



BlueCross BlueShield
of North Carolina

MEDICARE

September 2024

Digital-only Authorization Case Status Notification Coming to You

Please note, this communication applies to Healthy Blue + MedicareSM (HMO-POS D-SNP) offered by Blue Cross and Blue Shield of North Carolina.

In previous communications, we shared information about using the Authorizations and Referrals application on Availity Essentials to get digital notifications about authorization cases. We also introduced the Preference Center where providers will be able to select their preferred method of communication for authorization cases. We are excited to share that we will launch this digital solution in September 2024.

Here's a quick recap on how to navigate Availity Essentials for your authorization cases.

Authorization Case Status and Digital Authorization Decision Letters On Availity Essentials:

- Through Auth/Referral Inquiry, you can retrieve cases submitted by your organization via both digital and non-digital methods. You can also use the Pin to Dashboard feature to keep these cases on Auth/Referral Dashboard, saving you from repeating the search in the future.
- Get the most recent status of cases submitted by your organization on Auth/Referral Dashboard and view the case details including decision letters via **View Details** in the *Actions* menu. For pinned cases, select the case card to view the latest status and case details.

Access the Preference Center and Set Your Preferences

The Preference Center is located within *Payer Spaces* on Availity Essentials. Select the **appropriate payer tile** after selecting **Payer Spaces** from the top menu bar. Once in *Payer Spaces*, select the **Preference Center** application tile. Select your organization and then set your preference option for Authorization and Referrals. Adjust the preference to fit your business needs (between **Digital Access** [default] and **Digital + Mail**) for the tax IDs and NPIs of your organization. Additionally, you can add more NPIs to your current registration and set the preferred communication mode for the new NPIs under the selected tax IDs.

Manage Preferences (Availity Administrators)

Availity administrators can learn more about managing preferences related to authorization decision letters in the Custom Learning Center, available in *Payer Spaces* on Availity Essentials. After logging in to **Availity Essentials**, select **Payer Spaces** from the top menu

<https://www.bluecrossnc.com/providers/networks-programs/blue-medicare/healthy-blue-medicare>

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-066058-24-CPN65744 September 2024

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bar, then select **appropriate payer tile**. Once in *Payer Spaces*, select the **Custom Learning Center application**, then select the **Resources section** to view or download the *Reference Guide* on managing receipt of authorization decision letters.