**Provider Credentialing**

Blue Cross and Blue Shield of North Carolina (BCBSNC) credentials all eligible practitioners of care including ancillary and facility providers applying for membership in the networks, and re-credentials contracted practitioners, ancillary and facility providers every three years.

**Credentialing Guidelines:**

BCBSNC guidelines adhere to National Committee for Quality Assurance (NCQA), Centers for Medicare and Medicaid Services (CMS), and the North Carolina Department of Insurance (NCDOI) standards. NCQA is responsible for accrediting Managed Care Organizations (MCO’s) using specific standards for Credentialing, Quality Management, Utilization Management, Member Rights and Responsibilities, Preventive Health, and Medical Records. The NCDOI is the regulatory body for the state of North Carolina for managed care organizations. CMS is the regulatory body for Medicare and Medicaid programs.

**PLEASE NOTE:** Applying for a BCBSNC provider number and obtaining a contract are separate from the credentialing process. Please do not submit claims for BCBSNC members until the contract has been mutually executed between the provider (or group) and BCBSNC. Once the contract is executed, the provider and/or group will be enrolled. BCBSNC will inform you of your network participation effective date. Claims are not eligible for payment until a BCBSNC enrollment date has been received.

**Practitioner Rights:**

Each practitioner applying for credentialing and/or recredentialing with BCBSNC has the following rights:

- To review information submitted to support the credentialing application
- To correct erroneous information
- To be informed, upon request, of his/her credentialing and/or recredentialing application status
- To be notified of these rights

**Submission information**

Credentialing instructions and forms necessary for completing the credentialing process are available at:

[http://www.bcbsnc.com/content/providers/application/instructions.htm](http://www.bcbsnc.com/content/providers/application/instructions.htm)

Complete the required information, attach all appropriate forms, and mail, email or fax them directly to:

Credentialing Department  
Blue Cross and Blue Shield of North Carolina  
P. O. Box 2291  
Durham, NC 27702  
Fax Number: (919) 765-7016  
Email: Credentialing@bcbsnc.com

**Credentialing Made Easier**

BCBSNC in partnership with the Council for Affordable Quality Healthcare (CAQH) is committed to streamlining the administrative process for physicians and other health care providers. BCBSNC has been an active participant in CAQH’s efforts to help eliminate the need for physicians and other health care providers to submit multiple credentialing and recredentialing applications. Providers utilizing the CAQH process should contact BCBSNC once the NC Uniform Application has been completed and the NCDOI Attestation has been signed, dated and linked into CAQH, which includes all appropriate credentialing documentation. Please contact the Credentialing Department at Credentialing@bcbsnc.com to request that BCBSNC retrieve your application from CAQH.

**Note:** CAQH and BCBSNC Attestation requirements are different.

Providers completing the NC Uniform Application through CAQH are required to obtain a CAQH provider number, please visit CAQH’s webpage to make an online request: [http://www.bcbsnc.com/content/providers/caqh/index.htm](http://www.bcbsnc.com/content/providers/caqh/index.htm)
Credentialing is one of three requirements that providers must meet in order to receive direct reimbursement from BCSNC for the services they provide to BCBSNC members. In addition to being credentialed with BCBSNC, providers must be enrolled with BCBSNC and must have a fully executed contract, which includes a BCBSNC assigned effective date. If a provider does not have a contract with BCBSNC, payments are made to the subscriber.

**ENROLLMENT**

Providers enrolling with BCBSNC must have an individual, and when applicable, a group National Provider Identifier (NPI). Each provider is contractually obligated to ensure that BCBSNC has the most current demographic information on file. Provider’s addresses and phone numbers are published in BCBSNC’s directories for members, the Federal Employee Program (FEP) web site, as well as on some members’ ID Card. Members access this information in order to locate and schedule appointments with participating providers. Accurate mailing addresses help ensure claim payments and any other type of correspondence are received by the appropriate recipient.

Enrollment instructions and forms to aide you in completion the enrollment process can be found at:

http://www.bcbsnc.com/content/providers/provider-number/index.htm

**Include:**
- Copy of NC License and most current renewal if applicable
- Completed W-9 Form
- Name
- Degree
- Specialty
- National Provider Identifier (NPI) Individual and Group NPI (if applicable)
- Social Security Number
- DEA #
- License #, Date, original signature
- Phone Number
- Site Address
- Billing Address
- Have you previously been enrolled with BCBSNC?
- Place Services Rendered
  1. Inpatient
  2. Outpatient
  3. Office
  4. Home or Skilled Nursing Facility
  5. Other

Complete the required information, attach all appropriate forms, and mail, email or fax them directly to:

Network Management Operations  
Blue Cross and Blue Shield of North Carolina  
P. O. Box 2291  
Durham, NC 27702  
Fax Number: (919) 765-4349  
Email: NMSpecialist@bcbsnc.com

If you have questions about Enrollment with your individual or group NPI, use the same contact information for BCBSNC Network Management Operations.