



Healthy Blue + Medicare Dual-Eligible
Special Needs Plan
Supplemental Guide

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Introduction

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 Medicare Provider Agreements, 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 as a result 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.

Sample ID Card

 BlueCross BlueShield of North Carolina		HealthyBlue+Medicare	
Cloudna419 Mistn424		Healthy Blue + Medicare (HMO D-SNP) PCP: M. Berardo Dental: Yes	
Member ID: L7H723T95254			
Group:	NCMCRWPO	Dual eligible members pay \$0 for plan covered medical services Provider: Dual Member Cost Share should be billed to member's Medicaid	
Plan:	332		
RxBIN:	015905		
RxPCN:	DSNPNC		
Issuer (80840):	9101000302		
RxGRP:	VMM2A		
RxDI:	723T95254		
		CMS H9147-001-000	
MEDICARE ADVANTAGE HMO		MedicareRx Prescription Drug Coverage	

 BlueCross BlueShield of North Carolina		bcbsdirect.com/nc/login	
Member Service: 1-833-713-1078		TTY/TDD Line: 711	
Member Pharmacy Svcs: 1-800-725-7710		Help for Pharmacists: 1-866-230-7268	
Provider Service: 1-844-421-5662		Dental Customer Service: 1-844-254-9462	
24/7 NurseLine: 1-833-713-1078		Silver & Fit: 1-888-797-8052	
Member: Present this ID card and your Medicaid ID card before you receive services or supplies. See your Evidence of Coverage for covered services. Provider: 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. Possession of this card does not guarantee eligibility for benefits. Medical Claims & Inquiries: Healthy Blue + Medicare P.O. Box 61010, Virginia Beach, VA 23466-1010 Rx Claims: BCBSNC DSNP P.O. Box 20970, Lehigh Valley, PA 18002-0970 Dental Claims: PO Box 2906, Milwaukee, WI 53201-2906			
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Vision Care

Providers in the Community Eye Care Blue Medicare network will be in-network for the Healthy Blue + Medicare medical vision benefits. Routine vision services are not covered through the Healthy Blue + Medicare (HMO D-SNP) medical vision network. All medical claims for vision care for Healthy Blue + Medicare members should be submitted to the address on the back of the member's ID card.

Please refer to the member benefits guide for routine vision care on the "More Healthy Benefits" page.

Diabetic Supplies

Members requiring diabetic test strips and lancets (diabetic supplies) will only be covered through their pharmacy benefit and network. These supplies will not be covered as in-network when supplied by durable medical equipment providers. This does not apply to our Medicare Advantage HMO and PPO benefits.

Provider training and attestation requirements

The Centers for Medicare & Medicaid Services (CMS) requires all contracted providers and staff receive basic training about the D-SNP Model of Care. This training and completion of an attestation are required for new providers and annually thereafter. Additional information regarding training will be provided at a later date.



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