

To All North Carolina Providers:

## IMPORTANT NOTICE

### RE: PAPER NOTIFICATION/ EXPLANATION of PAYMENTS

As part of Blue Cross and Blue Shield of North Carolina's (BCBSNC) continuing efforts to become a "greener" company and streamline administrative costs for both BCBSNC and the provider community, we are changing the standard delivery method of Notification of Payments (NOPs/EOPs) by **discontinuing the use of paper remittances effective May 4, 2009**. This includes paper notification of payments (NOPs/EOPs), paper Electronic Funds Transfer (EFT) voided checks and summary pages for all BCBSNC commercial business. The Federal Employee Program and Medicare Supplemental remittances will not change at this time.

This process change should have minimal impact to our provider community. Providers that currently access our **Blue e** site are already viewing and downloading the online NOP/EOP information via the Remittance Inquiry link.

**Blue e** Remittance Inquiry allows providers to:

- Receive immediate notification of claims payment /denial information
- Search detailed NOP/EOP information by patient name, BCBSNC ID number or patient account number
- Save the NOP/EOP portable data format (PDF) files electronically for future reference
- Retrieve NOP/EOP information for up to 365 days
- Retrieve NOP/EOP information by check number and date
- Save administrative costs with elimination of manual paper processes

Additionally, many providers are utilizing the HIPAA 835 electronic remittance. This transaction allows the NOP/EOP information to be distributed as an electronic file that can be automatically posted.

**Providers who have a Blue e account will benefit from no longer receiving paper NOPs/EOPs.**

**Providers who do not have a Blue e account and /or do not utilize the 835 transaction will not be able to retrieve their claims payment and denial information electronically. These providers will continue to receive the paper NOP/EOP.**

**We encourage providers who do not have Blue e access to sign up immediately.** It's as easy as 1,2,3

1. Go to [www.bcbsnc.com/providers/edi/bluee](http://www.bcbsnc.com/providers/edi/bluee)
2. Complete the **Blue e** Interactive Network Agreement online
3. Review the online tutorial located on the right side of the **Blue e** home page for the Remittance Inquiry transaction or attend a regional educational training session offered in your area

Providers who have questions regarding **Blue e** enrollment should contact e-Solutions Customer Support at 1-888-333-8594.

Providers with current **Blue e** access that would like refresher training or have additional questions are encouraged to contact their local BCBSNC e-Solutions consultant directly.

**Electronic Funds Transfer (EFT) enrollment is available online via Blue e beginning April 19, 2009.** If you do not wish to receive EFT payments, you will continue to receive paper checks. Questions related to EFT should be directed to BCBSNC Provider Customer Support at 1-919-765-2293.

**\*This communication is intended for providers. Please disregard if you received this notice in error.**

An independent licensee of the Blue Cross and Blue Shield Association. © Mark of the Blue Cross and Blue Shield Association. SM Mark of the Blue Cross and Blue Shield of North Carolina. BE9, 5/06

