

July 2021

Out-of-Network Message Error

Blue Cross and Blue Shield of North Carolina is aware of the issue with the Interactive Care Reviewer (ICR) application in Availity. Due to this issue, some Healthy Blue in-network providers are receiving an out-of-network message when submitting preauthorization requests. Please know that we are working diligently to fix the error.

In the meantime, if you receive the out-of-network message on the *Provider Details* screen and you are a contracted provider, please select **Other** as the reason and continue moving through the process to submit the case. Our Utilization Management Team will verify your network status and process the request accordingly.

You may also use other authorization channels such as fax or by calling Provider Services at the numbers listed below.

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| Prior Authorizations/ Notifications (Medical/Behavioral Health) | Phone: | 1-844-594-5072 |
| | | Inpatient <ul style="list-style-type: none">• Medical: 1-800-964-3627• Behavioral health: 1-844-439-3574 |
| | Fax: | Outpatient <ul style="list-style-type: none">• 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 . |

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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