

Blue Cross® and Blue Shield® of North Carolina (Blue Cross NC) | Healthy Blue + MedicareSM (HMO-POS D-SNP)

Benefits of Utilization Management Attestations: A Guide for Providers

We have expanded our utilization management (UM) attestation process — a streamlined approach to simplify clinical request Healthy Blue + Medicare approvals. We encourage you to utilize UM attestations. This initiative aims to enhance efficiency and reduce the administrative burden on healthcare providers, ensuring that you can focus more on patient care and less on paperwork.

What Are UM Attestations?

UM attestations are a series of yes or no questions we use to gather essential clinical information. This process enables us to evaluate and approve your requests quickly and efficiently without submitting extensive clinical records, expediting patient care and reducing wait times.

Accessing UM Attestations Through Availity Essentials

The UM attestation process is available through Availity Essentials. This user-friendly platform enables seamless integration into your existing workflows. To offer even more flexibility, we will expand the ability to submit attestations via phone later this year.

What to Do If Your Request Is Not Approved

If a request cannot be approved solely through attestation, you will be notified to submit clinical records.

Step-By-Step Instructions for Submitting Attestations

- From the prior authorization attestations screen, select the appropriate attestation from the *To-Do List* on the left side of the screen and select **Complete Forms**.
- Answer the questions based on the information reflected in the clinical records and submit.
- You will receive notification that your submission was successful. Complete this process for all open attestations.
- On the *Authorization Response* page, you will see the outcome of the attestation. If the status is pending, submit clinical records for your request to be reviewed. If the status is approved, your request is approved.

<https://bluecrossnc.com/providers/networks-programs/blue-medicare/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-POS 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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Future Expansions

Throughout the year, we will broaden the types of clinical requests that can utilize UM attestations. This expansion is part of our ongoing efforts to improve accuracy, efficiency, and satisfaction in the approval process.