



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:

NCTRACKS

- ALL credentialing completed via NCTracks.
- Refer to the Provider Permission Matrix for credentialing requirements.
- ·Daily shared Provider Enrollment File (PEF) / Provider Affiliation File (PAF).

BLUE CROSS

- ·ALL contracting is completed via Blue Cross NC.
- Receives shared provider data files daily.
- Cannot create, update, or terminate provider data.

UPDATES

- . Taxonomy, affiliations, service locations, and other updates are completed in NCTracks.
- Submit an MCR in NCTracks to update credentials.
- . Updated provider data is shared with Blue Cross NC daily.

MINTENANCE

- Ensure provider record is accurate.
- Stay informed of NC Medicaid and Blue Cross NC's Healthy Blue bulletins.
- Ongoing maintenance of provider data; addresses and affiliations must be kept current.

NACCURACIES

- ·May impact claims adjudication.
- May impact provider eligibility to participate in NC Medicaid.
- Must be updated/corrected in NCTracks.

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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