



August 2021

## Overview of Medicaid with Healthy Blue<sup>®</sup> and Medicare Advantage with Healthy Blue + Medicare<sup>SM</sup> (HMO D-SNP)

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).

	Healthy Blue	Healthy Blue + Medicare
<b>Plan type</b>	<b>Medicaid Managed Care Prepaid Health Plan</b>	<b>Medicare Advantage HMO Dual-Eligible Special Needs Plan (HMO D-SNP)</b>
<b>Number of plan designs offered</b>	Blue Cross and Blue Shield of North Carolina (Blue Cross NC) offers one Medicaid managed care plan, with benefits designed by the North Carolina Department of Health and Human Services (NC DHHS). The plan is administered by Blue Cross NC under a contract with NC DHHS. Blue Cross NC offers value-added services (VAS) to differentiate us in the market.	Blue Cross NC offers one D-SNP plan design with a \$0 premium. The plan is offered by Blue Cross NC under a contract with CMS. Blue Cross NC offers supplemental benefits to be competitive in the market.
<b>Go-live date</b>	July 1, 2021	January 1, 2021
<b>Service area</b>	Statewide, all 100 counties	For 2021, 18 counties (primarily the Triangle and Triad areas, plus Charlotte and Asheville) For 2022, 90 counties
<b>Member cost sharing</b>	\$0 premium, \$0 for most services	\$0 premium, \$0 for many services
<b>Contract/network</b>	Custom provider network, specifically for Healthy Blue members	Same provider network as Blue Cross NC's other Medicare Advantage plans
<b>Claims filing</b>	Claims are filed to Availity	

Note: Availity, LLC is an independent company providing administrative support services for Healthy Blue + Medicare providers on behalf of Blue Cross and Blue Shield of North Carolina.

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

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	<b>Healthy Blue</b>	<b>Healthy Blue + Medicare</b>
<b>Payer ID</b>	EDI payer ID for Medicaid with Healthy Blue is 00602	EDI payer ID for Medicare Advantage with Healthy Blue + Medicare is 00602
<b>Rejection message</b>	<p>If claims are filed to Blue Cross NC (instead of Availity), claims will be rejected with the following message:</p> <p>Claims for this member must be submitted to <b>Availity</b> with the alternate payer ID.</p> <p><b>Payer ID = North Carolina — 00602 or claims will reject</b></p>	<p>If claims are filed to Blue Cross NC (instead of Availity), claims will be rejected with the following message:</p> <p>Claims for this member must be submitted to <b>Availity</b> with the alternate payer ID, which is listed on back of member's ID card.</p> <p><b>Payer ID = North Carolina — 00602 or claims will reject</b></p>
<b>ID cards</b>	See page 5	
<b>Provider website</b>	<a href="https://provider.healthybluenc.com">https://provider.healthybluenc.com</a>	<a href="https://www.bluecrossnc.com/provider-home">https://www.bluecrossnc.com/provider-home</a>
<b>Drivers of health</b>	Plan includes a variety of value-added services such as transportation, fresh fruits and vegetables, housing assistance, educational assistance, etc.	Plan includes a variety of supplemental benefits such as transportation, vision allowance, etc.
<b>Eligible members</b>	NC DHHS separated eligible Medicaid populations into groups for the purposes of transformation, with beneficiaries on the standard plan going live on July 1, 2021. Most of these members are moms/babies and children. Others are in the Aged Blind Disabled (ABD) program or the Temporary Assistance Needy Families (TANF) program. In future years, additional Medicaid populations will be included in Medicaid transformation, under contracts that have yet to be awarded.	<p>Healthy Blue + Medicare is a Dual-Eligible Special Needs Plan (D-SNP) for people who are eligible for both Medicare and Medicaid.</p> <p>Healthy Blue + Medicare is available to individuals who have a status of:</p> <ul style="list-style-type: none"> <li>• Full-Benefit Dual Eligible (FBDE)</li> <li>• Qualified Medicare Beneficiary (QMB) +</li> <li>• Specified Low-Income Medicare Beneficiary (SLMB) +</li> <li>• QMB-only</li> </ul>

## Medicaid Managed Care

### Healthy Blue

In 2015, the North Carolina General Assembly enacted *Session Law 2015-245*, directing NC DHHS to transition North Carolina Medicaid and NC Health Choice from fee-for-service to managed care. First to transition were approximately 1.6 million of the current 2.3 million\* Medicaid beneficiaries who are on the **standard plan**. Blue Cross NC was awarded one of four statewide contracts to provide Medicaid services to standard plan members. Our Medicaid plan is called Healthy Blue.

The remaining Medicaid beneficiaries will stay in fee-for-service because it provides services that meet specific needs for beneficiaries. This is called **NC Medicaid Direct**. These populations will transition to managed care at later dates.

These populations include:

- Behavioral health (BH) and intellectual/developmental disability (I/DD) beneficiaries on tailored plans
- Foster care beneficiaries
- Dual-eligible beneficiaries

\* Estimate as of February 2021. See <https://medicaid.ncdhhs.gov/media/8109/>

## Medicare Advantage

### Healthy Blue + Medicare

Blue Cross NC has introduced this new product to those who are dually eligible for both Medicare and Medicaid.

Blue Cross NC began offering Healthy Blue + Medicare effective January 1, 2021. If you are a provider currently participating in our Medicare Advantage product, Blue Medicare, you will also be included in Healthy Blue + Medicare and will not be required to sign a new agreement with Blue Cross NC. You will automatically be added to the network.

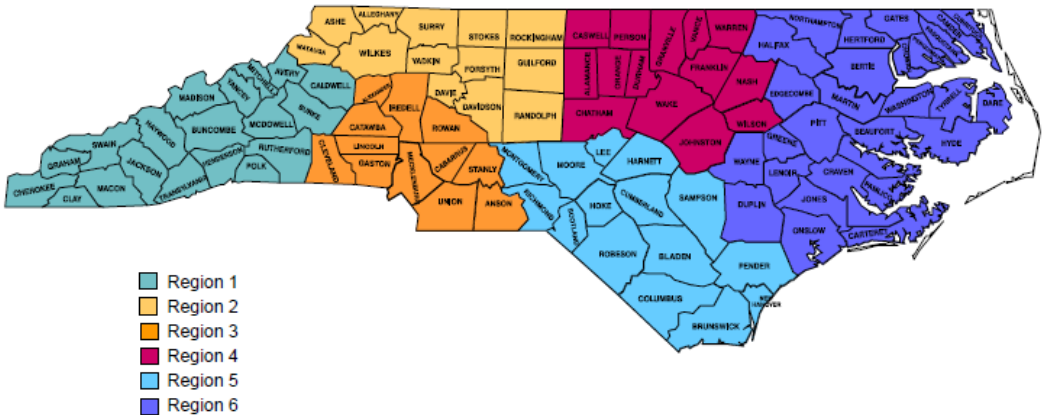
Healthy Blue + Medicare is offered pursuant to a contract between CMS and Blue Cross and Blue Shield of North Carolina Senior Health, a wholly-owned subsidiary of Blue Cross NC. Healthy Blue + Medicare is an included MA plan for all Blue Cross NC provider agreements for Medicare, and its members are served by the same network that serves all other MA plans offered by Blue Cross NC. The amounts due, bundling edits, policies, and procedures may differ based on the specific product because of different benefit designs and claims adjudication methodologies. Claims will be paid consistent with current contract provisions, and Blue Cross NC will use its best efforts to apply bundling logic that is consistent with industry AMA HCPCS (Level I and Level II) or CMS CCI standards in effect at the time of the date of service.

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**Service Areas**

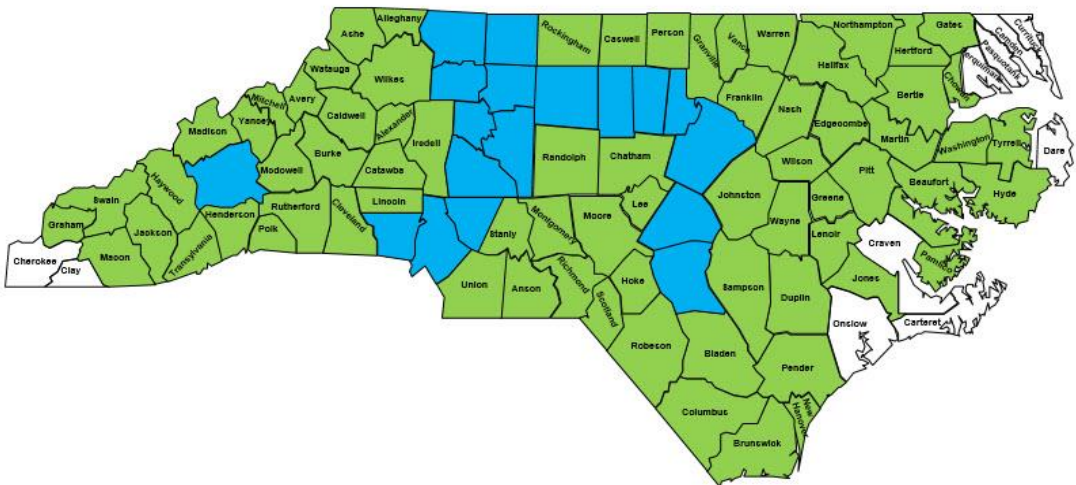
**Medicaid: Healthy Blue**

NC DHHS divided the state into six regions for the purposes of Medicaid transformation. Healthy Blue is offered to eligible standard plan Medicaid beneficiaries in all 100 counties.



**Medicare Advantage: Healthy Blue + Medicare**





- In 2021, Healthy Blue + Medicare is offered in 18 counties: Alamance, Buncombe, Cabarrus, Cumberland, Davidson, Davie, Durham, Forsyth, Gaston, Guilford, Harnett, Mecklenburg, Orange, Rowan, Stokes, Surry, Wake, and Yadkin.
- In 2022, Healthy Blue + Medicare will be expanded to 72 additional counties for a total of 90 throughout the state.



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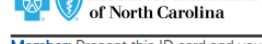
**ID Cards**

**Sample ID Cards for Healthy Blue**

 <p>Member Name <b>JOHN Q SAMPLE</b> Primary Care Provider (PCP):                  Identification # _____ Telephone #:                  Member ID # <b>123456789</b> Address:                  _____</p> <p>Effective Date: _____ RXBIN: <b>020107</b>                  Date of Birth: _____ RXPCN: <b>NC</b>                  _____ RXGRP: <b>8473</b></p>	 <p><a href="http://healthybluenc.com">healthybluenc.com</a></p> <p><b>Members:</b> Please carry this card at all times. Show this card before you get medical care (except emergencies). If you have an emergency, call 911 or go to the nearest emergency room.</p> <p><b>Affiliados:</b> Lleve esta tarjeta con usted en todo momento. Muéstrela antes de recibir el cuidado de la salud (excepto en emergencias). Si tiene una emergencia, llame al 911 o vaya a la sala de emergencias más cercana.</p> <p><b>Providers/hospitals:</b> For preapproval/billing information, call 844-594-5072. For emergency admissions, notify Healthy Blue within 24 hours after treatment.</p> <p><b>Pharmacies:</b> Submit claims using RXBIN: 020107; RXPCN: NC; RXGRP: 8473. NC providers submit medical claims to: <a href="http://Avality.com">Avality.com</a> or Healthy Blue P.O. Box 61010 Virginia Beach, VA 23466-1010. Providers outside NC submit claims to the local Blue plan.</p> <p><b>Member Services:</b> <b>844-594-5070</b>                  Provider Services: 844-594-5072                  Pharmacy Member Services: 844-594-5084                  Help for Pharmacists: 833-434-1212                  24/7 NurseLine: 844-545-1427                  24/7 Behavioral Health Crisis: 844-594-5076                  TTY: 711                  Transportation: 855-397-3602                  Vision: 855-422-6733</p> <p>Use of this card by any person other than the member is fraud. If you suspect a doctor, clinic, hospital, home health service or any other kind of medical provider is committing Medicaid fraud, report it. Call 919-881-2320.</p> <p>Healthy Blue is a Medicaid plan offered by Blue Cross and Blue Shield of North Carolina. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross and Blue Shield Association.</p> <p>NC01 07/21</p>
 <p>Member Name <b>JOHN Q SAMPLE</b> Primary Care Provider (PCP):                  Identification # _____ Telephone #:                  Member ID # <b>123456789</b> Address:                  _____</p> <p>Effective Date: _____ RXBIN: <b>020107</b>                  Date of Birth: _____ RXPCN: <b>NC</b>                  _____ RXGRP: <b>8473</b></p>	 <p><a href="http://healthybluenc.com">healthybluenc.com</a></p> <p><b>Members:</b> Please carry this card at all times. Show this card before you get medical care (except emergencies). If you have an emergency, call 911 or go to the nearest emergency room.</p> <p><b>Affiliados:</b> Lleve esta tarjeta con usted en todo momento. Muéstrela antes de recibir el cuidado de la salud (excepto en emergencias). Si tiene una emergencia, llame al 911 o vaya a la sala de emergencias más cercana.</p> <p><b>Providers/hospitals:</b> For preapproval/billing information, call 844-594-5072. For emergency admissions, notify Healthy Blue within 24 hours after treatment.</p> <p><b>Pharmacies:</b> Submit claims using RXBIN: 020107; RXPCN: NC; RXGRP: 8473. NC providers submit medical claims to: <a href="http://Avality.com">Avality.com</a> or Healthy Blue P.O. Box 61010 Virginia Beach, VA 23466-1010. Providers outside NC submit claims to the local Blue plan.</p> <p><b>Member Services:</b> <b>844-594-5070</b>                  Provider Services: 844-594-5072                  Pharmacy Member Services: 844-594-5084                  Help for Pharmacists: 833-434-1212                  24/7 NurseLine: 844-545-1427                  24/7 Behavioral Health Crisis: 844-594-5076                  TTY: 711                  Transportation: 855-397-3602                  Vision: 855-422-6733</p> <p>Use of this card by any person other than the member is fraud. If you suspect a doctor, clinic, hospital, home health service or any other kind of medical provider is committing Medicaid fraud, report it. Call 919-881-2320.</p> <p>Healthy Blue is a Medicaid plan offered by Blue Cross and Blue Shield of North Carolina. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross and Blue Shield Association.</p> <p>NC02 07/21</p>

Note: On the back of the Healthy Blue ID card, NC01 indicates a North Carolina Medicaid member, and NC02 indicates a North Carolina Health Choice member.

**Sample ID Card for Healthy Blue + Medicare**

  <p>Member ID: _____</p> <p>Group: <b>NCMCRW10</b> Dual eligible members pay \$0 for plan covered medical services                  Plan: <b>332</b> <b>Provider:</b> Dual Member Cost                  Issuer (80840): <b>910100302</b> Share should be billed to member's Medicaid                  RxBIN: <b>01 905</b>                  RxPCN: <b>CS/INC</b>                  RxGRP: <b>V/M2A</b>                  RxID: _____ CMS H9147-001-000</p> <p><b>MEDICARE ADVANTAGE HMO</b> <b>Medicare Rx</b>                  Prescription Drug Coverage</p>	 <p><a href="http://bcbsdirec.com/nc/login">bcbsdirec.com/nc/login</a></p> <p><b>Member:</b> Present this ID card and your Medicaid ID card before you receive services or supplies. See your Evidence of Coverage for covered services.</p> <p><b>Provider:</b> Do not bill FFS Medicare. Please submit claims to your local Blue Cross Blue Shield Plan. Include 3-digit prefix that precedes the identification number listed on the front of the card. Medicare limiting charges apply.</p> <p><b>Possession of this card does not guarantee eligibility for benefits.</b></p> <p>Medical Claims &amp; Inquiries:                  Healthy Blue + Medicare                  P.O. Box 61010, Virginia Beach, VA 23466-1010                  File NC claims to 00602, out of state to local plan EDI Information: <a href="http://avality.com">avality.com</a>                  Rx Claims: BCBSNC DSNP                  P.O. Box 20970, Lehigh Valley, PA 18002-0970                  Dental: P.O. Box 2906, Milwaukee, WI 53201</p> <p><b>Member Service:</b> <b>1-833-713-1078</b>                  TTY/TDD Line: 711                  Member Pharmacy Svcs: <b>1-800-725-7710</b>                  Help for Pharmacists: <b>1-866-230-7268</b>                  Provider Service: <b>1-833-540-2106</b>                  Dental Customer Service: <b>1-844-254-9462</b>                  24/7 NurseLine: <b>1-833-713-1078</b>                  Silver &amp; Fit: <b>1-888-797-8052</b></p> <p>BLUE CROSS® , BLUE SHIELD® and the Cross and Shield Symbols are registered marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. Blue Cross and Blue Shield of North Carolina (Blue Cross NC) is an independent licensee of the Blue Cross and Blue Shield Association.</p> <p>Issue Date: 07/17/2021</p>
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