



BlueCross BlueShield
of North Carolina

MEDICARE

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

Exciting Changes to the Availity Provider Platform Channel

Starting in November 2025, a new feature will be added to the Availity Provider Platform Channel. This feature will allow providers to electronically attest to a member's chronic condition status. The electronic attestation will allow members to access their special supplemental benefits provided by their Blue Cross NC plan.

Currently, providers must download a Chronic Condition Verification Form from one of our various channels, including the Availity Provider Platform and the public site [here](#). The provider then needs to complete the printed form and fax it back to the plan for review.

While the Chronic Condition Verification Form will still be accessible to members in 2026, it will no longer be available as a downloadable form through our Availity Provider Platform Channel. Instead, the Availity Provider Platform will enable providers to directly and electronically attest via their Payer Spaces through a newly developed application.

Benefits of this process include:

- Members with chronic conditions can qualify for grocery and utility allowances with the care provider's attestation.
- It is easier for providers to complete the required attestation electronically instead of downloading and faxing the form back to the health plan.
- If a member brings a printed Chronic Condition Verification Form to the provider's office for completion, the provider can instead access and complete the electronic attestation through the Availity Provider Platform Channel.

If you experience any issues with the electronic attestation, reach out to Availity Support at <http://Availity.com> by either creating a new support case or using the Chat with Support feature.

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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NCBCBS-CR-094817-25-CPN91249 October 2025

