



# Provider Pathways — Learn all about it!

Healthy Blue want to remind you of a training resource that's available for all providers. It's called Provider Pathways, which is an on-demand digital eLearning that's comprised of a collection of topics called modules. Each module covers a different aspect of doing business with Healthy Blue. Depending on what you need, you can take one or all the modules.

## Go here to find out more about Medicaid:

- What challenges do Medicaid Members face?
- What resources do we have to help you support your patients?



## These sections will share our business practices and resources. Some items you will find:

- How do you know if a service requires an authorization?
- Where do you go to submit claims?
- What if you do not agree with a determination or payment.

## Two-way communication is important. Provider Pathways will let you know how:

- We will share important updates with you.
- You can let us know of changes to your practice.



### How to find Provider Pathways

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

- Go to <https://provider.healthybluenc.com>.
- Select **Training Academy** under *Resources* in the top navigation.
- Once on the site, select **Provider Pathways** under *Training Resources*.

If you have questions about this provider resource, please reach out to your local Provider Relations team.

<https://provider.healthybluenc.com>

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