

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

Enhance Efficiency and the Check-in Experience with Digital Member ID Cards

Research shows that 77% of patients prefer digital tools. By accepting digital member ID cards, you can meet members where they are and offer a smooth, contactless check-in experience. Digital ID cards can boost efficiency at your front desk, streamline patient verification, and enhance the overall member experience. Less paperwork and fewer calls allow your team to focus more on patient care and less on procedural hurdles.

Verify Eligibility and Benefits with Confidence

We recognize the importance of smooth transitions. Use the **Eligibility and Benefits (E+B)** feature within Availity Essentials to access the most current member information in real time. This removes the need for physical healthcare IDs. Members can also email, fax, or download digital ID cards through the Sydney™ Health mobile app or <https://bluecrossnc.com/members>, if necessary.

As more members switch, begin updating your staff and workflows now to ensure the smooth acceptance of digital cards. Let's take this opportunity to strengthen our partnership and stay ahead in healthcare innovation. We're here to support your short- and long-term success with this digital-first approach.

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.

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.

®, SM are marks of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield plans. All other marks and names are property of their respective owners. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross Blue Shield Association.

NCBCBS-CR-090502-25-CPN89895 August 2025

