



Healthy Blue Provider Quick Reference Guide

Important phone numbers/addresses/websites:

Provider Services Phone: **1-844-594-5072**
Monday to Saturday, 7 a.m. to 6 p.m. ET;
voice portal – 24/7

Provider Websites Public website: **<https://provider.healthybluenc.com>**

Secure website: **<https://www.availity.com>**

**Prior Authorizations/
Notifications
(Medical/Behavioral
Health)** Phone: **1-844-594-5072**

Fax: Inpatient
• Medical: **1-800-964-3627**
• Behavioral health: **1-844-439-3574**
Outpatient
• Medical: **1-844-445-6649**
• Behavioral health: **1-844-429-9636**
Durable Medical Equipment/Home Health
Infusions: **1-844-451-2793**

Forms: **<https://provider.healthybluenc.com/north-carolina-provider/forms>**

Online: Authorization requests can also be sent
through **<https://www.availity.com>**.

**Member Services/
Eligibility** Phone: **1-844-594-5070**
Monday to Saturday, 7 a.m. to 6 p.m. ET

Secure website: **<https://www.availity.com>**



Important phone numbers/addresses/websites: (cont.)

Pharmacy Services Phone: **1-844-594-5084**
Monday to Saturday, 7 a.m. to 6 p.m. ET

24/7 NurseLine Phone: **1-844-545-1427**
24/7, including state holidays
Spanish: 1-844-545-1428

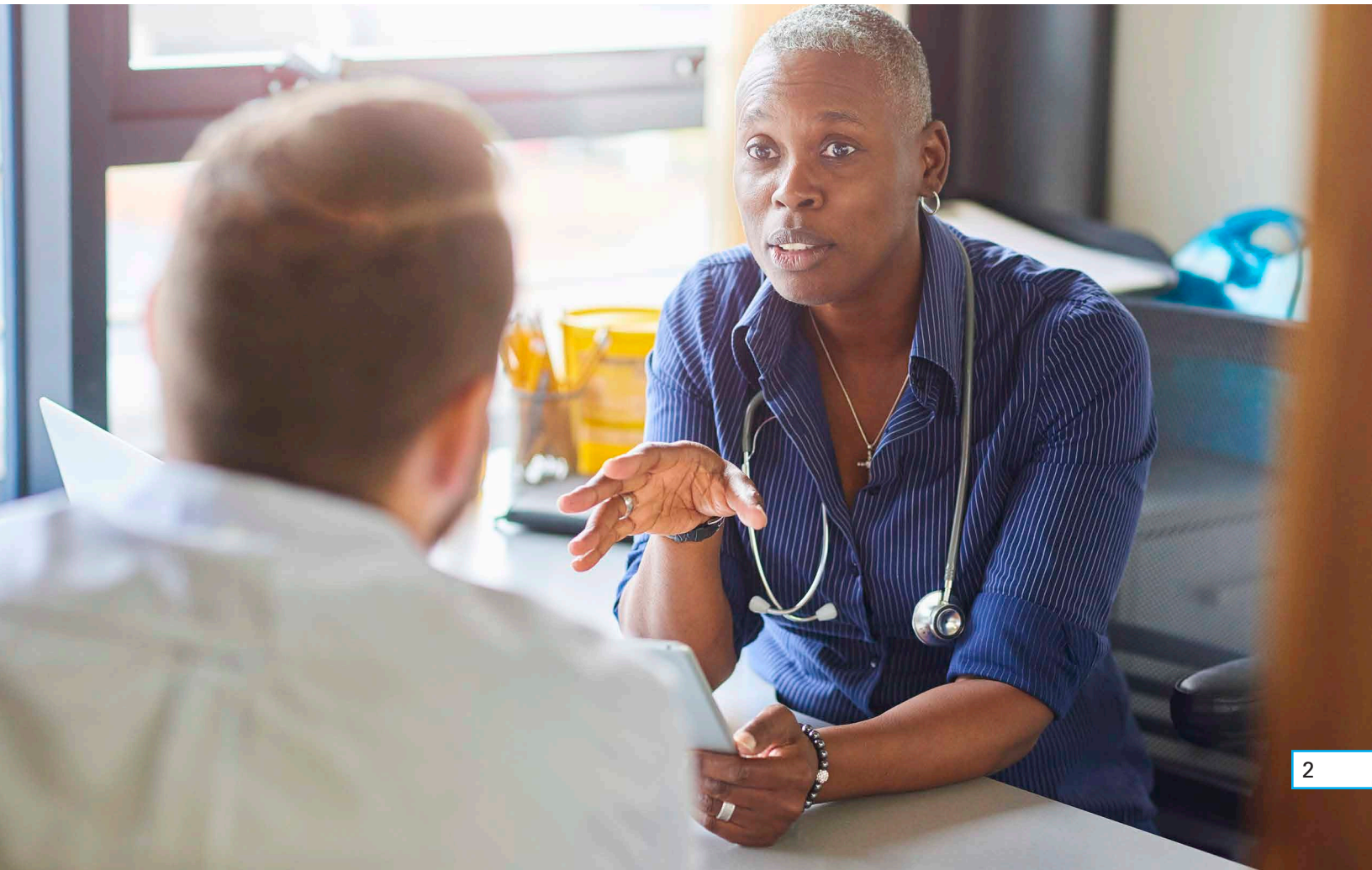
Behavior Health Crisis Line Phone: **1-844-594-5076**
24/7

**Interpreter Services/
Translation (TTY Line)** Phone: **1-844-594-5072**

**Grievance/Claim Inquiry
(Research and Review)** Phone: **1-844-594-5072**, select **Claims** prompt

Note: This is not appeals.

Fraud, Waste and Abuse Phone: **1-866-847-8247**



Claims/EDI

Claims Information

Phone: **1-844-594-5072**, select **Claims** prompt

Paper Claim Submission

Timely filing is 180 calendar days from the date of service.

Address:

Blue Cross NC | Healthy Blue
Claims
P.O. Box 61010
Virginia Beach, VA 23466

EDI — Availity¹ Portal Client Services

Phone: **1-800-282-4548**

Electronic Payment Enrollment

Phone: **1-888-599-1771**

Electronic Payment Services ERA/EFT

Online: <https://solutions.caqh.org>²

Provider appeals

Provider Medical Necessity Appeal

Address:

Blue Cross NC | Healthy Blue
Appeals
P.O. Box 62429
Virginia Beach, VA 23466-2429

Appeals

Provider has 30 days from receipt of an adverse determination to file an appeal, and the PHP will acknowledge receipt within five calendar days.

Vision and non-emergent transportation appeals are managed by the vendor.

Address:

Blue Cross NC | Healthy Blue
Payment Dispute Unit
P.O. Box 61599
Virginia Beach, VA 23466-1599

Online:

Use the secure provider Availity Payment Appeal Tool at <https://www.availity.com>. Through Availity, providers can upload supporting documentation and will receive immediate acknowledgement of their submission.

Claims Payment Appeal Form/ Reconsideration Form found on: <https://provider.healthybluenc.com>

Notes:

- 1 Availity is an independent company providing a secure provider web portal for Healthy Blue providers on behalf of Blue Cross and Blue Shield of North Carolina.
- 2 CAQH is an independent company providing electronic payment services for Healthy Blue providers on behalf of Blue Cross and Blue Shield of North Carolina.



Vendors

Transportation

ModivCare¹ non-emergent transportation

Phone:

Reservations and ride assistance:
1-855-397-3602

Vision

EyeMed²

Fax:

1-513-492-3259

Email:

eyemedqa@eyemed.com

Healthy Blue member ID:

HealthyBlue	
Member Name: JOHN Q SAMPLE	Primary Care Provider (PCP):
Identification #:	Telephone #:
Member ID #: 123456789	Address:
Effective Date:	RXBIN: 020107
Date of Birth:	RXPCN: NC
	RXGRP: 8473

HealthyBlue	
www.healthybluenc.com	
Member Services:	844-594-5070
Provider Services:	844-594-5072
Pharmacy Member Services:	844-594-5084
Help for Pharmacists:	833-296-5037
24/7 NurseLine:	844-545-1427
24/7 Behavioral Health Crisis:	844-594-5076
TTY:	711
Use of this card by any person other than the member is fraud. If you suspect a doctor, clinic, hospital, home health service or any other kind of medical provider is committing Medicaid fraud, report it. Call 919-881-2320.	
Healthy Blue	P.O. Box 27287, Richmond, VA 23261-7287
Certain services are covered directly by NCDHHS. For a list of carved-out services, see your member handbook.	
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.	
NCD1 07/21	

Notes:

- 1 ModivCare is an independent company providing nonemergency transportation services for Healthy Blue members on behalf of Blue Cross and Blue Shield of North Carolina.
- 2 EyeMed is an independent company providing vision services for Healthy Blue members 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.