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

Elevate Your Workflow with Seamless Patient Chart Uploads

We are excited to announce a new improvement to your existing Provider Care Management Solutions (PCMS) and Availity Essentials connection with Blue Cross NC beginning in August. This enhancement is designed to simplify and enhance your workflow.

Seamless Integration

Instead of switching between systems, you can stay within your PCMS or Availity Essentials interface to upload Healthy Blue + Medicare patient charts. You'll be able to see care gaps that need gap closure documentation and submit the necessary documentation, all in one place.

New Features

Over the years, your teams have had to learn and use multiple file submission portals. Starting August 2025, you can upload chart PDFs quickly and easily right inside your existing, daily-use PCMS or Availity Essentials, reducing your administrative burden.

Benefits to Care Providers

Through this medical chart upload feature in PCMS and Availity Essentials, you can expect to see:

- **Reduced administrative burden:** Eliminate the hassle due to switching platforms, saving time and effort.
- **Increased efficiency:** Streamline operations and reduce administrative costs.
- **Enhanced control:**
    - **For PCMS users:** Improved tracking of submission status and historical activity, providing more visibility and oversight.
    - **For Availity Essentials users:** Receive more frequent updates to gap closure information, enabling closer to real-time insights.

The attached reference document shows the simple upload process and highlights some best practices to ensure a smooth experience.

This enhancement transforms the manual record-request process into a streamlined, automated system, allowing you to save time and resources efficiently. This means more time to focus on what matters most — patient care.

This enhancement exemplifies our commitment to innovative collaboration, paving the way for more streamlined and efficient healthcare solutions.

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.