



June 28, 2023

Attn: BlueCross® BlueShield® of South Carolina Providers

RE: Effective July 5, 2023 – All NEW referrals for DME, Home Health and Home Infusion Services will require a prior authorization from Integrated Home Care Services (IHCS).

As a follow up to the IHCS orientation training regarding the partnership between Integrated Home Care Services and BlueCross BlueShield of South Carolina, we want to take this opportunity to clarify the referral and authorization process for BlueCross Medicare Advantage members for home care services. This announcement and preauthorization process can be found on the BlueCross website at:

[Medicare Advantage Partners with Integrated Home Care Services | BlueCross BlueShield of South Carolina \(southcarolinablues.com\)](https://www.southcarolinablues.com)

Referrals: Home Health, DME and Home Infusion, or DME Orders

Most often physicians, hospitals and SNFs [referral sources] will send referrals direct to IHCS; however, a Provider may also submit a referral to IHCS if you do receive the request direct from a referral source:

Fax referral requests to IHCS at (844-215-4265). Be sure to include pertinent information such as the name of your agency and NPI when submitting referral requests to IHCS.

IHCS MedTrac Portal

IHCS utilizes the MedTrac Portal for a Provider to obtain authorizations, request additional services or extensions, and to track orders. MedTrac is also used to upload supporting clinical documentation. Access to Medtrac is a function of the IHCS orientation and training process. If you have not had this training with us, please contact IHCS Provider Relations at providertraining@ihcscorp.com. As the initial step, we will send you the MedTrac Access Form. As soon as we receive your completed form an IHCS Provider Relations Training Team member will follow up and provide you with your MedTrac credentials, temporary password, and available dates/times for MedTrac training.

The IHCS Provider Relations team is available to assist or review the preauthorization process. We can be reached by calling **(844) 215-4264 option 4**, or via e-mail at providerservices@ihcscorp.com.

In Partnership,

IHCS Provider Relations

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