

## **BCBSNC Committee**

We are very fortunate to have a robust committee representing practices from all over the state and from different specialties. I am thankful for their time and knowledge commitment.

Our last meeting was August 19, 2020. The topics included:

- I. Individual U65 ACA – 2020 Review and 2021 Changes
- II. Blue Medicare Advantage
  - a. Blue High Performance Network effective 1/1/21 with Atrium Health - Charlotte, Concord, Gastonia market and Wake Forest Baptist Health – Winston-Salem, Greensboro, High Point market
- III. Blue e, Customer Service, and Claims Updates
  - a. Enhancements – exploring adding member ID card to viewer
  - b. EOP not displaying – resolved
  - c. Real time 270/271 transactions not processing – resolved
  - d. Longer telephone hold/connectivity issues – working to identify users to implement hotspot/boost
  - e. FEP claim inventory – 84 days

If the NCMGMA membership has topics for the next meeting or issues that cannot be resolved through the typical BCBS channels please contact Amy Poplin at [amy.poplin@outlook.com](mailto:amy.poplin@outlook.com)