![BlueCross BlueShield of North Carolina MEDICARE]

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

Streamlining Behavioral Health Authorizations via Availity Essentials

Beginning August 2, 2025, save time and speed up care by submitting behavioral health (BH) authorizations through Availity Essentials at **https://Availity.com**.

Accessing Availity Essentials for Authorizations is Easy

Ask your organization's Availity Essentials administrator to ensure you have the Authorization role assignment so you can access the application. Then, log in at **https://Availity.com**, select **Authorizations and Referrals**, and navigate to the **Patient Registration** tab. If you do not already have an Availity Essentials account, you can create one at **https://Availity.com**.

Contact Us

Availity Chat with Payer is available during normal business hours. Get answers to your questions about eligibility, benefits, authorizations, claims status, and more. To access Availity Essentials, go to **https://Availity.com** and select the appropriate payer space tile from the drop-down. Then, select **Chat with Payer** and complete the pre-chat form to start your chat.

For additional support, visit the *Contact Us* section of our provider website for the appropriate contact.