

August 2021

Overview of Medicaid with Healthy Blue[®] and Medicare Advantage with Healthy Blue + MedicareSM (HMO D-SNP)

	Healthy Blue	Healthy Blue + Medicare
Plan type	Medicaid Managed Care Prepaid Health Plan	Medicare Advantage HMO Dual-Eligible Special Needs Plan (HMO D-SNP)
Number of plan designs offered	Blue Cross and Blue Shield of North Carolina (Blue Cross NC) offers one Medicaid managed care plan, with benefits designed by the North Carolina Department of Health and Human Services (NC DHHS). The plan is administered by Blue Cross NC under a contract with NC DHHS. Blue Cross NC offers value-added services (VAS) to differentiate us in the market.	Blue Cross NC offers one D-SNP plan design with a \$0 premium. The plan is offered by Blue Cross NC under a contract with CMS. Blue Cross NC offers supplemental benefits to be competitive in the market.
Go-live date	July 1, 2021	January 1, 2021
Service area	Statewide, all 100 counties	For 2021, 18 counties (primarily the Triangle and Triad areas, plus Charlotte and Asheville) For 2022, 90 counties
Member cost sharing	\$0 premium, \$0 for most services	\$0 premium, \$0 for many services
Contract/network	Custom provider network, specifically for Healthy Blue members	Same provider network as Blue Cross NC's other Medicare Advantage plans
Claims filing	Claims are filed to Availity	
Payer ID	EDI payer ID for Medicaid with Healthy Blue is 00602	EDI payer ID for Medicare Advantage with Healthy Blue + Medicare is 00602

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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BNCPEC-0500-21 August 2021

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	Healthy Blue	Healthy Blue + Medicare
Rejection message	<p>If claims are filed to Blue Cross NC (instead of Availity), claims will be rejected with the following message:</p> <p>Claims for this member must be submitted to Availity with the alternate payer ID.</p> <p>Payer ID = North Carolina — 00602 or claims will reject</p>	<p>If claims are filed to Blue Cross NC (instead of Availity), claims will be rejected with the following message:</p> <p>Claims for this member must be submitted to Availity with the alternate payer ID, which is listed on back of member's ID card.</p> <p>Payer ID = North Carolina — 00602 or claims will reject</p>
ID cards	See page 5	
Provider website	https://provider.healthybluenc.com	https://www.bluecrossnc.com/provider-home
Drivers of health	Plan includes a variety of value-added services such as transportation, fresh fruits and vegetables, housing assistance, educational assistance, etc.	Plan includes a variety of supplemental benefits such as transportation, vision allowance, etc.
Eligible members	NC DHHS separated eligible Medicaid populations into groups for the purposes of transformation, with beneficiaries on the standard plan going live on July 1, 2021. Most of these members are moms/babies and children. Others are in the Aged Blind Disabled (ABD) program or the Temporary Assistance Needy Families (TANF) program. In future years, additional Medicaid populations will be included in Medicaid transformation, under contracts that have yet to be awarded.	<p>Healthy Blue + Medicare is a Dual-Eligible Special Needs Plan (D-SNP) for people who are eligible for both Medicare and Medicaid.</p> <p>Healthy Blue + Medicare is available to individuals who have a status of:</p> <ul style="list-style-type: none"> • Full-Benefit Dual Eligible (FBDE) • Qualified Medicare Beneficiary (QMB) + • Specified Low-Income Medicare Beneficiary (SLMB) + • QMB-only

Medicaid Managed Care

Healthy Blue

In 2015, the North Carolina General Assembly enacted *Session Law 2015-245*, directing NC DHHS to transition North Carolina Medicaid and NC Health Choice from fee-for-service to managed care. First to transition were approximately 1.6 million of the current 2.3 million* Medicaid beneficiaries who are on the **standard plan**. Blue Cross NC was awarded one of four statewide contracts to provide Medicaid services to standard plan members. Our Medicaid plan is called Healthy Blue.

The remaining Medicaid beneficiaries will stay in fee-for-service because it provides services that meet specific needs for beneficiaries. This is called **NC Medicaid Direct**. These populations will transition to managed care at later dates.

These populations include:

- Behavioral health (BH) and intellectual/developmental disability (I/DD) beneficiaries on tailored plans
- Foster care beneficiaries
- Dual-eligible beneficiaries

* Estimate as of February 2021. See <https://medicaid.ncdhhs.gov/media/8109/>

Medicare Advantage

Healthy Blue + Medicare

Blue Cross NC has introduced this new product to those who are dually eligible for both Medicare and Medicaid.

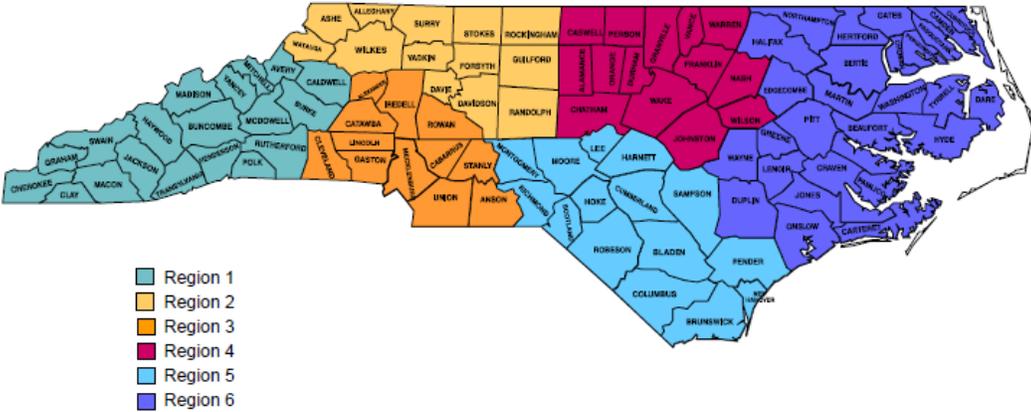
Blue Cross NC began offering Healthy Blue + Medicare effective January 1, 2021. If you are a provider currently participating in our Medicare Advantage product, Blue Medicare, you will also be included in Healthy Blue + Medicare and will not be required to sign a new agreement with Blue Cross NC. You will automatically be added to the network.

Healthy Blue + Medicare is offered pursuant to a contract between CMS and Blue Cross and Blue Shield of North Carolina Senior Health, a wholly-owned subsidiary of Blue Cross NC. Healthy Blue + Medicare is an included MA plan for all Blue Cross NC provider agreements for Medicare, and its members are served by the same network that serves all other MA plans offered by Blue Cross NC. The amounts due, bundling edits, policies, and procedures may differ based on the specific product because of different benefit designs and claims adjudication methodologies. Claims will be paid consistent with current contract provisions, and Blue Cross NC will use its best efforts to apply bundling logic that is consistent with industry AMA HCPCS (Level I and Level II) or CMS CCI standards in effect at the time of the date of service.

Service Areas

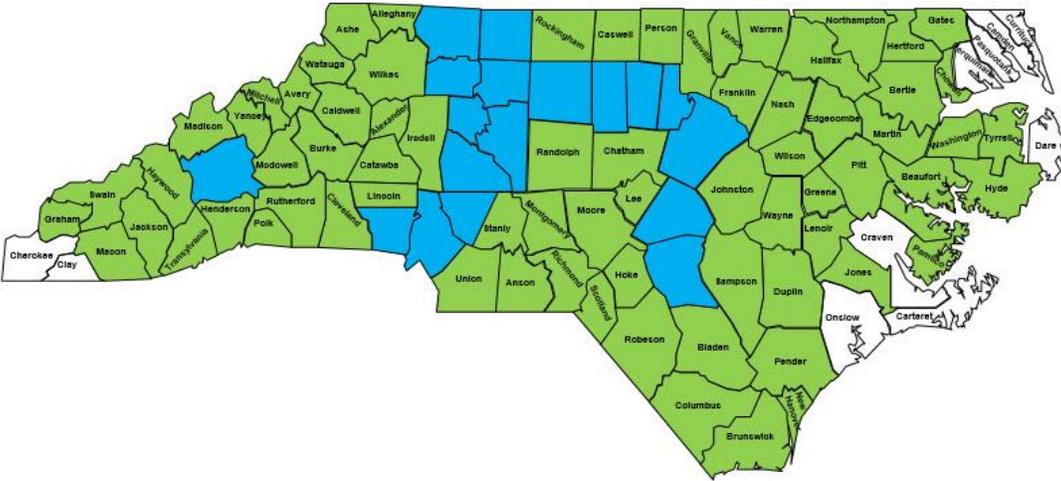
Medicaid: Healthy Blue

NC DHHS divided the state into six regions for the purposes of Medicaid transformation. Healthy Blue is offered to eligible standard plan Medicaid beneficiaries in all 100 counties.



Medicare Advantage: Healthy Blue + Medicare

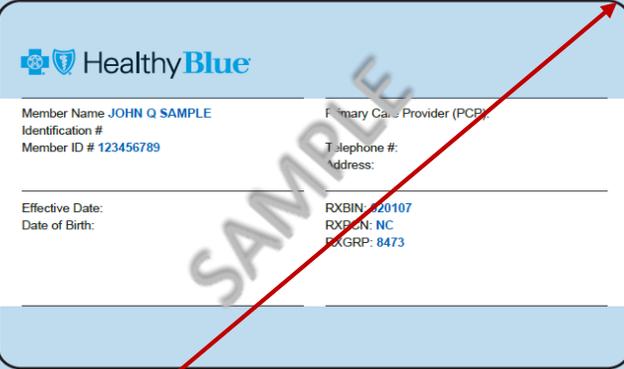
- In 2021, Healthy Blue + Medicare is offered in 18 counties: Alamance, Buncombe, Cabarrus, Cumberland, Davidson, Davie, Durham, Forsyth, Gaston, Guilford, Harnett, Mecklenburg, Orange, Rowan, Stokes, Surry, Wake, and Yadkin.
- In 2022, Healthy Blue + Medicare will be expanded to 72 additional counties for a total of 90 throughout the state.



Healthy Blue Overview of Medicaid with Healthy Blue and Medicare Advantage with Healthy Blue + Medicare

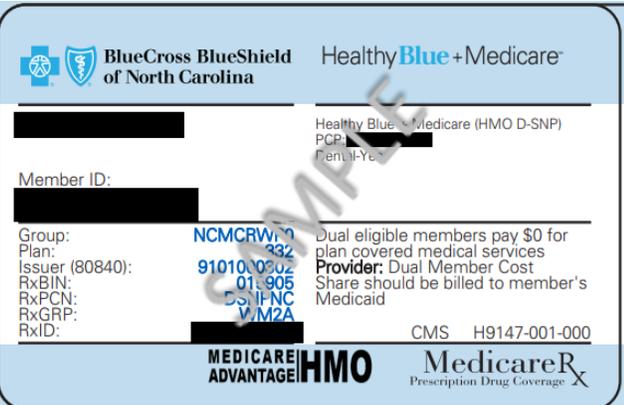
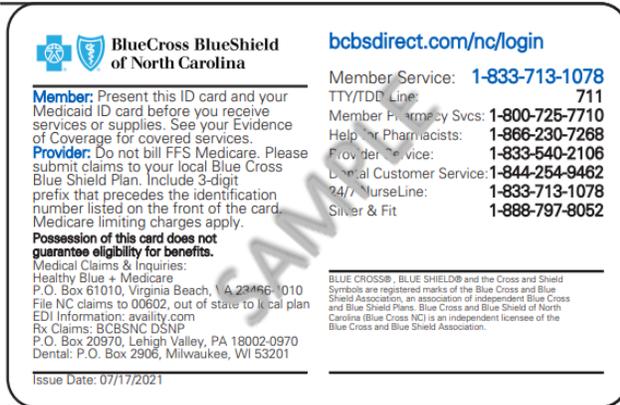
ID Cards

Sample ID Cards for Healthy Blue

 <p>Member Name JOHN Q SAMPLE Primary Care Provider (PCP): Identification # _____ Telephone #: Member ID # 123456789 Address: _____</p> <p>Effective Date: _____ RXBIN: 020107 Date of Birth: _____ RXPCN: NC RXGRP: 8473</p>	 <p style="text-align: right;">healthybluenc.com</p> <p>Members: Please carry this card at all times. Show this card before you get medical care (except emergencies). If you have an emergency, call 911 or go to the nearest emergency room.</p> <p>Affiliados: Lleve esta tarjeta con usted en todo momento. Muéstrela antes de recibir el cuidado de la salud (excepto en emergencias). Si tiene una emergencia, llame al 911 o vaya a la sala de emergencias más cercana.</p> <p>Provedores/hospitals: For preapproval/billing information, call 844-594-5072. For emergency admissions, notify Healthy Blue within 24 hours after treatment.</p> <p>Pharmacies: Submit claims using RXBIN: 020107; RXPCN: NC; RXGRP: 8473. NC providers submit medical claims to: Avality.com or Healthy Blue, P.O. Box 61010, Virginia Beach, VA 23466-1010. Providers outside NC submit claims to the local Blue plan.</p> <p style="border: 1px solid red; padding: 2px; display: inline-block;">NC01 07/21</p>
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Note: On the back of the Healthy Blue ID card, NC01 indicates a North Carolina Medicaid member, and NC02 indicates a North Carolina Health Choice member.

Sample ID Card for Healthy Blue + Medicare

 <p>BlueCross BlueShield of North Carolina Healthy Blue + Medicare</p> <p>Member ID: _____</p> <p>Group: NCMCRW11 Dual eligible members pay \$0 for plan covered medical services Plan: 332 Provider: Dual Member Cost Share should be billed to member's Medicaid Issuer (80840): 910100502 RxBIN: 01-905 RxPCN: DSH-NC RxGRP: V/M2A RxID: _____ CMS H9147-001-000</p> <p>MEDICARE ADVANTAGE HMO Medicare Rx Prescription Drug Coverage</p>	 <p style="text-align: right;">bcbsdirec.com/nc/login</p> <p>Member Service: 1-833-713-1078 TTY/TDD Line: 711 Member Pharmacy Svcs: 1-800-725-7710 Help for Pharmacists: 1-866-230-7268 Provider Service: 1-833-540-2106 Dental Customer Service: 1-844-254-9462 24/7 NurseLine: 1-833-713-1078 Silver & Fit: 1-888-797-8052</p> <p>Member: Present this ID card and your Medicaid ID card before you receive services or supplies. See your Evidence of Coverage for covered services. Provider: Do not bill FFS Medicare. Please submit claims to your local Blue Cross Blue Shield Plan. Include 3-digit prefix that precedes the identification number listed on the front of the card. Medicare limiting charges apply.</p> <p>Possession of this card does not guarantee eligibility for benefits. Medical Claims & Inquiries: Healthy Blue + Medicare P.O. Box 61010, Virginia Beach, VA 23466-1010 File NC claims to 00602, out of state to local plan EDI Information: avality.com Rx Claims: BCBSNC DSNP P.O. Box 20970, Lehigh Valley, PA 18002-0970 Dental: P.O. Box 2906, Milwaukee, WI 53201</p> <p>Issue Date: 07/17/2021</p>
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