



Independent licensees of the Blue Cross Blue Shield Association.

## My Provider Enrollment Portal (MyPEP)

### Frequently Asked Questions

#### *Informational*

##### **1. What is My Provider Enrollment Portal (MyPEP)?**

My Provider Enrollment Portal (MyPEP) is our new provider enrollment tool. It offers a web-based solution for providers who are credentialed or interested in credentialing with BlueCross BlueShield of South Carolina to complete the enrollment process.

##### **2. When did MyPEP become available?**

MyPEP launched April 4, 2022.

##### **3. If a provider started their enrollment process through the historical method (fax or email), would they need to resubmit through MyPEP?**

No. If providers started the enrollment process via fax or email, those applications will be reviewed and processed accordingly. However, going forward, be sure to submit new applications through MyPEP.

##### **4. How can I access MyPEP?**

MyPEP is accessible through the Provider Enrollment section of [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com) or [www.BlueChoiceSC.com](http://www.BlueChoiceSC.com).

##### **5. What type of enrollment can be done through MyPEP?**

MyPEP is used to submit medical, behavioral health, dental and virtual care enrollment applications.

##### **6. Does MyPEP replace M.D. Checkup?**

No, MyPEP does not replace M.D. Checkup. Certain updates can be made in the new portal, but all provider validations must be made through M.D. Checkup. Address updates can also be completed through M.D. Checkup.

##### **7. What do the different statuses mean?**

- **In Progress/not submitted** – The application or form is being worked by the provider or their practice and has not been completed for submission.
- **Submitted** – The application and **all required documentation with applicable signatures, initials and dates** have been uploaded.
- **Awaiting Signature/not submitted** – The application or form has been completed and submitted, **but signatures are missing**.

- **Awaiting Provider Response** – There are missing items needed to continue the enrollment process. Please review the case comments and emails to see what items are needed.
- **Under Review** – The application or form has been assigned and has progressed through the enrollment process.
- **Denied** – The application or form was not approved by BlueCross. The provider’s office will receive an explanation of the denial via email.
- **Canceled** – The application or form is no longer being worked on and has been closed by BlueCross.
- **Congratulations! Complete** – The application or form has been approved by BlueCross.

#### 8. Who can we contact for questions about submitted cases?

For case-specific questions, submit a **case comment** within the case. This allows the enrollment team to review the question and respond once the case has been assigned. To submit a case comment, do the following:

- Go to My Forms.
- Select the case number.
- Under Communications, select Case Comments.
- Select New.
- Enter your comment or question. (Be thorough and ask probing questions.)
- Select Save.

#### 9. Who can we contact for technical issues with MyPEP?

Contact the provider education team using the [request form](#).

## *Navigational*

### **10. If I need to know what application or form to use, where do I go?**

Use the Support form located inside the portal.

### **11. How do I verify if a provider is loaded into the BlueCross system?**

Use the Support form located inside the portal.

### **12. How do I check the status of a submitted application or form?**

After submitting an application or form, make note of the case number provided. Go to My Forms, locate the case number and view the status.

### **13. If I have questions about the status of my application or form, where do I go?**

For case specific questions, be sure to submit a case comment within the case. This allows the enrollment team to review the question and respond. To submit a case comment, do the following:

- Go to My Forms.
- Select the case number.
- Under Communications, select Case Comments.
- Select New.
- Enter your comment or question. (Be thorough and ask probing questions.)
- Select Save.

### **14. If I have technical issues with the portal, who do I contact?**

Contact the Provider Education team using the [request form](#).

### **15. Where do I go if I need to reset my password?**

Select the "Forgot your password?" link.

### **16. If I need to change or update my "Doing Business As" (DBA) name, where do I go?**

Complete the Doing Business As form under the Find a Form section.

### **17. If I need to change or update my address(es), where do I go?**

Complete the Change of Address form under the Find a Form section.

### **18. If I need to add a location to my practice, where do I go?**

Complete the Satellite Location application under the Find a Form section.

### **19. If I need to register my National Provider Identifier (NPI) with BlueCross, where do I go?**

Complete the NPI Provider Notification form under the Find a Form section.

### **20. If I am an individual practitioner that wants to join one of BlueCross's networks, where do I go?**

Complete the Individual Provider Enrollment application under the Get Enrolled section.

### **21. If I am a new group practice that wants to join one of BlueCross's networks, where do I go?**

Complete the Group Practice Enrollment application under the Get Enrolled section.

**22. If I want to render virtual care services (telehealth or telemedicine), where do I go?**

Complete the Virtual Care Services application under the Get Enrolled section.

**23. If I am a behavioral health practitioner that wants to join one of BlueCross's networks, where do I go?**

Complete the Behavioral Health application under the Get Enrolled section.

**24. If I am an applied behavior analyst that wants to join the Autism Provider Panel, where do I go?**

Complete the Autism Provider Panel application under the Get Enrolled section.

**25. If I need to credential a facility, where do I go?**

Complete the Facility Information Request form under the Get Enrolled section.

**26. I am in South Carolina, but out-of-network and need to submit claims. Where do I go?**

Complete the Health Professional application under the Get Enrolled section.

**27. How will I complete my contracts?**

You will be notified in the portal when contracts are awaiting signature. The case number associated with the contract(s) will be listed, along with a link to download the contract. Once you download the contract and sign it, upload the contract back to the associated case.