

# PAYER PROFILE



## BlueCross and BlueShield of North Carolina (BCBS NC)

### Payer Contacts List

Department	Contact Name	Title	Email	Phone
Contracting			https://www.bluecrossnc.com/providers/medical-news-and-information/news-and-information/nc-provider-contact-information	In State Plans: 800-214-4844
Provider Relations				Out of State Plans: 800-487-5522
Credentialing				

### Market Share and Products/Networks Information

Information	Detail
Lines of Business & Covered Lives	<ul style="list-style-type: none"> <li>Proprietary Info per BCBS</li> </ul>
Products	<ul style="list-style-type: none"> <li>Blue Value, Blue Local Atrium and Wake Forest Baptist Health, BlueHPN, Blue Advantage, Blue Options, Classic Blue (CMM), Blue Care, Medicare Advantage HMO and PPO, Healthy Blue+ Medicare (DSNP product) and Healthy Blue</li> </ul>
Narrow Networks* <i>*Not Included in Standard Contracts</i>	<ul style="list-style-type: none"> <li>Blue Value, Blue Local Products, BlueHPN, Blue Home UNC, Blue Home Novant</li> </ul>

### Fee Schedules/Value-based Programs

Information	Detail
How to Obtain Fee Schedules	<ol style="list-style-type: none"> <li>1. Login to Blue-e</li> <li>2. Click on "Admin" (Left side of screen)</li> <li>3. Click on "Fee Schedules"</li> <li>4. Click "Accept" on the Waiver Page</li> <li>5. Select the Provider Number from the Drop Down</li> <li>6. Choose a Network: HMO, PPO, CMM or SHP</li> <li>7. You can choose a specific CPT Code, a Range of Codes or the Entire Fee Schedule.</li> </ol>
Value-based Programs	<ul style="list-style-type: none"> <li><b>Blue Premier</b> - Blue Cross NC's value-based care program is a contractual arrangement that holds providers and Blue Cross NC jointly accountable for better health outcomes, exceptional patient experience, and lower costs.</li> </ul>
<i>Please refer to DHHS for the current AMH program offerings</i>	<a href="https://medicaid.ncdhhs.gov/transformation/advanced-medical-home">https://medicaid.ncdhhs.gov/transformation/advanced-medical-home</a>