

July 2021

Avoid Rejected Claims

To avoid claims from being rejected, Blue Cross and Blue Shield of North Carolina (Blue Cross NC) is providing billing guidance, which includes the information that is required for all Healthy Blue claim submissions. Please review the provided resources and resubmit the encounter with *all* of the required information.

Blue Cross NC requires the below information to be included on all Healthy Blue claim submissions. For additional information regarding the NPI and claims requirements that Blue Cross NC adheres to, reference the **National Provider Identifier** section of the North Carolina Department of Health and Human Services (NC DHHS) Division of Health Benefits website or go to <https://medicaid.ncdhhs.gov/blog/2021/07/09/common-billing-error-taxonomy-codes-missing-incorrect-or-inactive>.

Claim submissions, whether electronic or paper, must include the following information:

- Member's ID number including alpha prefix
- Member's name
- Member's date of birth
- ICD-10-CM diagnosis code
- Date of service
- Place of service
- Procedures, services or supplies rendered with CPT-4 codes/HCPSC codes/disease-related groups
- Itemized charges
- Days or units
- Provider tax ID number
- Provider name according to contract
- Billing provider information, and rendering provider information when different than billing or when billing a group taxonomy
- NPI of billing and rendering provider when applicable, or API when NPI isn't appropriate
- Taxonomy of billing provider, attending and rendering provider when submitted
- Coordination of benefits/other insurance information
- Precertification number or copy of precertification
- NDC, unit of measure and quantity for medical injectables
- Any other state-required data

Provider and member data will be verified against state reference data for accuracy and active status. Be sure to validate this data in advance of claim submissions. This validation will apply to all provider data submitted and also applies to atypical and out-of-state providers.

<https://provider.healthybluenc.com>

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If we can be of further assistance, please contact your Provider Relations representative for additional support. Additionally, providers and their office staff can contact Healthy Blue Provider Services at **844-594-5072** and follow the prompts for extra assistance.