



Provider Pathways — Digital Provider Orientation is Here!

We're using Provider Pathways to make sharing information about our Healthy Blue tools and resources more useful to you. Provider Pathways is a 24/7 digital resource that provides a foundation on working with Blue Cross and Shield of North Carolina (Blue Cross NC) to serve Healthy Blue members.

This self-paced offering provides an easy, on-demand option for sharing information on our most frequently used provider tools and resources, including:

- Joining our network
- Registering for Availity
- Enrolling in electronic funds transfer (EFT) or electronic remittance advice (ERA)
- Checking member eligibility and claim status
- Obtaining authorizations
- Reporting possible fraud and abuse

In addition, Provider Pathways gives you the flexibility to schedule training for yourself and your staff.

Be in control of your training experience

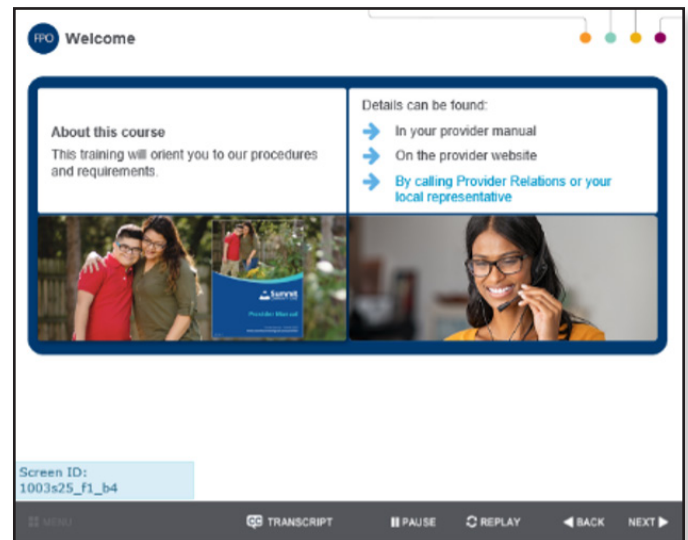
When using Provider Pathways, you will select your training path. Whether you want to learn more about authorizations, claims, or another topic, you will choose your path and your pace.



Each module includes:

- Instructor voiceover and transcripts.
- Ability to pause, replay, or go back whenever you need to.
- Progress tracking, in case you have to leave and come back later.

The modules are designed to be informative, easy to navigate, and can be retaken anytime if you need a quick refresher on one or more topics.



Access the training

Provider Pathways is available at <https://provider.healthybluenc.com>.



Note: Availity, LLC is an independent company providing administrative support services for Healthy Blue providers on behalf of Blue Cross and Blue Shield of North Carolina.

<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.