



BlueCross BlueShield
of North Carolina

MEDICARE

Introducing New Functionality for Non-Medical Providers

Save time or get faster results by using Availity Essentials to submit disputes for atypical providers.

Please note, this communication applies to Healthy Blue + MedicareSM (HMO-POS D-SNP) offered by Blue Cross and Blue Shield of North Carolina.

As part of our ongoing efforts to optimize and enhance the Enhanced Claims app in Availity Essentials, we recently launched the ability for non-medical/atypical providers — such as providers of non-emergency transportation, case management, or environmental modifications — to use the *Dispute* functionality in the enhanced Claims Status application. This new functionality allows atypical providers to be more efficient and accurate in their dispute submission process.

Below are a few simple and important steps and reminders to follow for the best experience and results.

First Step

Register with Availity Essentials

Atypical providers can submit a dispute using Availity Essentials. Providers need to first **register** an organization with Availity Essentials, ensuring an administrator is chosen and their provider information — including tax ID — is added to **Manage My Organization**.

Once the organization is set up as *Atypical* on Availity Essentials, it can use various functions, such as submitting disputes.

Second Step

Go to the Claims Status app:

- Navigate from the home page to Claims & Payments > Claim Status > Select your organization > The **Claim Status Inquiry** page will open.
- If **Manage My Organization** has been completed, select the provider from the drop-down menu and the tax ID field will display.
- Complete an inquiry by entering the required fields and selecting **Submit** for requested claims to display.

<https://www.bluecrossnc.com/providers/networks-programs/blue-medicare/healthy-blue-medicare>

Blue Cross and Blue Shield of North Carolina Senior Health, DBA Blue Cross and Blue Shield of North Carolina, is an HMO-POS D-SNP plan with a Medicare contract and a NC State Medicaid Agency Contract (SMAC). Enrollment in Blue Cross and Blue Shield of North Carolina Senior Health depends upon contract renewal.

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Third Step

Select *Dispute*

To a complete dispute:

- Locate the claim and, if there is an option to appeal, select *Dispute* to initiate.
- Select **Go to details** to be navigated to the *Appeals Application*.
- Locate your initiated dispute and select the action menu to complete the dispute request.
- Choose the request reason, upload supporting document, and submit the request.

Once completed, your progress will appear in the **Notifications Center** on the Availity Essentials home page when **Web** is selected in the contact field.

We are here to support you along the way through on-demand training and resources.

Explore Training and Resources

Availity offers keyword search assistance with the option to attend live or recorded demos:

- On the Availity Essentials home page, select **Help & Training**, then select **Get Trained** to register for upcoming live and recorded training demos for all Availity capabilities.
- Use the search bar to locate specific appeals training.
- The Availity Learning Center [user guide](#) will assist with how to locate training.

For questions contact Availity Client Service:

- Online: Help & Training > Availity Support > Contact Support > Create a case or **Chat with Support**
- By phone: Call **800-AVAILITY (282-4548)** Monday through Friday from 8 a.m. to 8 p.m. Eastern time