

July 2023

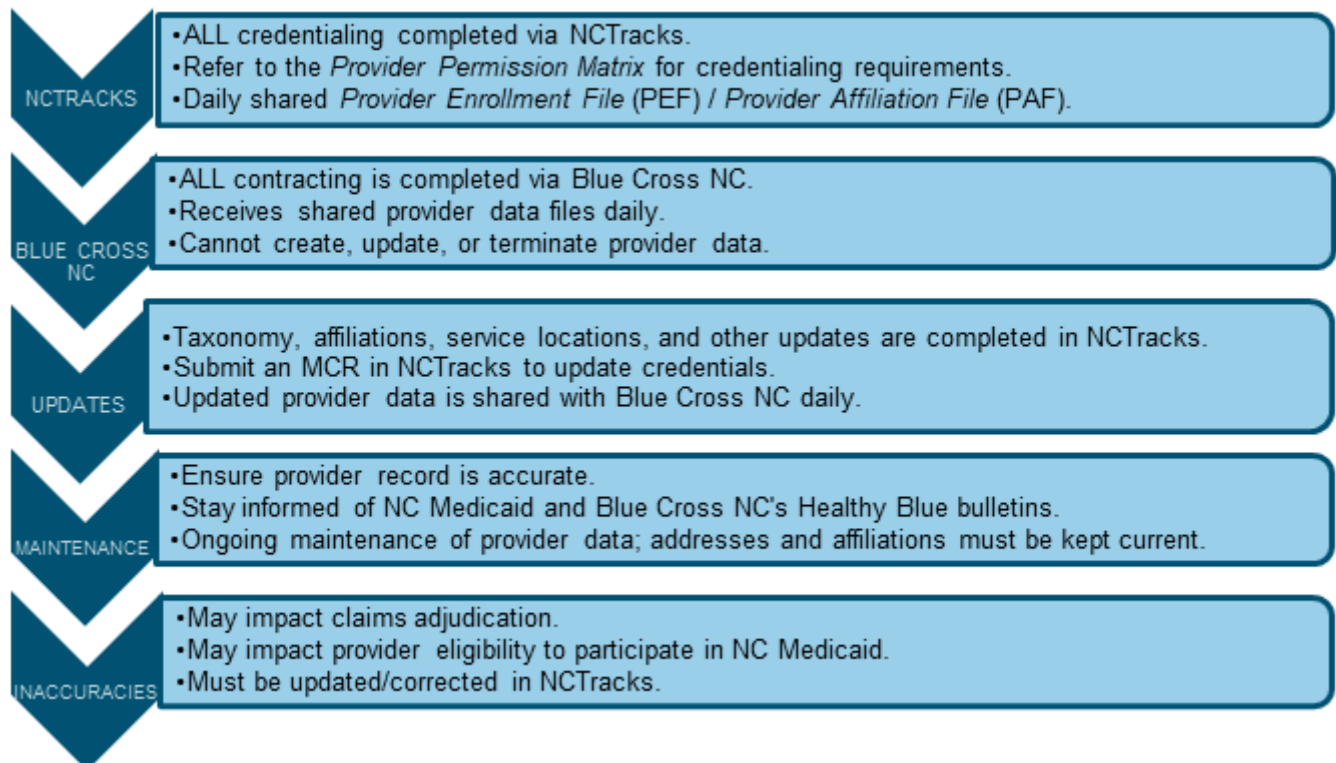
Provider Enrollment Data Guidance

Overview

Provider enrollment data is captured and shared with Blue Cross and Blue Shield of North Carolina (Blue Cross NC) when a Healthy Blue provider completes credentialing in **NCTracks**. Healthy Blue providers must ensure that all information provided to NCTracks during **Enrollment**, **Re-enrollment**, **Re-verification**, or a **Manage Change Request (MCR)** is up to date.

After completing the credentialing process and getting approval, the provider's enrollment data is provided to Blue Cross NC in a shared file. Please note, shared files only reflect the current day's provider data. Once a MCR is approved, it can take 2 to 3 business days for the data to update in the Healthy Blue system.

The provider, office administrator, or authorized user is responsible for completing updates and maintenance of the provider's record. Providers should contact the **NCTracks Contact Center**. Reference the chart on the second page for more information:



Please note that the provider, office administrator, or authorized user is responsible for completing updates and provider record maintenance.

<https://provider.healthybluenc.com>

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NCHB-CD-024485-23 July 2023