



BlueCross BlueShield
of North Carolina

MEDICARE

August 2024

Advancing Digital Efficiency by Discontinuing Paper Remittances

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

To advance our operations towards a more digitally efficient model, when a provider registers for electronic remittance advice (ERA/835), we will cease issuing paper remittances 30 days after the effective registration date. Providers will receive their remittance electronically through ERA, having the option to print copies via our Availity platform as needed.

Some providers, despite successful registration, continue to receive remittances in both electronic and paper formats. We are actively addressing this redundancy by discontinuing the issuance of printed remittances. As a result, providers who have enrolled for ERA/835 but are still receiving paper remittances will begin noticing a decrease in these paper transactions starting in late August.

If you have yet to register for ERA and wish to switch to electronic remittance reception, we recommend that you configure your ERA settings through Availity Essentials. In the interests of facilitating electronic transactions, providers keen to receive electronic payments are encouraged to visit the [EnrollSafe Enrollment Hub \(payeehub.org\)](https://payeehub.org).

This transition is part of our ongoing commitment to streamlining our procedures, enhancing customer experience, and promoting environmental sustainability.

<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.

®, SM are marks of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield plans. All other marks and names are property of their respective owners. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross Blue Shield Association.
NCBCBS-CR-065329-24-CPN65174 August 2024