

November 3, 2022

Availity Essentials is Experiencing Technical Issues

Blue Cross and Blue Shield of North Carolina is aware that providers are experiencing technical issues when attempting to log into Availity* Essentials.

Longer than usual response times and errors in loading pages are to be expected. **We are working to resolve this issue as quickly as possible.**

If providers need assistance, please contact Healthy Blue Provider Services at **844-594-5072** Monday through Saturday, 7 a.m. to 6 p.m. EST; your Network Relations Consultant, or email us at **NC_Provider@healthybluenc.com**.

In the email request, be sure to include your practice name, NPI, contact information, the preferred method to be contacted (via email or telephone), and the county of location.



Email is the quickest and most direct way to receive important Healthy Blue information from Blue Cross and Blue Shield of North Carolina.

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (healthyblue.ly/NCmp).



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>

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