TO: BabyNet Providers

SUBJECT: BabyNet Payment Process Reminders

Identifying Information

All agency information (Company name, address and phone number) must be identical in both SCEIS and BRIDGES. If both systems are not identical, delays in payment could occur.   If you have already registered in SCEIS, last week we asked that any corrections or inconsistencies be sent to Robin Morris, BN Provider Relations Coordinator. If you have already sent this information in, Ms. Morris is working to ensure that BRIDGES and SCEIS match and there should not be a delay in your payment. In the future, if a provider needs to change their information in SCEIS, they must submit one of the forms below along with a signed cover letter stating what they are requesting to have changed to SCDHHS for verification. SCDHHS staff will then update the information in SCEIS and BRIDGES.

- Letter 147C
- Form SS4
- CP 575
- Or the vendor may obtain documentation from the IRS by calling 800-829-4933

This information should be sent to Robin Morris at robin.morris@scdhhs.gov or mail to:

South Carolina Department of Health and Human Services
BabyNet
Attention: Robin Morris /400-4
Post Office Box 8206
Columbia, SC 29202-8206

Payment Processing

All claims submitted to the South Carolina Department of Health and Human Services (SCDHHS) via mail or email will be processed and submitted for payment within 15 business days from the receipt of the Explanation of Benefits (EOB). SCDHHS does not process payments internally. Paper checks will be mailed or an electronic deposit will be transferred 5-7 business days after the payment is processed at the State Treasurer's Office.

Pending Payments

Pending payments can be located using the link below: https://applications.sc.gov/STOVendorInquiry/Vendor/Search

Providers must have the EIN/SSN of the agency/person making the request, as well as the exact amount of the anticipated check. See screenshot below:

Claims Processing Periods

Processed claims and requests for payment are submitted to the State Treasurer's Office weekly by SCDHHS. Below are the claims processing dates. Using the schedule below, providers should pull the Agency Invoice Report in BRIDGES. These dates will assist in identifying how much providers should expect to be paid each pay period.

08/5-08/11/2018	11/04-11/10/2018	02/03-02/09/2019	05/05-05/11/2019
08/12-08/18/2018	11/11/11/17/2018	02/17-02/23/2019	05/12-05/18/2019
08/19-08/25/2018	11/18-11/24/2018	02/24-03/02/2019	05/19-05/25/2019
08/26-09/01/2018	12/02-12/08/2018	02/10-02/16/2019	05/26-06/01/2019
09/02-09/08/2018	11/25-12/01/2018	03/03-03/09/2019	06/02-06/08/2019
09/09-09/15/2018	12/09-12/15/2018	03/10-03/16/2019	06/09-06/15/2019
09/16-09/22/2018	12/16/12/22/2018	03/17-03/23/2019	06/16-06/22/2019
09/23-09/29/2018	12/23-12/29/2018	03/24-03/30/2019	06/23-06/29/2019
09/30-10/06/2018	12/30-01/05/2019	03/31-04/06/2019	
10/7-10/13/2018	01/06-01/12/2019	04/07-04/13/2019	
10/14-10/20/2018	01/13-01/19/2019	04/14-04/20/2019	
10/21-10/27/2018	01/20-01/26/2019	04/21-04/27/2019	
10/28-11/03/2018	01/27-02/02/2019	04/28-05/04/2019	

Submitting Claims

In order for an electronic claim to be processed in the BabyNet Reporting & Intervention Data Gathering Electronic System (BRIDGES), the following criteria must be met:

- The provider must bill private insurance (with consent) and/or Medicaid, if applicable, to receive the EOB for payment or denial. EOB's or denials must be emailed or mailed to:

  BabyNetClaims@scdhhs.gov OR

  South Carolina Department of Health and Human Services
  Accounting Operations-BabyNet
  Attention: BabyNet Billing
  Post Office Box 8206
  Columbia, SC 29202-8206

- Provider name, child's BRIDGES identification number and payment date(s) of service must all be listed on the EOB; if possible, please highlight this information.

Additional questions should be emailed to BabyNet@scdhhs.gov.