '8 to 25 characters'. Below the fields are 'Save' and 'Cancel' buttons. To the left, the 'Profile Information' section shows a note about My Insurance Manager registration, Tax ID: 123456789, and Profile Type: Profile Administrator. The 'Profile Settings' section has links for 'Change Contact Information', 'Change Password', and 'Change Security Question'.

From the Modify Profile menu, select Change Security Question. Choose a security question from the drop-down menu. Enter a Security Answer. **Save** or **Cancel** the change.

The screenshot shows the 'Modify Profile' page with the 'Change Security Question' section active. The page layout is identical to the previous screenshot. The 'Change Security Question' section includes a note: 'To change your Security Question, please choose a different question from the list and enter the answer. In order to reset your Password, you will need to answer your Security Question correctly.' Below this note are two required fields: '\* Security Question:' with a dropdown menu showing 'What is the name of the elementary school you attended?' and '\* Security Answer:' with a text input box. Below the fields are 'Save' and 'Cancel' buttons. The 'Profile Information' and 'Profile Settings' sections remain the same as in the previous screenshot.

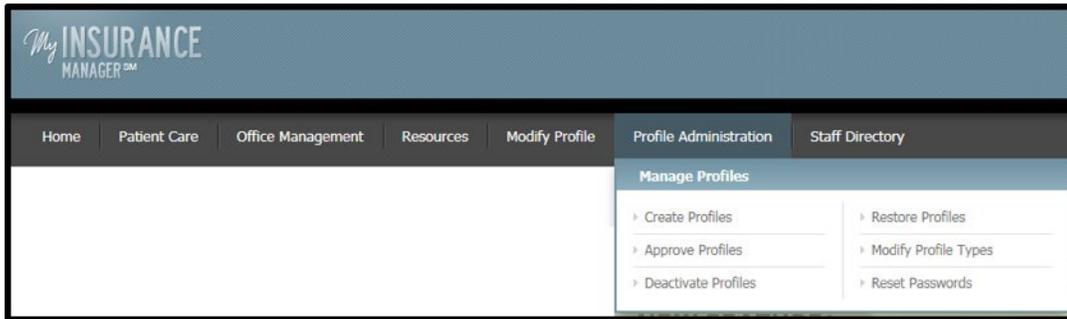
## Troubleshooting Tips – Modify Profile Functions

- If you are not affiliated with the Primary Work Location NPI under the listed Tax ID, email [providereducation@bcbsc.com](mailto:providereducation@bcbsc.com) for assistance with updating this information.
- If your account address is incorrect, please fill out the Change of Address form located in [My Provider Enrollment Portal](#).

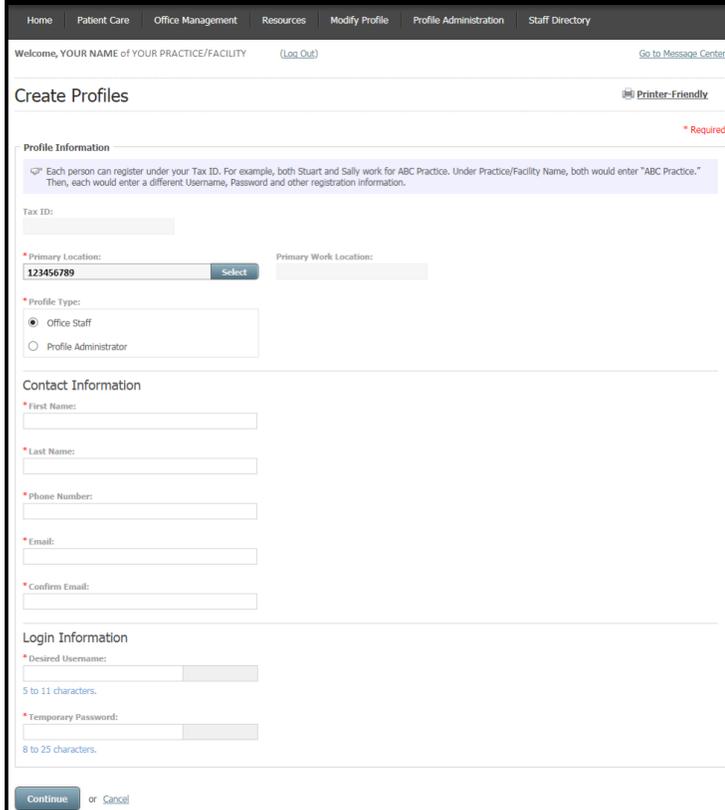
## Profile Administration Functions

### Managing Your Profiles

Use the Profile Administration menu to manage the user accounts of staff members. This tab is only accessible for a user account labeled as profile administrator; it is not visible to those labeled as office staff. There can be more than one profile administrator for a practice or facility in My Insurance Manager.



From the Profile Administration menu, select Create Profiles. Select a Primary Location. At the Profile Type field, assign the user as Office Staff or Profile Administrator. Complete all required fields in Contact Information. At Login Information, enter Desired Username that is five to 11 characters; and input a Temporary Password (example: changeme01) that is eight to 25 characters. **Continue.**

A screenshot of the 'Create Profiles' form in the My Insurance Manager application. The form is titled 'Create Profiles' and includes a 'Printer-Friendly' link. It is divided into several sections: 'Profile Information' (with a 'Required' indicator), 'Contact Information', and 'Login Information'. The 'Profile Information' section includes a 'Tax ID' field, a 'Primary Location' dropdown menu (with '123456789' selected), and a 'Profile Type' radio button group (with 'Office Staff' selected). The 'Contact Information' section includes fields for 'First Name', 'Last Name', 'Phone Number', 'Email', and 'Confirm Email'. The 'Login Information' section includes fields for 'Desired Username' (with a note '5 to 11 characters') and 'Temporary Password' (with a note '8 to 25 characters'). At the bottom of the form, there are 'Continue' and 'Cancel' buttons.

Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory

Welcome, YOUR NAME of YOUR PRACTICE/FACILITY (Log Out) [Go to Message Center](#)

## Profile Administration Printer-Friendly

### Create Profiles

**Verification**

Please confirm the information you have entered. Please send the user you created his or her Username and Password.

Please note: The first time this user logs into My Insurance Manager, he or she will be prompted to change his or her Password.

First Name:

Last Name:

Email:

Username:

Temporary Password:

or [Cancel](#)

Confirm the information entered. The profile administrator can now send the user you created his or her username and password. **Submit.**

The confirmation screen displays next. The profile administrator can now **Add Another Profile.**

Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory

Welcome, YOUR NAME of YOUR PRACTICE/FACILITY (Log Out) [Go to Message Center](#)

## Profile Administration Printer-Friendly

### Create Profiles

**Confirmation**

You have successfully created a profile for Cross, Blue.

Please confirm the information you have entered. Please send the user you created his or her Username and Password.

Please note: The first time this user logs into My Insurance Manager, he or she will be prompted to change his or her Password.

First Name:

Last Name:

Email:

Username:

Temporary Password:

From the Profile Administration menu, select Approve Profiles. Choose the user profile(s) by clicking the box next to the user's name, then **Approve** or **Decline**.

Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory

Welcome, YOUR NAME of YOUR PRACTICE/FACILITY [\(Log Out\)](#) [Go to Message Center](#)

[Printer-Friendly](#)

## Profile Administration

### Approve Profiles

First Name:  Last Name:  [Search](#) Results (1)

<input type="checkbox"/>	Name▲	Username	Phone Number	Email	Location
<input checked="" type="checkbox"/>	New User	newuser01	(803) 654-3210	new.user@email.com	YOUR PRACTICE/FACILITY

[Approve](#) or [Decline](#)

At the secondary screen, verify the profile(s) to approve or decline select **Submit**. Use the **Back** button or the **Cancel** link to discard selection.

Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory

Welcome, YOUR NAME of YOUR PRACTICE/FACILITY [\(Log Out\)](#) [Go to Message Center](#)

[Printer-Friendly](#)

## Profile Administration

### Approve Profiles

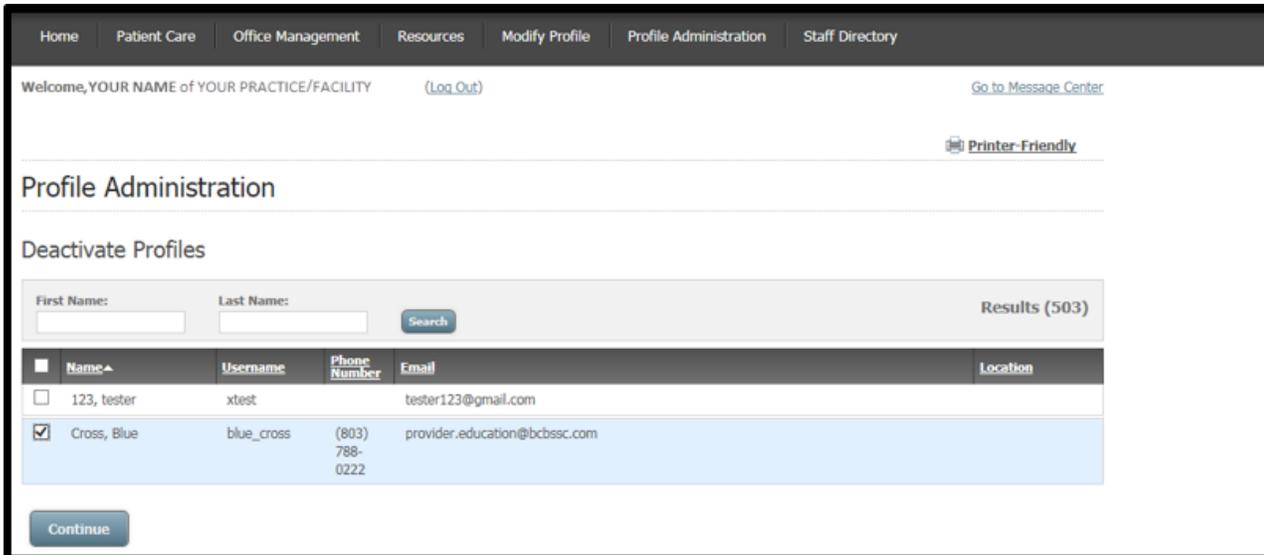
**Verification**

Please verify this list of profiles to **approve**.

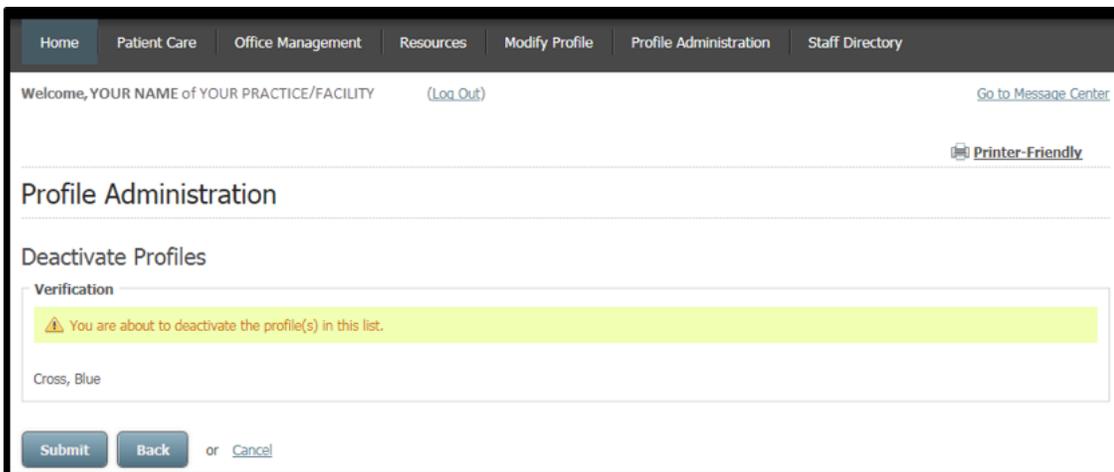
New User

[Submit](#) [Back](#) or [Cancel](#)

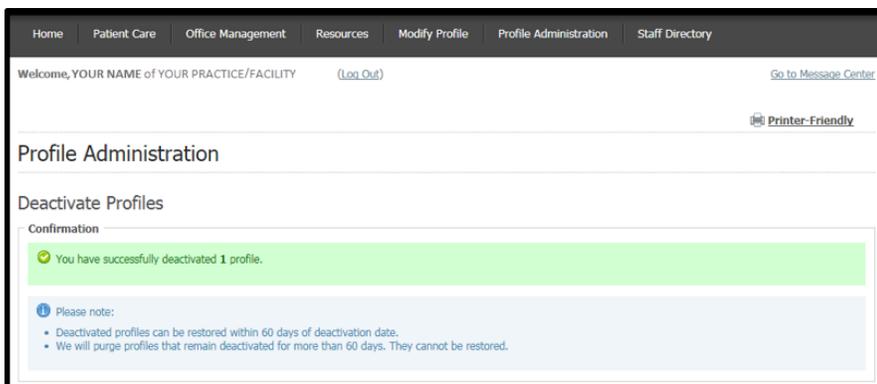
From the Profile Administration tab, select Deactivate Profiles. Select the box(es) next to the profile(s) that will be disabled. **Continue**.



The next screen requires the profile administrator to verify the account that will be deactivated. **Submit** or **Back** to change the account selection.



The confirmation screen displays next. Deactivated profiles can be restored within 60 days of deactivation date. Profiles that remain deactivated for more than 60 days will be purged from My Insurance Manager; they cannot be restored.



From the Profile Administration menu, select Restore Profiles. Select the box(es) next to the profile(s) that will be reinstated. **Continue**.

Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory

Welcome, YOUR NAME of YOUR PRACTICE/FACILITY (Log Out) [Go to Message Center](#)

[Printer-Friendly](#)

### Profile Administration

#### Restore Profiles

First Name:  Last Name:  [Search](#) Results (36)

<input type="checkbox"/>	Name	Username	Phone Number	Email	Location
<input checked="" type="checkbox"/>	Cross, Blue	blue_cross	(803) 788-0222	provider.education@bcssc.com	PROVIDER RELATIONS AND EDUCATION
<input type="checkbox"/>	yu, w	0329hcp		test@test.com	PRACTICE/FACILITY

[Continue](#)

The next screen requires the profile administrator to verify the account that will be restored. **Submit** or **Back** to change the account selection.

Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory

Welcome, YOUR NAME of YOUR PRACTICE/FACILITY (Log Out) [Go to Message Center](#)

[Printer-Friendly](#)

### Profile Administration

#### Restore Profiles

Verification

**⚠ You are about to restore the profile(s) in this list.**

Cross, Blue

[Submit](#) [Back](#) or [Cancel](#)

The confirmation screen displays next.

Home Patient Care Office Management Resources Modify Profile Profile Administration Staff Directory

Welcome, YOUR NAME of YOUR PRACTICE/FACILITY (Log Out) [Go to Message Center](#)

[Printer-Friendly](#)

### Profile Administration

#### Restore Profiles

Confirmation

**✔ You have successfully restored 1 profile.**

**Please Note:**

- You must notify each person for whom you have restored a profile.
- Once the user logs in, he or she will use his or her existing Username and Password.

From the Profile Administration menu, select Modify Profile Types. Select the box(es) next to the profile(s) that will be modified. An Office Staff user account will convert to a Profile Administrator profile type; a Profile Administrator user account will convert to an Office Staff profile type. **Continue.**

The screenshot shows the 'Modify Profile Types' interface. At the top, there is a navigation bar with 'Home', 'Patient Care', 'Office Management', 'Resources', 'Modify Profile', 'Profile Administration', and 'Staff Directory'. Below the navigation bar, a welcome message reads 'Welcome, YOUR NAME of YOUR PRACTICE/FACILITY' with a '(Log Out)' link and a 'Go to Message Center' link. A 'Printer-Friendly' icon is also present. The main heading is 'Profile Administration' followed by 'Modify Profile Types'. There is a search form with fields for 'First Name', 'Last Name', and 'Profile Type' (set to 'All'), and a 'Search' button. To the right of the search bar, it says 'Results (353)'. Below the search bar is a table with the following data:

Name	Username	Phone Number	Email	Location	Type
<input type="radio"/> 123, tester	xtest		tester123@gmail.com		Office Staff
<input checked="" type="checkbox"/> Cross, Blue	blue_cross	(803) 788- 0222	provider.education@bcssc.com	PROVIDER RELATIONS AND EDUCATION	Office Staff

At the bottom left of the table area, there is a 'Continue' button.

The next screen requires the profile administrator to verify the account that will be changed. **Submit** or **Back** to change the account selection.

The screenshot shows the 'Verification' screen. It has the same navigation bar as the previous screen. The main heading is 'Profile Administration' followed by 'Modify Profile Types'. Below the heading is a 'Verification' section with a yellow warning box containing a triangle icon and the text: 'You are about to convert this Office Staff profile to Profile Administrator.' Below the warning box, the name 'Cross, Blue' is displayed. At the bottom, there are three buttons: 'Submit', 'Back', and 'or Cancel'.

The confirmation screen displays next. The profile administrator can now **Modify Another Profile.**

The screenshot shows the 'Confirmation' screen. It has the same navigation bar as the previous screens. The main heading is 'Profile Administration' followed by 'Modify Profile Types'. Below the heading is a 'Confirmation' section with a green success box containing a checkmark icon and the text: 'You have successfully converted the profile.' Below the success box, there is a 'Modify Another Profile' button.

From the Profile Administration menu, select Reset Passwords. Select the box(es) next to the profile(s) that will have the password reset. **Continue.**

Name	Username	Phone Number	Email	Location
<input checked="" type="checkbox"/> Cross, Blue	blue_cross	(803) 788-0222	provider.education@bcbsc.com	PROVIDER RELATIONS AND EDUCATION

Input a temporary password (example: changeme01) that is eight to 25 characters in length. **Submit** or **Back** to select a different user account.

**Verification**

**⚠** You are about to deactivate the profile(s) in this list.

Cross, Blue

**Submit** **Back** or **Cancel**

The confirmation screen displays next. The profile administrator can now **Reset Another Password.** The profile administrator must send the user the new temporary password that has been reset.

**Confirmation**

**✔** You have successfully reset the Password for Cross, Blue (blue\_cross). This person **does not** yet have access to My Insurance Manager.

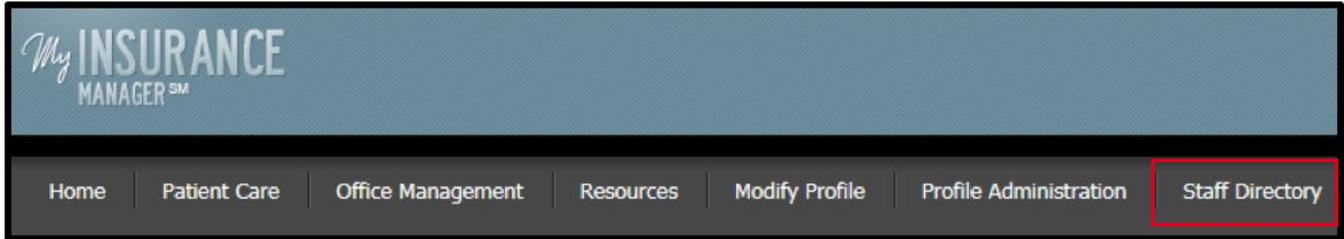
**ℹ** Please note:

- You must send the person the new Password you have reset.
- Once the person logs in, he or she will be prompted to change his or her Password.

**Reset Another Password**

## Staff Directory

The Staff Directory lists all user profiles associated with the account's Tax ID. When you select Staff Directory from the menu, a list of all staff members with profiles in My Insurance Manager will display.



The screenshot displays the Staff Directory page. At the top, there is a navigation bar with the same menu items as the previous image. Below the navigation bar, the page content includes:

- Welcome, YOUR NAME of YOUR PRACTICE/FACILITY (Log Out) [Go to Message Center](#)
- Staff Directory [Printer-Friendly](#)
- All Profiles for Tax ID: 123456789 Results (353)

Name ▲	Phone Number	Email	Location	Type
123, tester		tester123@gmail.com		Office Staff
user_01		firstname.lastname@email.com	BLUECROSS BLUESHIELD	Profile Administrator
user_02		firstname.lastname@email.com	BLUECROSS BLUESHIELD	Office Staff
user_03		firstname.lastname@email.com	BLUECROSS BLUESHIELD	Profile Administrator
user_04		firstname.lastname@email.com	BLUECROSS BLUESHIELD	Office Staff
user_05		firstname.lastname@email.com	BLUECROSS BLUESHIELD	Profile Administrator
user_06		firstname.lastname@email.com	BLUECROSS BLUESHIELD	Profile Administrator
user_07		firstname.lastname@email.com	BLUECROSS BLUESHIELD	Profile Administrator
user_08		firstname.lastname@email.com	BLUECROSS BLUESHIELD	Profile Administrator
user_09		firstname.lastname@email.com	BLUECROSS BLUESHIELD	Profile Administrator
user_10		firstname.lastname@email.com	BLUECROSS BLUESHIELD	Profile Administrator

## Special Instructions

### Third Party Payers

Third party administrators (TPAs) – such as Planned Administrators Inc. (PAI), Employee Benefit Services (EBS) or Thomas Cooper (TCC) – are considered out-of-area plans. You will be unable to view member eligibility and benefits for TPAs. You can view claims for these plans when checking claim status by entering the claim number; you cannot use the member ID.

### The Role of Provider Relations and Education in Using My Insurance Manager

Provider Relations and Education team members help you understand how to get the information you need using our self-help provider tools. Our provider advocates are well-informed and able to help you with inputting information in My Insurance Manager to get eligibility and benefits, submit a claim and other web-based portal functions. If you need training or assistance on how to use My Insurance Manager, please contact Provider Relations and Education using the most convenient method for you.

1. Submit a Provider Advocate Training Request Form
2. Email [Provider.Education@bcbsc.com](mailto:Provider.Education@bcbsc.com)
3. Call 803-264-4730

While provider education advocates are always eager to help you use My Insurance Manager, they are not the best contact method to determine how a benefit will apply to your specific service or to discuss fully why your health or dental claim denied for services rendered.

### Getting Support from Provider Services

Provider Services representatives are only available for claim inquiries and additional benefit details that you cannot get answers to using My Insurance Manager. Ask Provider Services is a feature in My Insurance Manager you can use to have a Provider Services representative respond to your question via email.

You can also use STATchat<sup>SM</sup> to communicate directly with a Provider Services Representative via web-based phone call. STATchat rewards you by allowing you to move to the front of the queue to ask additional questions on the member you have researched within our provider portal. Ask as many questions as you like related to one member's account. The patient information prepopulates onto the Provider Service Representative's screen, so he or she is restricted to only answering questions related to the member from your original inquiry. Only questions about that patient are permitted for each STATchat call.

Those inquiries that you can resolve independently using My Insurance Manager will not be researched by Provider Services. You will be instructed to consult with a provider education advocate for additional training on how to use the provider portal properly.

### Web Technical Support for My Insurance Manager

When you experience technical problems with using My Insurance Manager — such as a connectivity issue — please contact Web Technology Support by calling 855-229-5720.