



Healthy Blue Provider Quick Reference Guide

Important phone numbers/addresses/websites:

Provider Services Phone: **1-844-594-5072**
Monday to Saturday, 7 a.m. to 6 p.m. ET;
voice portal — 24/7

Provider Websites Public website: **<https://provider.healthybluenc.com>**

Secure website: **<https://www.availity.com>**

**Prior Authorizations/
Notifications
(Medical/Behavioral
Health)** Phone: **1-844-594-5072**

Fax: Inpatient
• Medical: **1-855-817-5788**
• Behavioral health: **1-844-439-3574**
Outpatient
• 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](https://provider.healthybluenc.com/north-carolina-provider/forms)**

Online: Authorization requests can also be sent
through **<https://www.availity.com>**.

**Member Services/
Eligibility** Phone: **1-844-594-5070**
Monday to Saturday, 7 a.m. to 6 p.m. ET

Secure website: **<https://www.availity.com>**



Important phone numbers/addresses/websites: (cont.)

Pharmacy Services Phone: **1-844-594-5084**
Monday to Saturday, 7 a.m. to 6 p.m. ET

24/7 NurseLine Phone: **1-844-545-1427**
24/7, including state holidays
Spanish: 1-844-545-1428

Behavior Health Crisis Line Phone: **1-844-594-5076**
24/7

**Interpreter Services/
Translation (TTY Line)** Phone: **1-844-594-5072**

**Grievance/Claim Inquiry
(Research and Review)** Phone: **1-844-594-5072**, select **Claims** prompt

Note: This is not appeals.

Fraud, Waste and Abuse Phone: **1-866-847-8247**



Claims/EDI

Claims Information

Phone: **1-844-594-5072**, select **Claims** prompt

Paper Claim Submission

Timely filing is 180 calendar days from the date of service.

Address:

Blue Cross NC | Healthy Blue
Claims
P.O. Box 61010
Virginia Beach, VA 23466

EDI — Availity¹ Portal Client Services

Phone: **1-800-282-4548**

Electronic Payment Enrollment

Phone: **1-888-599-1771**

Electronic Payment Services ERA/EFT

Online: <https://solutions.caqh.org>²

Provider appeals

Provider Medical Necessity Appeal

Address:

Blue Cross NC | Healthy Blue
Appeals
P.O. Box 62429
Virginia Beach, VA 23466-2429

Appeals

Provider has 30 days from receipt of an adverse determination to file an appeal, and the PHP will acknowledge receipt within five calendar days.

Vision and non-emergent transportation appeals are managed by the vendor.

Address:

Blue Cross NC | Healthy Blue
Payment Dispute Unit
P.O. Box 61599
Virginia Beach, VA 23466-1599

Online:

Use the secure provider Availity Payment Appeal Tool at <https://www.availity.com>. Through Availity, providers can upload supporting documentation and will receive immediate acknowledgement of their submission.

Claims Payment Appeal Form/ Reconsideration Form found on: <https://provider.healthybluenc.com>

Notes:

- 1 Availity is an independent company providing a secure provider web portal for Healthy Blue providers on behalf of Blue Cross and Blue Shield of North Carolina.
- 2 CAQH is an independent company providing electronic payment services for Healthy Blue providers on behalf of Blue Cross and Blue Shield of North Carolina.



Vendors

Transportation

ModivCare¹ non-emergent transportation

Phone: Reservations and ride assistance:
1-855-397-3602

Vision

EyeMed²

Fax: **1-513-492-3259**

Email: eyemedqa@eyemed.com

Healthy Blue member ID:

HealthyBlue	
Member Name: JOHN Q SAMPLE	Primary Care Provider (PCP):
Identification #:	Telephone #:
Member ID #: 123456789	Address:
Effective Date:	RXBIN: 020107
Date of Birth:	RXPCN: NC
	RXGRP: 8473

HealthyBlue	
www.healthybluenc.com	
Member Services:	844-594-5070
Provider Services:	844-594-5072
Pharmacy Member Services:	844-594-5084
Help for Pharmacists:	833-296-5037
24/7 NurseLine:	844-545-1427
24/7 Behavioral Health Crisis:	844-594-5076
TTY:	711
Use of this card by any person other than the member is fraud. If you suspect a doctor, clinic, hospital, home health service or any other kind of medical provider is committing Medicaid fraud, report it. Call 919-881-2320.	
Healthy Blue	P.O. Box 27287, Richmond, VA 23261-7287
Certain services are covered directly by NCDHHS. For a list of carved-out services, see your member handbook.	
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Notes:

- 1 ModivCare is an independent company providing nonemergency transportation services for Healthy Blue members on behalf of Blue Cross and Blue Shield of North Carolina.
- 2 EyeMed is an independent company providing vision services for Healthy Blue members on behalf of Blue Cross and Blue Shield of North Carolina.

<https://provider.healthybluenc.com>

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