



BlueCross BlueShield  
of North Carolina

# MEDICARE

October 2023

## Save Time with Claim Status Enhancements from Availity

Please note, this communication applies to Healthy Blue + Medicare<sup>SM</sup> (HMO D-SNP) offered by Blue Cross and Blue Shield of North Carolina (Blue Cross NC).

We are excited to share that Blue Cross NC providers can now take advantage of Availity's enhancements to the Claim Status application. Discover how more reliable claims information can help streamline your workflow. Experience easier access to more claim details along with increased efficiency.

In addition to securely obtaining your Blue Cross NC patients' claim information, the recent application enhancements make it easier for you to:

- Streamline your workflow through optimized search and sort capabilities.
- View payment information right on the claims' screens.
- Access more reliable and detailed patient information about the claim, reducing the need to contact Blue Cross NC for assistance.
- Increase efficiency through enhanced reporting features.

Key features of the claim status application enhancements are listed below.

### Remittance Viewer

This offers easy access to information and the option to obtain a copy of the *Electronic Remittance Advice (835)* from the claim status screen.

### Interest, Penalty, and Patient Responsibilities

Incorporates enhanced details with additional interest and payment information (when available) along with displaying patient responsibilities.

### Filter, Sort, Print, and Save Details

These features provide additional search and sort options to help you locate information quickly. You can export, save, and print claim results.

### New User Interface

The new display shows all search results on one screen, making all detailed claim information available in one place. Search results appear below search fields, so you can easily update criteria.

<https://www.bluecrossnc.com/providers/networks-programs/blue-medicare-providers/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 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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## Existing Features

The exciting updates still retain the following familiar features:

- Chat with payer
- Disputes (appeals)
- Attachments
- Eligibility and benefits lookup

## Access Training and Start Saving Time Today

Watch the quick, convenient recorded training to see how you can start saving time today. Learning sessions show step-by-step how you can use the Claim Status enhanced application to help simplify your current workflow and increase productivity. Log in to [Availity.com](https://www.availity.com) and select **Get Trained** under *Help & Training* (Essentials) or *Help & Resources* (Essentials Pro).

We're dedicated to providing you with digital resources, insights, and tools to help make delivering quality care easier.

Please contact your provider relationship management representative or use **Chat with Payer** for more information or if you have questions.