

Blue High Performance NetworkSM

(BlueHPNSM)

What you need to know

As a participating BlueHPN health care provider, we recognize that you are committed to providing high-quality and affordable care to your patients. This network puts you in the company of a variety of providers – from primary care to specialists and hospitals – dedicated to giving patients access to a full range of quality care.

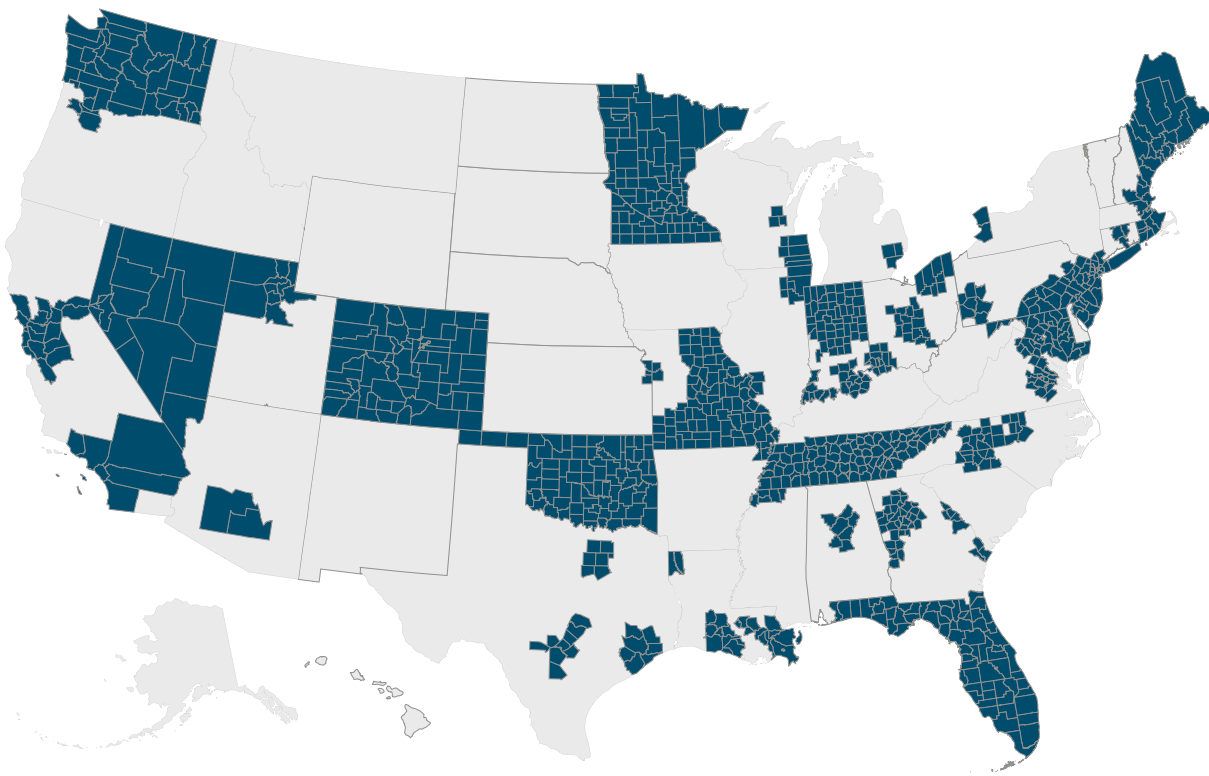
What is the Blue High Performance Network?

BlueHPN is a national quality-based network that provides members with access to a comprehensive set of high-quality doctors, hospitals and specialists while lowering costs. More than 185 million Americans in over 65 major markets have access to BlueHPN across the country.

BlueHPN is a true national high-performance network because, in addition to providing full access and affordability to members across the country, it factors in quality by including a select group of health care providers, like you, who are focused on better outcomes and value for your patients.

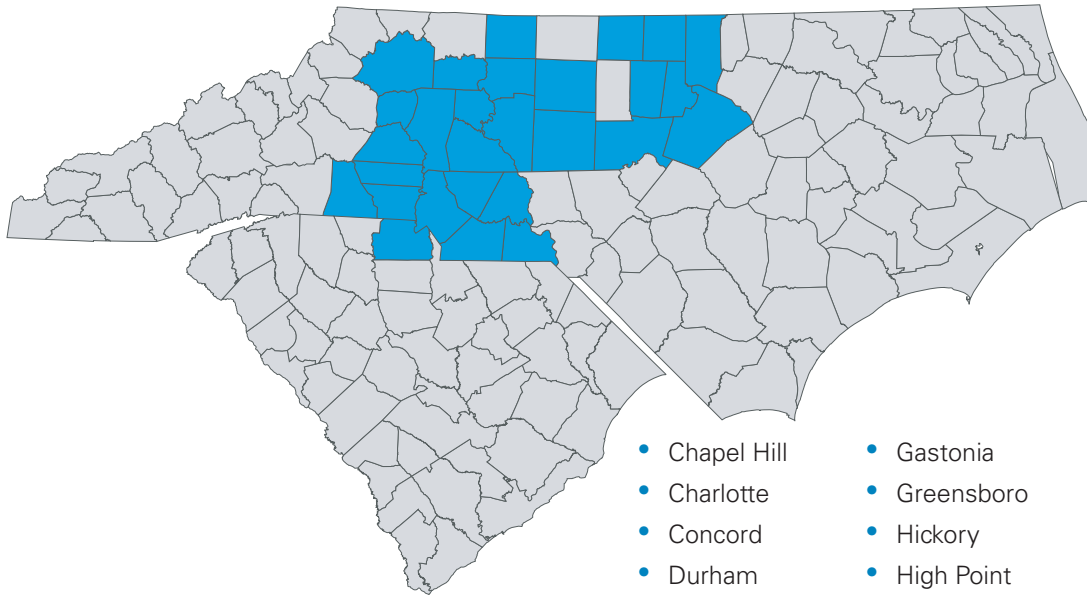
Please note that benefits for BlueHPN members are limited to urgent and/or emergent care at non-BlueHPN health care providers in non-BlueHPN markets.

BlueHPN National Network



North Carolina Service Areas

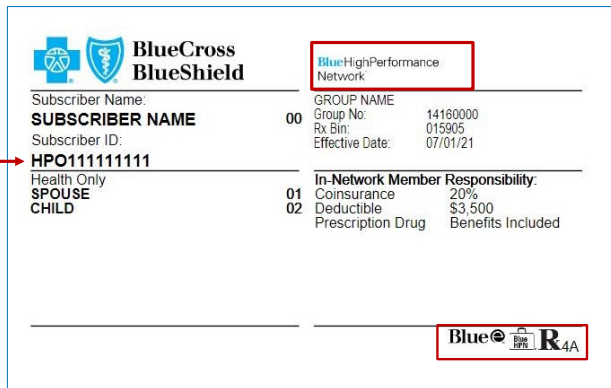
Effective January 1, 2022, BlueHPN is available in the Charlotte, Hickory, Triad and Triangle service areas.



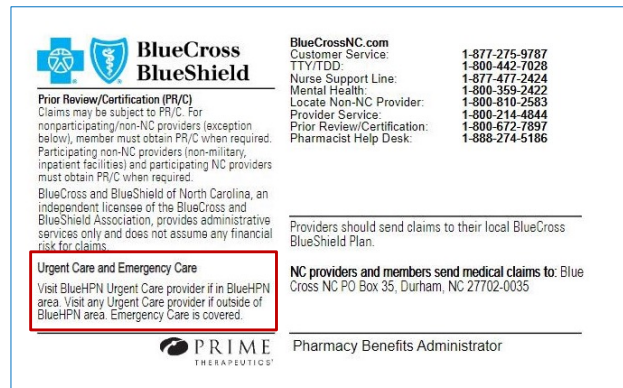
As a BlueHPN provider, what do you need to know?

Recognizing BlueHPN members

A BlueHPN member can easily be identified by their member ID card. The BlueHPN name will be prominently displayed on the front of the member ID card, along with the “BlueHPN in a suitcase” logo. This “BlueHPN in a suitcase” logo indicates that BlueHPN rates apply. If you don’t see the BlueHPN name or the “BlueHPN in a suitcase” logo on the front of the member ID card, then the member is not in BlueHPN, and other rates apply.



Front of card



Back of card

Checking eligibility and medical benefits

Checking patient eligibility and benefits will be done the same way you do today for BlueCard® PPO members, by either submitting a HIPAA 270 eligibility and benefit request transaction or by calling **1-800-676-BLUE**. We will indicate that the patient is part of BlueHPN and the appropriate member cost share on the eligibility and benefit response you typically receive from us. Because of your status as a BlueHPN health care provider, you will apply the in-network cost share. Please note that some plans are copay plans, and others may be coinsurance plans.

Referrals and providers in-network

BlueHPN is a national high-performance network, offering a full-range of health care providers, including acute care facilities, primary care providers and all relevant specialty types, including ancillary services. **Please note that while BlueHPN includes an exclusive set of providers, it does not include all health care providers.**

It is important when your BlueHPN members need to see a specialist or another health care provider that you only recommend other BlueHPN health care providers to ensure the patient will have full benefits.

You can use the Find a Doctor tool from any page on BlueCrossNC.com to identify other BlueHPN health care providers who are also committed to delivering high-quality care and cost-efficiency.

We have partnered with Aledade, Atrium Health, Community Care Physician Network, Duke Health, Frye Regional Medical Center, Iredell Health System and Atrium Health Wake Forest Baptist. Please encourage members to receive services from the in-network health systems.

HEALTH SYSTEMS	REGION	COUNTIES
Atrium Health	Charlotte	Anson, Cabarrus, Cleveland, Gaston, Lincoln, Mecklenburg, Rowan, Stanly, Union
Duke Health	Triangle	Caswell, Chatham, Durham, Granville, Orange, Person, Wake
Frye Regional Medical Center and Iredell Health System	Hickory	Alexander, Catawba, Iredell
Atrium Health Wake Forest Baptist	Triad (Winston-Salem, Greensboro)	Davidson, Davie, Forsyth, Guilford, Randolph, Stokes, Wilkes, Yadkin

If a BlueHPN member needs to receive care for a specific medical reason from a non-BlueHPN specialist or hospital, please contact the Provider Blue LineSM at **1-800-214-4844** before referring the member to a non-BlueHPN health care provider. It is always our priority for the BlueHPN member to get the care they need.

Claims

The claims submission procedures you follow for BlueCard PPO patients will be exactly the same for BlueHPN patients. Local and out-of-area claims are to be submitted to Blue Cross and Blue Shield of North Carolina (Blue Cross NC) just as you do today. You may also leverage existing tools and procedures for checking the claims status and performing pre-service review.

Checking eligibility and medical benefits

In general, the same procedures apply for both BlueHPN and BlueCard PPO members. For example, you will check eligibility and benefits, conduct a pre-service review and submit claims using the same contacts and procedures as you do today. Please keep in mind differing BlueHPN member in- and out-of-network benefits. Please see the illustration below that clarifies BlueHPN member's in- and out-of-network benefits at a high level.

MEDICAL BENEFIT	PLACES OF SERVICE	COVERED SERVICES
PARTICIPATING BLUEHPN PROVIDER		
Preventive care Routine care Urgent care Emergency care	Inside BlueHPN service area	Yes
NON-PARTICIPATING BLUEHPN PROVIDER		
Emergency care	Inside BlueHPN service area	Yes
Preventive care Routine care Urgent care	Inside BlueHPN service area	No
Urgent care/Emergency care	Outside BlueHPN service area	Yes
Preventive care Routine care	Outside BlueHPN service area	No

For more about BlueHPN

[Watch this video](#)

[Visit the BlueHPN webpage](#)

Blue Cross NC has collaborated with Atrium Health. Blue LocalSM with Atrium Health is a health insurance plan offered by Blue Cross NC with a limited provider network. Atrium Health is an independent company and solely responsible for the physicians and medical facilities it owns/operates and does not offer Blue Cross or Blue Shield (BCBS) products or services.

Blue Cross NC has collaborated with Duke Health. My Blue with Duke Health is a health insurance plan offered by Blue Cross NC with a limited provider network. Duke Health is an independent company and solely responsible for the physicians and medical facilities it owns/operates and does not offer BCBS products or services.

Blue Cross NC has collaborated with Frye Regional Medical Center and IredeH Health System. BlueHPN is a health insurance plan offered by Blue Cross NC with a limited provider network. Frye Regional Medical Center and IredeH Health System are independent companies and solely responsible for the physicians and medical facilities they own/operate and do not offer BCBS products or services.

Blue Cross NC has collaborated with Atrium Health Wake Forest Baptist. Blue LocalSM with Wake Forest Baptist Health is a health insurance plan offered by Blue Cross NC with a limited provider network. Wake Forest Baptist Health is an independent company and solely responsible for the physicians and medical facilities it owns/operates and does not offer BCBS products or services.

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