

Provider Quick Reference Guide for the Children and Families Specialty Plan

VERIFICATION OF MEMBER ELIGIBILITY AND PLAN

In NCTracks providers can verify member eligibility and managed care enrollment through the NCTracks Recipient Eligibility Verification function available in the secure Provider Portal.

Real-time Eligibility Verification Method:

1. Log into the [NCTracks Provider Portal](#)
2. Follow the Eligibility > Inquiry navigation
3. Populate the requested provider, recipient and time period information

NCTracks Call Center: 800-688-6696

HEALTHY BLUE CARE TOGETHER PROVIDER PORTAL/PROVIDER SERVICES AND SUPPORT

Public Provider website: provider.healthybluenc.com/north-carolina-provider/home

CFSP Provider website: healthybluenc.com/children-families-specialty-plan/providers

Secure Provider Portal: availity.com

Provider Services Phone Number: 833-777-3698

Contact Emails:

- General inquiries: NC_Provider@healthybluenc.com
- To join the network/contracting status: NCContracting@healthybluenc.com
- AMH/CIN inquiries: NCContracting@healthybluenc.com

NC Medicaid Provider Playbook: medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care

HEALTHY BLUE CARE TOGETHER PRIOR AUTHORIZATIONS

Online: provider.healthybluenc.com/north-carolina-provider/prior-authorization

Note: Online submission requires registration in Availity

Prior authorization (PA) requests can be submitted digitally. Access the authorization application through Availity Essentials at [Availity.com](https://availity.com). (Select Patient Registration > Authorizations & Referrals)

Physical Health/Behavioral Health Phone: 833-777-3698

Pharmacy: 833-777-3698

Hi-tech Radiology, Cardiology, Musculoskeletal, Rehabilitation and Therapies: 866-745-1788

HEALTHY BLUE CARE TOGETHER CLAIMS

Online: provider.healthybluenc.com/north-carolina-provider/claims

Note: Online submission requires registration in Availity

Providers and facilities can leverage these channels for electronic claim submission, attachments (for both pre- and post-payment) and status:

Electronic Data Interchange (EDI) transaction: X12 837 – Professional, institutional and dental claim submission (version 5010):

Healthy Blue Care Together (HBCT) supports industry standard X12 837 transactions for all fee-for-service and encounter billing as mandated per the Health Insurance Portability and Accountability Act (HIPAA).

- 837 Claim batch upload through EDI allows a provider to upload a batch/file of Claims (must be in X12 837 standard format).
- EDI transaction: X12 276/277 – Claim status inquiry and response

HBCT supports industry standard X12 276/277 transaction set for claim status inquiry and response as mandated by HIPAA.

- Availity Essentials: The Claims and Payments application
 - The Claims and payments application enables providers and facilities to enter a claim directly into an online claim form and upload supporting documentation for a defined claim.
 - The Claim Status application enables a provider to access online claim status and the claim payment dispute tool.

Provider desktop integration via B2B APIs:

HBCT has enabled real-time access to Claim Status via Application Programming Interfaces (APIs), which can be directly integrated within participating vendors' practice management software, revenue cycle management software and some Electronic Medical Record (EMR) software. Contact Availity for available vendor integration.

To enroll in Electronic Funds Transfer (EFT): Providers and facilities can register, enroll and manage account changes for EFT through EnrollSafe at enrollsafe.payeehub.org. EnrollSafe enrollment eliminates the need for paper registration. EFT payments are deposited faster and are generally the lowest cost payment method.

HEALTHY BLUE CARE TOGETHER NON-EMERGENCY MEDICAL TRANSPORTATION AND NON-EMERGENCY AMBULANCE TRANSPORTATION

If you are helping a member arrange transportation, call CFSP Member Services at 833-777-3611.

Members should arrange transportation as far in advance as possible, but not less than 2 business days before their appointment. Urgent trips do not require advance notice. Call 833-777-3611 (TTY

711) Monday through Saturday, 7 a.m. to 6 p.m. to schedule transportation or call ModivCare at 855-397-3615 (TTY 711).

If a member needs to cancel, change or check on the status of a ride they should contact ModivCare at 855-397-3615.

If a member has access to a vehicle and would like to use their car or a friend/relative's car, the member may be eligible for mileage reimbursement. The member should contact HBCT for more information.

If local Department of Social Services (DSS) staff use a personal vehicle to transport a youth in DSS custody to a Medicaid-covered service, a mileage reimbursement claim can be submitted by the local DSS to HBCT.

Providers can obtain additional information on the Non-Emergency Medical Transportation policy by calling Member Services at 833-777-3611 (TTY 711), Provider Services at 833-777-3698 or by visiting our website at healthybluenc.com.

HEALTHY BLUE CARE TOGETHER PROVIDER MANUAL AND PROVIDER NEWS

HBCT Provider Manual: provider.healthybluenc.com/north-carolina-provider/manuals-and-guides

Provider News: providernews.healthybluenc.com/

PROVIDER OMBUDSMAN

NC Medicaid Provider Ombudsman

Phone: 866-304-7062 Email: Medicaid.ProviderOmbudsman@dhhs.nc.gov



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