

Healthy Blue Provider Quick Reference Guide

Important phone numbers/addresses/websites for Standard Plan		
Provider Services	Phone:	844-594-5072 Monday to Saturday, 7 a.m. to 6 p.m. ET; voice portal — 24/7
	Public website:	https://provider.healthybluenc.com
Provider websites	Secure website:	https://Availity.com
	Phone:	844-594-5072
Prior authorizations/ notifications (medical/behavioral health)	Fax:	Inpatient: <ul style="list-style-type: none"> • Medical: 855-817-5788 • Behavioral health: 844-439-3574 • All continued stay requests/discharge planning notifications/updates: 844-451-2694 • All skilled nursing facility/long-term acute care/inpatient rehabilitation requests: 844-451-2694 Outpatient: <ul style="list-style-type: none"> • Medical: 855-817-5788 • Behavioral health: 844-429-9636 • Durable medical equipment/home health infusions: 855-817-5788
	Forms:	https://provider.healthybluenc.com/north-carolina-provider/forms
	Online:	Authorization requests can also be sent through https://Availity.com .

Important phone numbers/addresses/websites for Standard Plan (cont.)

Member services/eligibility	Phone:	844-594-5070 Monday to Saturday, 7 a.m. to 6 p.m. ET
	Secure website:	https://Availity.com
Pharmacy services	Phone:	844-594-5084 Monday to Saturday, 7 a.m. to 6 p.m. ET
24/7 NurseLine	Phone:	English: 844-545-1427 (Available 24/7, including state holidays) Spanish: 844-545-1428
Behavior Health Crisis Line	Phone:	844-594-5076 (Available 24/7)
Interpreter services/translation	Phone:	844-594-5072 711 (TTY line)
Grievance/claim inquiry (research and review) Note: This is not appeals.	Phone:	844-594-5072 , select Claims prompt
Fraud, waste, and abuse	Phone:	866-847-8247



Claims/Electronic Data Interchange		
Claims information	Phone:	844-594-5072 , select Claims prompt
Paper claims submission Timely filing is 365 calendar days from the date of service.	Address:	Blue Cross NC Healthy Blue Claims P.O. Box 61010 Virginia Beach, VA 23466
Electronic Data Interchange (EDI) – Availity Essentials services	Phone:	800-282-4548 Submitting Attachments Guidance
Electronic payment enrollment	Phone:	877-882-0384
Electronic payment services/ electronic remittance advice/ electronic funds transfer	Online:	https://enrollsafe.payeehub.org https://Availity.com
Provider appeals		
Provider medical necessity appeal	Address:	Blue Cross NC Healthy Blue Appeals P.O. Box 62429 Virginia Beach, VA 23466-2429
Payment disputes A payment dispute reconsideration must be filed online or by mail or over the phone 60 days from the date of Explanation of Payment (EOP).	Address:	Blue Cross NC Healthy Blue Payment Dispute Unit P.O. Box 61599 Virginia Beach, VA 23466-1599
A claim payment appeal must be filed in writing within 30 days from the first-level decision/resolution letter. Note: Vision and non-emergent transportation appeals are managed by the respective vendor.	Online:	Use the secure provider Availity Payment Appeal Tool at 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



Vendors		
Non-emergent transportation ModivCare	Phone:	Reservations and ride assistance: 855-397-3602
Vision EyeMed	Fax:	513-492-3259
	Email:	eyemedqa@eyemed.com
Electronic visit verification CareBridge	Phone:	855-782-5976
	Email:	ncev@carebridgehealth.com

Healthy Blue member ID:

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

HealthyBlue	
<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>Providers/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.</p> <p>Submit medical claims to: Avality.com or Healthy Blue P.O. Box 61010 Virginia Beach, VA 23466-1010</p> <p>NC01 07/21</p>	
<p>www.healthybluenc.com</p> <p>Member Services: 844-594-5070 Provider Services: 844-594-5084 Pharmacy Member Services: 833-296-5037 Help for Pharmacists: 844-545-1427 24/7 NurseLine: 844-594-5076 24/7 Behavioral Health Crisis: 711 TTY: 711</p> <p>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.</p> <p>Healthy Blue P.O. Box 27287, Richmond, VA 23261-7287</p> <p>Certain services are covered directly by NCDHHS. For a list of carved-out services, see your member handbook.</p> <p>Healthy Blue is a Medicaid plan offered by Blue Cross and Blue Shield of North Carolina. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross and Blue Shield Association. © Marks of the Blue Cross and Blue Shield Association.</p>	

Email for Electronic Inquiries: NC_Provider@healthybluenc.com

<https://provider.healthybluenc.com>

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