

Professional collaborative relationships

One-on-one assistance  
Individual on site education and assistance  
We come to you!

Dedicated Network Management staff to assist you with BCBSNC products and PARTNERS Blue Medicare HMO<sup>SM</sup> & Blue Medicare PPO<sup>SM</sup> products



**BlueCross BlueShield of North Carolina**

# Network Management

Contact us!  
Contact us!

<b>Network Management</b>
<b>Wilmington</b> 1-877-889-0001
<b>Greenville</b> 1-888-291-1780
<b>Charlotte</b> 1-800-754-8185
<b>Greensboro</b> 1-888-298-7567
<b>Hickory</b> 1-877-889-0002
<b>Raleigh</b> 1-800-777-1643

Some of our available services	<i>bcbsnc.com</i> available tools and information	Navigation assistance (understanding our programs)	<i>Blue e<sup>SM</sup></i> assistance	Contracting
NPI and PPN education National Provider Identifier Proprietary Provider Number	Blue Book <sup>SM</sup> Provider Manual & Blue Medicare HMO <sup>SM</sup> and Blue Medicare PPO <sup>SM</sup> Supplemental Guide	Bridges to Excellence and Centers of Excellence	Online inquiry — Claims Eligibility Benefits	Office-based surgery for urology
Demographic changes	Blue Link <sup>SM</sup> online provider newsletter and PARTNERS provider newsletter	P4P — Pay for performance/quality	Diagnostic imaging program access to AIM — with instruction & tutorial	Office-based surgery for G.I.
Credentialing education	Provider's important news page	ePrescribe	Professional bundling explanation (C-3) Clear Claim Connection	Blue Medicare HMO <sup>SM</sup> Blue Medicare PPO <sup>SM</sup>
Contract education	Medical Policy	Member Health Partners <sup>SM</sup>	<b>Roadside assistance</b>	
Policy and procedures education	Prior review & authorization information	Council for Affordable Quality Healthcare (CAQH)	<b>In-office orientations (also available by phone)</b>	
Claims administrative process education	Provider and group enrollment applications	Assistance with vendor services — Magellan, CNC, AIM	<b>Onsite Web training — <i>bcbsnc.com</i> online tools and services</b>	
Prior review/ authorization education/ assistance	Uniform credentialing application	Case management and discharge services	<b><i>Blue e<sup>SM</sup></i> training and assistance</b>	
			<b>Onsite claims escalation assistance</b>	
			<b>Mini-workshops</b>	
			<b>Statewide provider conferences</b>	

Your plan for better health.<sup>SM</sup>

[bcbsnc.com](http://bcbsnc.com)