

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

Streamline Your Workflow: Submit Behavioral Health (BH) Authorizations Through Availity Essentials

The Time is Here!

Beginning September 1, 2025, you can save time and speed up care by Healthy Blue + Medicare BH authorizations through our preferred submission channel, 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>.

Training is available via our [Digital Learning Hub](#).

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.

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