



January 1, 2024

Re: IHCS Contracted Providers treating BCBS SC Medicare Advantage Members. Effective 1/1/2024, IHCS will begin processing and paying claims for BCBS SC MA Members for new referrals and new re-certifications.

This change is for new referral authorizations and new re-certifications. Providers will continue to submit claims to BCBS SC for existing episodes of care and existing re-certifications.

Please remember that all DME, Home Health and Home Infusion referrals will require prior authorization from Integrated Home Care Services (IHCS). Providers can fax referral requests to IHCS at (844-215-4265). Be sure to include pertinent information such as the name of our 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 can also be 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@ihscorp.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.

IHCS Claims Submission

The IHCS Provider Manual, administrative updates and MedTrac Log-in can be accessed on our website at [Network Providers \(ihscorp.com\)](http://Network Providers (ihscorp.com)). The IHCS Provider Relations team is available to assist or review the referral, preauthorization, portal access and claims submission processes. We can be reached by calling **(844) 215-4264 option 4**, or via e-mail at providerservices@ihscorp.com.

In Partnership,
IHCS Provider Relations