

Provider Information Management & Operations (PRIMO) Demographic Changes

This document will explain the appropriate means to submit a demographic change request to Blue Cross and Blue Shield of North Carolina.

Requests can be emailed to providerupdates@bcbsnc.com or faxed to 919-765-4349.

Normal processing time can vary between requests sent to Commercial or Blue Medicare. Average processing time will be between 10 to 30 business days.

Complete provider details (e.g. Name, NPI, IRS Number, Locations, Medicare Number) and the effective date for the changes must be provided.

Notice: Incomplete requests will not be accepted for processing. Requests that are incomplete or are missing information will be returned to sender. The request will need to be resubmitted with complete information to be processed.

Step	Action
1	Practitioner's Last Name Changes <ul style="list-style-type: none">A. Request on LetterheadB. Copy of Updated Medical License or Copy of Marriage CertificateC. If the Last Name Change for a Participating Solo Provider a new contract or amendment will need to be signed prior to the change being made
2	Change to Current Address or Adding Satellite Location <ul style="list-style-type: none">A. Completed Demographic Form or Request on LetterheadB. Must indicate the address change will apply to physical, billing and contract notice addressesC. When adding a satellite location to an existing group, include a roster of all practitioners to work at the satellite location is requiredD. Request should be submitted 30 days prior to the effective date
3	Transferring a Solo Practice to a Group Practice <ul style="list-style-type: none">A. Completed Group Enrollment ApplicationB. Updated W9C. Individual Enrollment Applications for all practitioners who are not currently active in BCBSNCD. Current Medical License for practitioners who are not currently active in BCBSNCE. For Participating Groups a new EFT form will be requiredF. For Contracted Participating Groups<ul style="list-style-type: none">a. Current Contract must support specialty of newly added practitionersb. All practitioners must be credentialed (if applicable) in order to be enrolledc. It may be required that a new contract or contract amendment must be signed prior to making the above changes. This may impact the effective date requested.G. Request should be submitted 60 days prior to the effective date

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In the event you have any questions or need assistance please call 1-800-777-1643 opt 6.