



Pre-65 Incumbent Retirees

If you have questions about claims or questions about Plan coverage:

Step 1: call BlueCross BlueShield Customer Service 1-800-325-6596

Step 2: call Teresa Thompson – BCBS Priority Counselor 803-264-6097

Step 3: If you are still unable to get your problem resolved, call: SRNS Service Center 803-725-7772

Step 4: Still not resolved, then call: Cary Holbert at 803-952-8749

Step 5: If the problem has not been resolved at this point, you must file an appeal. Put your appeal in writing and send it to:

Member has one hundred eighty (180) days from receipt of an Adverse Benefit Determination to file an appeal. An appeal must meet the following requirements:

- a. An appeal must be in writing;
- b. An appeal must be sent (via U.S. mail) at the address below:
BlueCross BlueShield of South Carolina (Appeal instructions are on your EOB)
Claims Service Center
Post Office Box 100300
Columbia, South Carolina 29202
- c. The appeal request must state that a formal appeal is being requested and include all pertinent information regarding the claim in question; and,
- d. An appeal must include the Member's name, address, identification number and any other information, documentation or materials that support the Member's appeal.

Consult the Pre-65 Medical Plan Summary Plan Description for Appeal deadlines and instructions.
https://www.srs.gov/general/jobs/benefits/index_r.htm.

If you need to modify your current Plan enrollment, those questions may be handled directly by the SRNS Service Center at 803-725-7772