

Pharmacy Billing Guidance for Self-Administered Hormonal Contraceptives

Availity Essentials step-by-step guide for professional claim submission

Blue Cross NC uses the Availity Essentials secure platform for Healthy Blue claims submissions. Claims may be submitted directly through the platform or an electronic data interchange (EDI) connection. For more information on registering your pharmacy, visit [Availity Essentials](#). Additional resources to access on-demand training are available on the [Training Academy](#) page of the [provider website](#).

Before submitting claims, create an Availity Essentials account:

Visit <https://Availity.com>, select **Essentials Login**, and select **Create a Free Account**.

1. Enter your information.
2. Choose three security questions and answers.
3. Verify your information and create your account.
4. Confirm your email address within 24 hours.
5. Log in to Availity Essentials.

Patients' information must be added to submit claims: Navigate to the top menu bar and select Patient Registration > Eligibility and Benefits Inquiry:

1. Complete *Provider Information* section.
2. Complete *Patient Information* section: Multiple patient identification options are available (for example, **member does not have a Healthy Blue Member Card**)
3. Complete *Service Information* section: Choose (**Health Benefit Coverage-30**).

Submitting professional claims step-by-step

Claim submission steps: From the main menu bar drop-down, select Claims and Payments > Claims & Encounters.

Complete the *Insurance Company/Benefit Plan Information*:

- Organization (Self)
- Claim Type (Professional Claim)
- Payer (Blue Cross NC)
- Responsibility Sequence (Primary)

Upon completion, additional fields will populate.

<https://provider.healthybluenc.com>

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Complete *Patient Information*:

- Select **patient** from the drop-down; patient information will already be available.

Complete *Subscriber Information*:

- Information should auto-populate and verify/complete as needed.
- Select **Yes** for Authorized Plan.

Complete *Billing Provider Information*:

- Select the appropriate provider and verify information.
- Under *Specialty Code*, select an eligible pharmacy taxonomy for Billing Clinical Services:
 - 3336C0003X — Community/Retail Pharmacy
 - 3336C0002X — Clinic Pharmacy
 - 3336C0004X — Compounding Pharmacy
 - 3336L0003X — Long Term Care Pharmacy

Add Rendering Provider by selecting the button below the previous section:

- Select and add your organization again; verify information.
- Complete *Specialty Code* by selecting an eligible individual taxonomy.

Complete the *Claim Information* subsection:

- *Patient Control Number/Claim Number*:
 - *Patient Control Number* — This is an internal number used as a provider reference.
 - *Claims Number* — A separate claims number will be generated upon submission.
- *Place of Service*: 01-Pharmacy
- *Frequency Type*: 1-Admit through Discharge Claim
- *Provider Accepts Assignment*: A-Assigned
- *Release of Information*: I-Informed Consent
- *Provider Signature on file*: Yes
- *Claim Filing Indicator*: MC-Medicaid

Complete *Diagnosis Code* section:

- Select an eligible diagnosis code for Contraceptive or other service.
- Contraceptive Protocol Dx codes:
 - Z30.011: Encounter for initial prescription of contraceptive pills
 - Z30.016: Encounter for initial prescription of transdermal patch hormonal contraceptive device
 - Z30.41: Encounter for surveillance of contraceptive therapy pills
 - Z30.45: Encounter for surveillance of transdermal patch hormonal contraceptive therapy
 - Z30.09: Encounter for other general counseling and advice on contraception
 - **Note**: Z30:09 is allowed when the beneficiary completes the questionnaire, the immunizing pharmacist performs the assessment, but no dispensing of a contraception product occurs.
- Nicotine Replacement Therapy Protocol Dx codes:

- Z72.0 Tobacco Use
- O99.330 Smoking (tobacco) complicating pregnancy, unspecified trimester

Complete the *Lines* section (individual claim lines on a CMS-1500):

- *Service Date*: Date From/To will always be the same day.
- *Place of Service*: 01-Pharmacy
- *Procedure code* (CPT® code): Eligible CPT codes:
 - 99202: Office/Outpatient NEW
 - 99212: Office/Outpatient visit established
- *Modifier*:
 - Contraceptive Protocol: FP
 - Nicotine Replacement Therapy Protocol: No modifier required.
- *Diagnosis Code Pointer*: Select the appropriate Dx code already supplied.
- *Charge amount*:
 - Initial visit (99202): \$55.81
 - Established visit (99212): \$32.50
- *Quantity*: 1 or an appropriate amount.
- *Quantity Type*: UN-Unit

Submit the claim after reviewing all information

Checking Claim Status: From the main menu bar, select the drop-down **Claims and Payments > Claims Status**:

- Complete *Organization* and *Payer* sections.
- Complete *Provider* and *Patient Information* sections.
- Complete *Claim Information* section: Use the appropriate service date for the patient.

Quick Claims

Quick Claims allows providers to create templates that pre-populate certain fields when submitting a CMS-1500 claim. This will save time for providers who routinely submit claims for the same patient or the same service each week or each month.

Quick Claims can be found in Availity Essentials by going to **Claims & Payments** in the navigation bar. For training on Quick Claims, visit the training information referenced below.

Additional resources

Availity Essentials registration <https://Availity.com/Essentials-Portal-Registration>

Access training within Availity Essentials:

1. Log in to the Availity Essentials platform.
2. From the Availity Essentials homepage, select **Payer Spaces** from the top navigation.
3. Select the **Blue Cross NC** health plan from the *Payer Spaces* menu.
4. Select **Access Your Custom Learning Center** from the *Applications* tab.
5. Complete your profile, if prompted.

6. Choose from the available courses listed, search the catalog, or navigate to specific courses using the *Filters* menu on the left side of the screen.

Availability training on the provider website: [Training academy](#) | [Healthy Blue \(healthybluenc.com\)](#)

Healthy Blue Provider News: [Immunizing Pharmacist Enrollment and Contraception Protocol Reimbursements to Pharmacies](#)

NCTracks information: Clinical pharmacist practitioners (CPPs) must have a Level 2 taxonomy (183500000X) to enroll as an immunization pharmacist in NCTracks. Active Healthy Blue-enrolled CPPs may complete a *Managed Change Request (MCR)* to add level 2 taxonomy through the following steps:

1. Log in to **the NCTracks Provider Portal**.
2. Select the **Status and Management** button.
3. Choose **Manage Change Request**.

If you have any questions about this notice, contact Healthy Blue Provider Services at **844-594-5072** or via email at NC_Provider@healthybluenc.com, or contact your dedicated Healthy Blue provider relationship account consultant.