

# Provider Manual Change Control Record

Date	Section	Page	Change
01/01/19	No Updates		
02/01/19	Credentialing – Health Care Professionals/ Provider Rights	12	<b>Revised:</b> Entire section
	Member Grievances	50	<p><b>Added:</b> Grievances may also be filed in writing to:</p> <p>First Choice Member Services P.O. Box 40849 Charleston, SC 29423-0849</p> <p>The disposition of the grievance, including notice to the affected parties, is required no later than 90 calendar days from the day Select Health receives the grievance.</p> <p><b>Revised:</b> Examples of dissatisfaction include, but are not limited to, situations where a provider was rude, the member was dissatisfied with the wait time, etc. Select Health is required to investigate these types of grievances (complaints not related to the physical condition of the office). <del>and respond to the member within five business days.</del></p>
		51	<p><b>Added:</b> Extension of Grievances Resolution Time frames:</p> <p>Select Health may extend the time frames for Grievances resolution for up to fourteen (14) calendar days if the member requests the extension, or if Select Health shows (to the satisfaction of SCDHHS, upon its request) that there is need for additional information and how the delay is in the member's interest. If Select Health extends the time frame, written notice will be sent to the member of the reason for the delay if the extension was not requested by the member.</p> <p>Select Health will:</p> <ul style="list-style-type: none"> <li>• Make reasonable efforts to give the member prompt oral notice of the delay.</li> <li>• Within two calendar days give the member written notice of the reason for the decision to extend the time frame and inform the member of the right to file a grievance if he or she disagrees with that decision.</li> </ul>

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	Topical Fluoride Varnish	53	<p><b>Revised:</b> The best practices of the American Academy of Pediatrics recommends that children <del>from the eruption of their first tooth through the month of their thirteenth birthday</del> should receive fluoride varnish application in their primary care provider's (PCP's) office during their EPSDT visit. <del>two times per year (once every six months)</del>. PCPs are encouraged to focus their efforts on children through age five, who are at high risk for dental caries. This follows the recommendations of the American Academy of Pediatrics and the United States Preventive Services Task Force.</p> <p><b>Added:</b> SCDHHS has expanded coverage for fluoride varnish application to all children, from the eruption of the first tooth to 21 years, during EPSDT or sick visits. The frequency allowed has also increased:</p> <ul style="list-style-type: none"> <li>• Ages birth – 6 years may receive a maximum of four applications per year.</li> <li>• Ages 7 – 21 years may receive one application per year.</li> </ul> <p>Providers are encouraged to integrate oral screening and oral health education during each EPSDT visit and anticipatory guidance.</p> <p><b>Revised:</b> Effective for dates of service on or after July 1, 2015, Trained staff in a primary care setting must begin billing Current Procedural Terminology (CPT) code 99188 on the CMS-1500 form when applying fluoride varnish. This code replaces the American Dental Association (ADA) code of D1206 when the service is provided in a primary care setting. <del>D1206 will no longer be available for billing in a primary care setting after June 30, 2015.</del></p>
03/01/19	New section – Locum Tenens Arrangements	49	<b>Added:</b> Entire new section on Locum Tenens Arrangements
	Cost Avoidance/Third Party Liability (TPL/COB) Recovery)	61	<b>Added:</b> Program Integrity Department information
04/18/19	Credentialing – Health Care Professional/Provider Rights	12	<b>Added:</b> The health care provider/professional must correct erroneous information within 10 calendar days of receipt of the notification of the erroneous information.
		13	<b>Revised:</b> Credential department address:  Select Health of South Carolina Attn: Provider Network Management P.O. Box 40849 Charleston, SC 29423
	Cost Avoidance/Third Party Liability	61	<b>Added:</b> New section: Program Integrity
05/01/19	No updates		
06/01/19	No updates		
07/01/19	Service That Require Prior Authorization	22	<b>Added:</b> Acute inpatient psychiatric facility services

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Services That Do Not Require Prior Authorization	23	<b>Added:</b> Opioid Treatment Program (OTP) services
Licensed Independent Practitioners (LIPs)	31	<b>Added:</b> LIP providers must adhere to the supervision guidelines as outlined in the SCDHHS Licensed Independent Practitioners Rehabilitative Services manual, section 2, pages 39-41.
Behavioral Health Under First Choice	31	<b>Added:</b> New sections: Acute Inpatient Psychiatric Facilities Opioid Treatment Program (OTP) services
Well-Woman Exam	35	<b>Revised:</b> <del>Do NOT bill another office visit on the same date of service.</del> Effective for dates of service July 1, 2019 or after, a sick visit can be billed on the same date of service as the well-woman exam.  If the well-woman exam cannot be completed, bill only the sick visit.
Covered benefits	49	<b>Added:</b> Acute inpatient psychiatric facility services BabyNet services
Covered benefits	50	<b>Added:</b> Opioid Treatment Program (OTP) services
Billing Requirements for Certain Services  EPSDT	65	<b>Revised:</b> Coding Considerations  <del>Do NOT bill a sick office visit on the same date of service.</del> Effective for dates of service July 1, 2019 or after, a sick visit can be billed on the same date of service as the EPSDT visit.  Billable sick child visits <ul style="list-style-type: none"> <li>• New Patient: 99201-99205</li> <li>• Established Patient: 99211-99215</li> </ul> If the EPSDT exam cannot be completed bill only the sick visit.

