



BlueCross BlueShield  
of North Carolina

# MEDICARE

October 2023

## Introducing an Enhanced Claims Status Feature for Availity Essentials

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).

One of the reasons providers call to check on the status of a claim is that all the necessary information is not always available. We want to change that by making exciting enhancements to the Claims Status feature of Availity Essentials. Beginning in November, enjoy the benefits of expanded search options, filters, and downloadable reports from the same Claims Status application you are using for other payers on [Availity.com](https://www.availity.com).

Claims Status enhancements include:

- Improved search options (by both patient account number and claim number).
- Customizable fields with sort options and exportable results.
- Interest and payment information listed clearly on a *Details* screen.
- Electronic remittance advice (or explanation of payment).

These upcoming enhancements will maximize the effectiveness of the application. These updates are also available for claims submitted through clearinghouses or providers using API transmissions.

The new claim status enhancements are in addition to the benefits you already enjoy, such as the ability to:

- Submit needed documentation directly to your claim.
- File a claim dispute (in all markets except for CA, CO, and NV).
- Verify eligibility and benefits.
- Send a secure message or chat with us directly from the application.
- Use the Chat with Payer feature (available in all markets).

### Training and support

Learn how to optimize your experience using the Claims Status application on [Availity.com](https://www.availity.com) by attending live or recorded webinar sessions. Visit the learning microsite [here](#). Learning sessions begin mid-July.

<https://www.bluecrossnc.com/providers/networks-programs/blue-medicare-providers/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 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.

BLUE CROSS®, BLUE SHIELD® and the Cross and Shield Symbols are registered marks of the Blue Cross 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 Blue Shield Association. All other marks are the property of their respective owners.

NCBCBS-CR-037429-23-CPN37105 October 2023

Blue Cross and Blue Shield of North Carolina  
Healthy Blue + Medicare (HMO D-SNP)  
Introducing an Enhanced Claims Status Feature for Availity Essentials

Enhancing claims status results is one of the ways Blue Cross NC is collaborating for success for our providers. For questions or additional information, reach out to your provider relationship management representative or use Chat with Payer.

We are focused on reducing administrative burdens, so you can do what you do best — Care for our members.