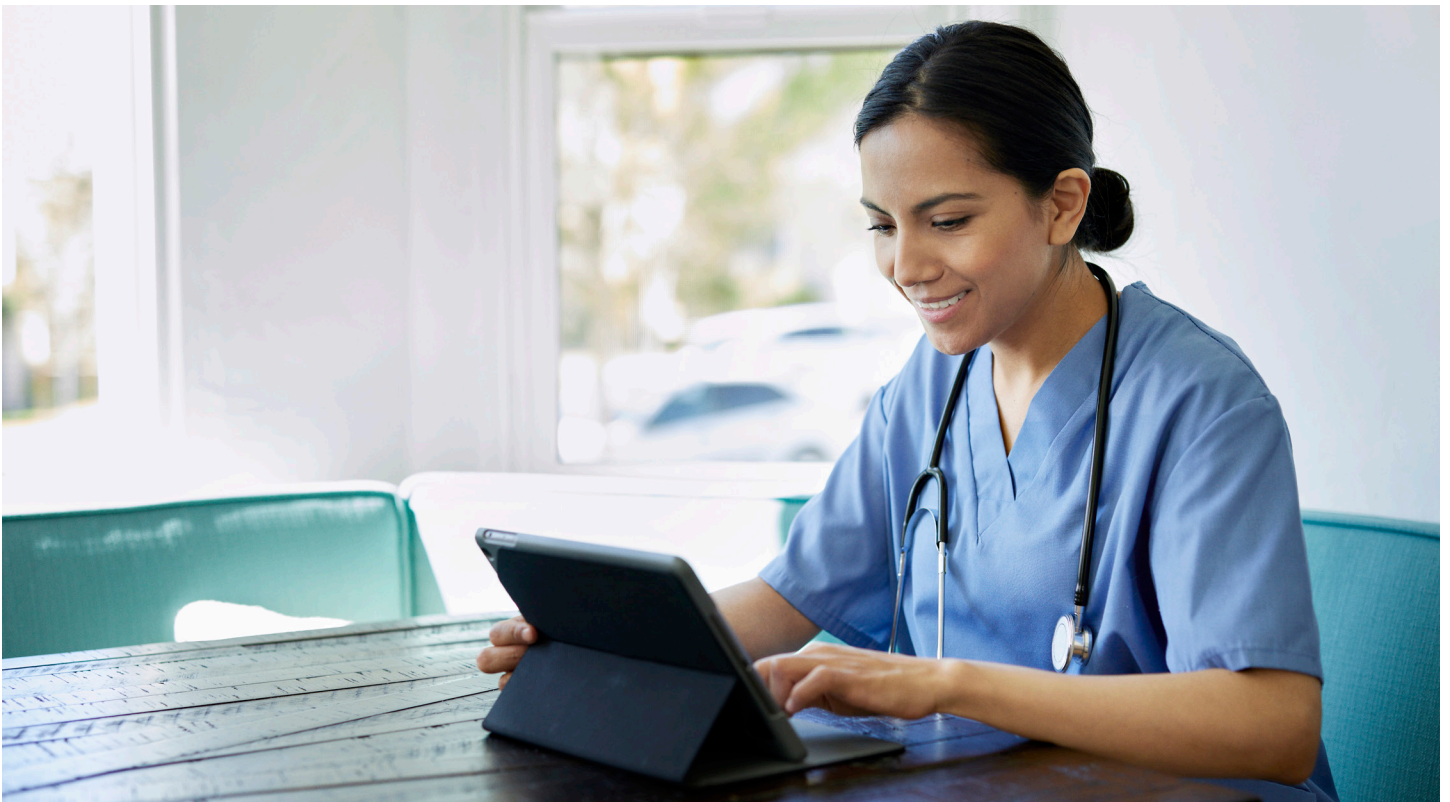




# Introducing the Enhanced *Provider News*

Your source for important Healthy Blue updates from  
Blue Cross and Blue Shield of North Carolina



We've listened to your feedback and are streamlining the way we deliver news and announcements. *Provider News* will be your central source for important notifications about policy updates, prior authorization changes, new product and program offerings, and more.

## Provider News features:

- One location to access news related to all lines of business in your market.
- Fully digital newsletter format allowing you to quickly navigate to the articles most relevant to you.
- Streamlined and redesigned email messages featuring critical or time-sensitive news.
- Important updates featured at the top of the website.
- Enhanced website search capabilities to locate information by category, line of business, or date.
- Advanced digital sharing features to make it easier to share updates, including:
  - Instantly share information via email
  - Printer-friendly mode with quick response (QR) codes for easy reference back to the website
- Quick access at the top:
  - *Provider Home* where you will continue to find forms, policies, and resources on the provider website
  - Access the *Archive* of previously posted *Provider News* articles.

## Provider News sneak peek

Curious to see more? Below is a first look of some of the key features of *Provider News*.

## Front page features:

The screenshot shows the front page of the Provider News website. At the top left, there are logos for BlueCross BlueShield of North Carolina and HealthyBlue. The main header includes 'PROVIDER NEWS NORTH CAROLINA' and navigation links for 'Provider Home' and 'Archive'. A large banner image features a smiling woman in a white lab coat. Below the banner, a 'Welcome, providers!' message is followed by a 'Read More' button. A search bar is located below the banner. On the left side, there is a 'Categories' list with items like 'Administrative', 'Digital Tools', and 'Medical Policy & Clinical Guidelines'. The main content area is titled 'Recent Updates' and lists several articles with their respective categories and dates. A 'What's New' section is also visible at the top right of the content area.

# Article features:

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Recent Updates

**Categories**

- Administrative
- Digital Tools
- Education and Training Opportunities
- Policy Updates
  - Medical Policy & Clinical Guidelines
- Products & Programs

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**Recent Publications**

- July 2023 Provider Newsletter

[View All Publications »](#)

Digital Tools | Medicaid | Jun 13, 2023

## Live Webinar: How to Submit Claim Attachments

Blue Cross and Blue Shield of North Carolina has contracted with Availity Essentials to offer a full webinar schedule on the streamlined claim attachments workflow via claim status results for Healthy Blue providers. Learn the end-to-end workflow of getting supporting documentations in a timely manner.

**Want to learn more?**

Get a head start and attend a webinar to learn more about the attachment submission capabilities. To **register now for a webinar**, sign in to **Availity**, select **Help & Training > Get Trained**, and then select **Sessions** in the *Search Catalog* field.

Live webinar registration links and recorded session (ET) can be found on the [Availity microsite](#).

Start using Availity Essentials to submit your claim attachments today!

If you have questions about Availity registration or navigation or questions on an Availity application, contact Availity Client Services at **800-282-4548** (Monday through Friday from 8 a.m. to 8 p.m.) or submit a support ticket via Availity ([availity.com/contact-us](#)). If you have questions or need assistance with any other item, contact Healthy Blue Provider Services at **844-594-5072**.

Note: Availity, LLC is an independent company providing administrative support services for Healthy Blue providers on behalf of Blue Cross and Blue Shield of North Carolina.

NCHB-CD-023366-23-CPN22842

PUBLICATIONS: [July 2023 Provider Newsletter](#)

# Publication features:

-

[Recent Updates](#)

**Categories**

- Administrative
- Digital Tools
- Education and Training Opportunities
- Policy Updates
- Medical Policy & Clinical Guidelines
- Products & Programs

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**Recent Publications**

July 2023 Provider Newsletter

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Medicaid | Jun 13, 2023

## July 2023 Provider Newsletter

### Administrative

[Digital Tools](#) | Medicaid | Jun 13, 2023  
**Live Webinar: How to Submit Claim Attachments**

[Digital Tools](#) | Medicaid | Jun 13, 2023  
**Member Search Feature Enhancement: Search for a Patient Without Using Member ID in Availity Essentials**

[Education and Training Opportunities](#) | Medicaid | Jun 13, 2023  
**You're Invited! Learn How to Submit Prior Authorizations Digitally Through ICR**

### Policy Updates

[Medical Policy & Clinical Guidelines](#) | Medicaid | Jun 13, 2023  
**Updates to Carelon Medical Benefits Management, Inc. Advanced Imaging and Spine Surgery Clinical Appropriateness Guidelines**

### Products & Programs

[Products & Programs](#) | Medicaid | Jun 13, 2023  
**Advancing health equity: Leveraging data to promote meaningful patient-provider relationships**

<https://provider.healthybluenc.com>

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