

August 2022

## Office Hours Registration Process

### Overview

Blue Cross and Blue Shield of North Carolina conducts weekly office hours for specific topics and/or for general education, continued education, support, and/or training to our Healthy Blue provider community. Office hours are conducted virtually via WebEx. Users can join the WebEx meeting via audio, video, or both once registration is complete.

How to register for office hours	
1	Navigate to the <b>Healthy Blue</b> website.
2	Select <b>Healthy Blue Training Academy</b> .
3	Scroll down to the <b>Schedule and Registration</b> section.
4	Select the <b>desired office hours</b> . <b>Note:</b> All <i>Personal Care Services (PCS)</i> and <i>Long-Term Services and Support (LTSS)</i> office hours are housed under the <b>LTSS/PCS</b> section.
5	The invitation will open; select the <b>tiny URL</b> .
6	Select <b>Open Link</b> .
7	Select <b>Register</b> .
8	Complete the form. <b>Note:</b> Asterisk indicate required field(s).
9	Select <b>Register</b> .
10	Select <b>OK</b> . <b>Note:</b> This indicates the registration has been approved. The user will receive an email confirmation of the registration, which provides detailed information about joining the webinar via phone and online. There may be a delay in receiving the email confirmation; therefore, it is recommended to start the registration process at least five minutes prior to the webinar.

### Helpful tips:

- If this is the first-time using WebEx meetings, it is suggested that ~~you~~ the process is started 15 minutes prior to the beginning of the meeting. This will allow sufficient time to download the required software to access the meeting.
- All participants are muted when they dial into the call. During the Q&A portion of the meeting, the facilitator will un-mute all participants.

Please contact Provider Services at **844-594-5072, Monday thru Friday, 7 a.m. to 6 p.m. EST**, your Network Relations consultant, or email us at [NC\\_Provider\\_Training@healthybluenc.com](mailto:NC_Provider_Training@healthybluenc.com) if you have any questions regarding the Healthy Blue office hours.

<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 and Blue Shield Association. © Marks of the Blue Cross and Blue Shield Association. All other marks are the property of their respective owners.  
NCBCBS-CD-003563-22 August 2022