

April 2024

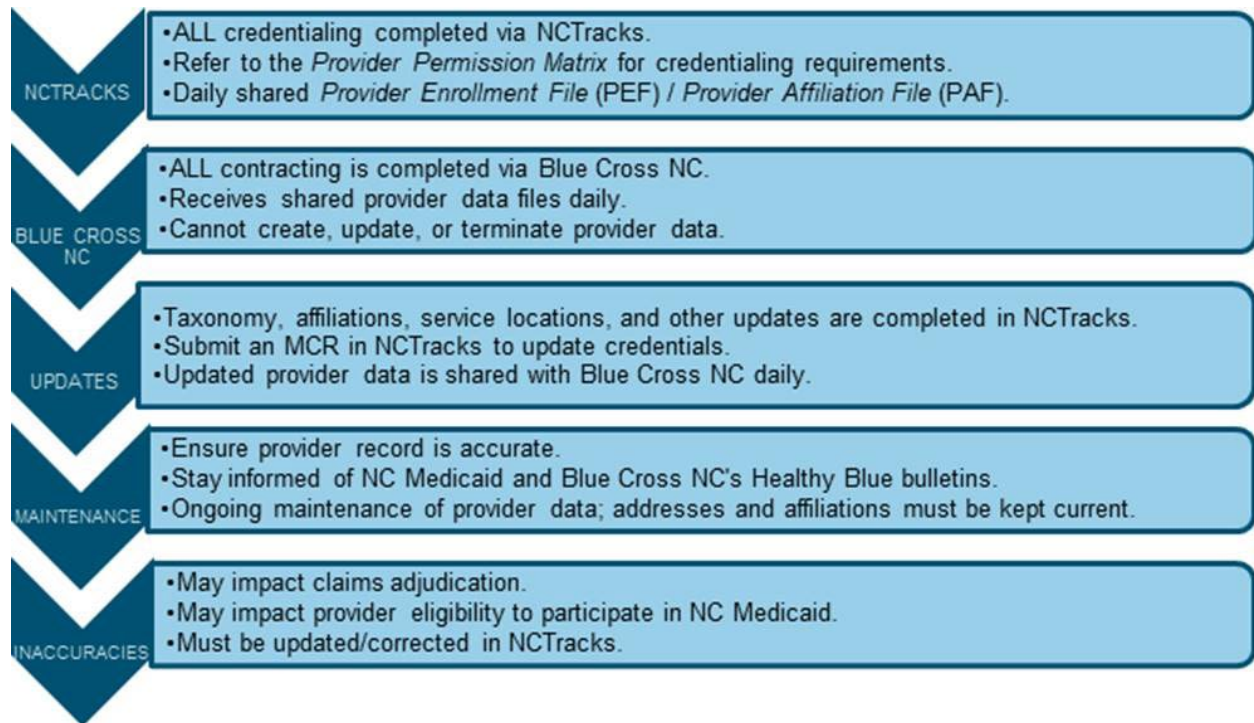
## Provider Enrollment Data Guidance

### Overview

Provider enrollment data is captured and shared with Blue Cross and Blue Shield of North Carolina (Blue Cross NC) when a Healthy Blue provider completes credentialing in **NCTracks**. Healthy Blue providers must ensure that all information provided to NCTracks during **Enrollment, Re-enrollment, Re-verification**, or a **Manage Change Request (MCR)** is up to date.

After completing the credentialing process and getting approval, the provider’s enrollment data is provided to Blue Cross NC in a shared file. Please note, shared files only reflect the current day’s provider data. Once an MCR is approved, it can take two to three business days for the data to update in the Healthy Blue system.

The provider, office administrator, or authorized user is responsible for completing updates and maintenance of the provider’s record. Providers should contact the **NCTracks Contact Center**. Reference the chart below for more information:



Please note that the provider, office administrator, or authorized user is responsible for completing updates and provider record maintenance.

<https://provider.healthybluenc.com>

Healthy Blue is a Medicaid plan offered by Blue Cross and Blue Shield of North Carolina. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross Blue Shield Association. © Marks of the Blue Cross Blue Shield Association. All other marks are the property of their respective owners.

Note: NCTracks is not affiliated with Blue Cross and Blue Shield of North Carolina (Blue Cross NC). Blue Cross NC provides information about this program for your convenience and is not liable in any way for the information, goods or services received. Blue Cross NC reserves the right to discontinue or change the program at any time.



**Email is the quickest and most direct way to receive important information from us.**

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form: <https://bit.ly/signup-hlb-nc>.