



SRNS Active Employees

If you have questions about claims or questions about Medical or Dental 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 803-725-8749

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
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 Medical Plan Summary Plan for Appeal deadlines and instructions.
https://www.srs.gov/general/jobs/benefits/index_e.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