



# Healthy Blue Provider Quick Reference Guide

## Important phone numbers/addresses/websites:

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

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

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



## Claims/Electronic Data Interchange

### Claims information

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

### Paper claim 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 readmittance advice/ electronic funds transfer

Online:

<https://enrollsafe.payeehub.org>  
**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)*.

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.

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 **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](mailto:eyemedqa@eyemed.com)

**Electronic visit verification**  
CareBridge

Phone: **855-782-5976**  
Email: [ncevv@carebridgehealth.com](mailto:ncevv@carebridgehealth.com)

## Healthy Blue member ID:

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

		<a href="http://www.healthybluenc.com">www.healthybluenc.com</a>
<p><b>Members:</b> 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><b>Affiliados:</b> Lleve esta tarjeta con usted en todo momento. Muestrela 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><b>Providers/hospitals:</b> For preapproval/billing information, call 844-594-5072. For emergency admissions, notify Healthy Blue within 24 hours after treatment.</p> <p><b>Pharmacies:</b> Submit claims using RXBIN: 020107; RXPCN: NC; RXGRP: 8473.</p> <p><b>Submit medical claims to:</b> Avality.com or Healthy Blue P.O. Box 61010 Virginia Beach, VA 23466-1010</p> <p>NC01 07/21</p>		<p>Member Services: <b>844-594-5070</b>            Provider Services: <b>844-594-5072</b>            Pharmacy Member Services: <b>844-594-5084</b>            Help for Pharmacists: <b>833-296-5037</b>            24/7 NurseLine: <b>844-545-1427</b>            24/7 Behavioral Health Crisis: <b>844-594-5076</b>            TTY: <b>711</b></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](mailto:NC_Provider@healthybluenc.com)

<https://provider.healthybluenc.com>

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