

March 2024

## Office Hours Registration Process

### Overview

Blue Cross and Blue Shield of North Carolina conducts weekly office hours on specific and/or for general education topics to support our Healthy Blue provider community. Office hours are conducted virtually via WebEx. Users can register online to attend.

How to register for office hours	
1	Navigate to the <a href="#">Healthy Blue</a> provider website.
2	Select <a href="#">Training Academy</a> .
3	Scroll down to the <i>Schedules and registration</i> section.
4	Select the <b>desired office hours</b> .
5	The invitation will open; select the <b>tiny URL</b> .
6	Select <b>Register</b> .
7	Complete the form. <b>Note:</b> Asterisk indicate required field(s).
8	Select <b>Register</b> .
9	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 joining a WebEx call, be sure to join 15 minutes prior to the meeting start time. This will allow sufficient time to download the required software to access the meeting.
- All participants are muted when they dial into the call. Attendees can use the chat feature during the call to ask questions. If time allows, the facilitator may un-mute all participants to allow for additional Q&A.

If you have questions or need assistance with any other item, contact Healthy Blue Provider Services at **844-594-5072**, Monday through Friday, 7 a.m. to 6 p.m. ET. You can also contact your dedicated Provider Relationship Account Consultant or email us at [NC\\_Provider\\_Training@healthybluenc.com](mailto:NC_Provider_Training@healthybluenc.com).

<https://provider.healthybluenc.com>

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