



BlueCross BlueShield
of North Carolina

MEDICARE

August 2024

Coming Soon — Digital-only Authorization Case Status Notifications

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

Based on feedback from providers, we understand the majority prefer not to receive paper letters. We want to make our interactions easy through digital channels and ensure you receive authorization case notifications in a timely manner. Since notifications about your authorization decisions are available today through Availity Essentials, including authorization requests not submitted through Availity Essentials, we will soon eliminate sending paper notifications.

You now have 24/7 access to authorization case information in one location through Availity Essentials. The digital authorization case status notifications are available under the *Authorizations and Referrals** application once you have logged in to [Availity Essentials](#). By eliminating the redundancy of receiving both a digital and paper letter, you'll see fewer errors associated with manual processes in handling the paper letters while reducing cost and our carbon footprint.

* Note: your Availity Essentials administrator must assign you the role of Authorization & Referral Inquiry or Request to access this application.

Providers will be able to choose different options to receive authorization decision notifications via the Provider Preference Center under *Availity Payer Spaces*. Look for details on the Provider Preference Center options and ways to access authorization case status in an upcoming communication.

<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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