



MHK, SureScripts and CMM Vendors Provider Key Messaging and FAQs

Key Messaging

- Blue Cross and Blue Shield of North Carolina (Blue Cross NC) is enhancing our ability to accept prior authorization requests electronically.
- What does this mean for providers?
 - For medical drug requests:
 - Effective January 25, 2024, providers will submit medical drug requests through the MHK portal (accessed via Blue e) instead of through CoverMyMeds (CMM).
 - Medical drug requests should only be submitted electronically through MHK. A medical drug request is a medication that will be billed under a member's medical benefit, including "buy and bill" scenarios (IV medications, injections administered in a provider's office, etc.).
 - Pharmacy drug requests are now more enhanced and can be submitted via following the methods:
 - MHK (accessed via Blue e) - *Preferred*
 - CoverMyMeds
 - SureScripts
 - Providers can submit pharmacy drug requests through their preferred method – MHK, CMM, or SureScripts. A pharmacy drug request is a medication that will be billed under a member's pharmacy benefit (most tablets, capsules, topicals, at-home injections administered by member, etc.; items available at a retail pharmacy).
- This change only impacts Commercial, including ACA, and Medicare, including Experience Health, populations. This change does not impact Medicaid, DSNP, or FEP populations.
- The MHK provider portal has specific guidelines for submitting requests, which providers can review in the MHK manual published as a resource in Blue e. MHK also has two instructional videos you can watch to learn more about navigating MHK:
 - [Creating a Request with MHK](#)
 - [Uploading a Document to an Existing Request with MHK](#)
- If providers have questions about this change, please have them call 800-214-4844 for the Blue Cross NC Provider Blue Line.
- For questions regarding Blue e, providers can contact the Blue e Help Desk Team at Bluee.HelpDesk@bcbsnc.com.
- For any questions regarding the functionality in utilizing the MHK Provider Portal, providers can contact CorpPharmacyProgramMgmt@bcbsnc.com. Providers may view [this video](#) and [this video](#) to learn more about navigating MHK.

- For CMM, providers can use the chat feature on the [CMM website](#) or call 866-452-5017.
- For SureScripts, providers can call their Customer Support line at 866-797-3239.

FAQs

What does this mean for providers?

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Is there a cost for providers to use MHK or SureScripts?

If providers are using portals, no. SureScripts does not charge providers to connect to their EMR systems. If there were to be any charges to connect an EMR to SureScripts, it would be controlled by the EMR vendor. At this time, SureScripts is not aware of any EMR vendor charging to connect to Surescripts.

Can providers still fax instead of submitting electronically?

Providers can still fax us. Our fax numbers are not changing. However, this is not our preferred method of receiving prior authorization requests as it does not guarantee all the information we may need.

What if providers ask why they can submit medical requests for some members through CoverMyMeds, but not all?

For members that have pharmacy AND medical benefits with us, providers will not be stopped from submitting medical drug requests through CoverMyMeds or SureScripts.

If a member has only medical benefits with us, providers will not be able to submit it through CoverMyMeds.

To avoid confusion, the MHK portal is preferred for pharmacy and medical benefit drug requests.

Does MHK have any educational material to navigate the portal?

The MHK provider portal has specific guidelines for submitting requests, which providers can review in the MHK manual published as a resource in Blue e.

MHK also has two instructional videos you can watch to learn more about navigating MHK:

- [Creating a Request with MHK](#)
- [Uploading a Document to an Existing Request with MHK](#)

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