



Look what is new in Provider Pathways

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) is pleased to announce two new modules that have been added to our Healthy Blue self-paced eLearning called Provider Pathways. Provider Pathways is a 24/7 digital resource that gives a foundation for working with Blue Cross NC in serving Healthy Blue members.

Provider Pathways not only provides what you need to know about the key tools and resources for doing business with us, but we have now added these new modules:

- CAHPS® — Find out what the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey is and how it impacts you.
- SBIRT — Learn more about this important screening, brief intervention, and referral to treatment (SBIRT) method. Let us show you how a simple, evidence-based process can be utilized with all types of patients in a variety of settings to identify those who may need additional substance use support.

How to Find Provider Pathways

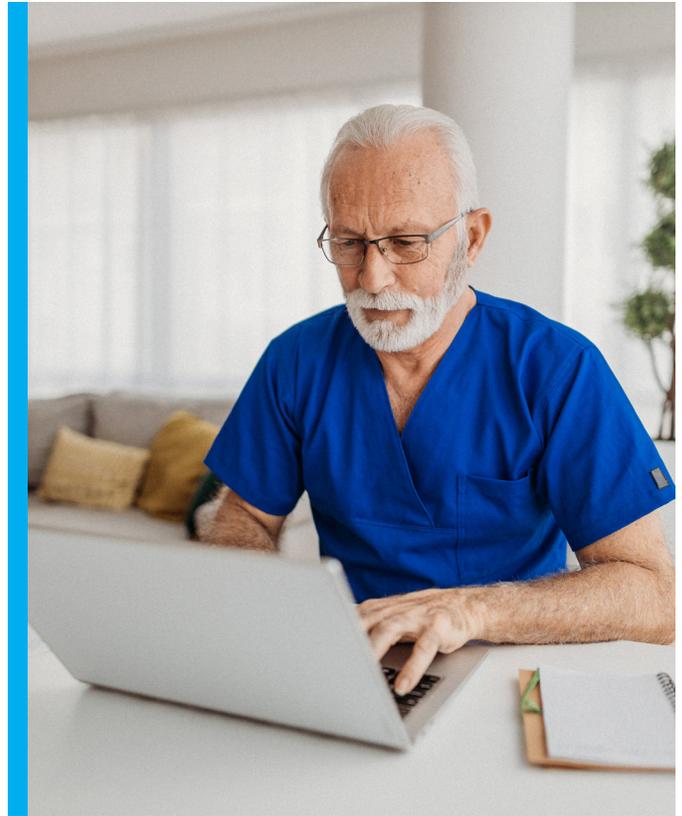
Provider Pathways — Doing Business with Blue Cross NC eLearning, gives you the flexibility for scheduling training for yourself and your staff. You can find this training on the Healthy Blue provider website:

- Go to <https://provider.healthybluenc.com>.
- Under *Resources* in the top navigation menu, select **Healthy Blue Training Academy**.
- Once on the Training Academy, scroll select the Training Resources link, and then select the link under Provider Pathways.

You will find the new modules in the table of contents shortly after starting the training.

More information

If you have questions about this new provider resource, please reach out to your Healthy Blue Provider Relationship Management representative.



<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.