THE BABYNET BRIEF
BABYNET COMMUNICATIONS

- Adding, Updating, or End-dating private insurance policies in BRIDGES
  - Complete a Health Insurance Information Referral Form (HIIRF) (see instructions here)
  - BabyNet eligibility will complete this form for new referrals.
  - Ongoing service coordinators will complete this form for all other additions or changes
  - Forms should ONLY be sent by email to OHI.Priorities@bcbssc.com. Do not fax or mail. Make sure the word "BabyNet" is somewhere on the top of the form. Add SCDHHS # in the Medicaid # field. This number can be found at the bottom of the Financial Support screen in BRIDGES.

- Updated Medicaid numbers and other information on the Demographic screen that can't be updated by the service coordinator should be sent to babynet@scdhhs.gov.

- Requests to delete service logs, remove pending plans, or unlock IFSPs in BRIDGES should be sent to the Help Desk
  - Pending plans cannot be removed if service logs have been attached to that plan. Service logs will have to be deleted if the pending plan must be removed.
  - When requesting service log deletion, be sure to provide the child ID and service log id in the help desk ticket.

11/9/2023