

## Simplify Office Administrative Tasks



Keep our Quick Reference Guide nearby to make pre-visit planning and post-visit tasks quick and easy.

### Website

[www.ambetterofnorthcarolina.com](http://www.ambetterofnorthcarolina.com)

- Patient care forms
- Pre-Auth Needed tool
- Ambetter of Delaware News
- Provider Manual
- Preferred Drug List
- Member resources

### Availity Essentials

[www.Availity.com/documents/learning/LP\\_AP\\_GetStarted](http://www.Availity.com/documents/learning/LP_AP_GetStarted)

Availity Essentials has been chosen as the new, secure provider portal with a phased rollout to be completed by early 2025.

- Validate eligibility and benefits
- Submit claims
- Check claim status
- Submit authorizations
- Access payer resources

For providers new to Availity Essentials, getting an account is the first step toward working on Availity.

### Secure Provider Portal

[provider.ambetterofnorthcarolina.com](http://provider.ambetterofnorthcarolina.com)

- Verify member eligibility
- Access patient health records
- View patient care gaps
- Manage prior authorizations
- Submit and manage claims
- And more!

### Check Member Eligibility

- Secure Web Portal
- 24/7 Toll-Free Interactive Voice Response (IVR) Line: 1-833-863-1310
- Provider Services: 1-833-863-1310



## Pre-Visit Planning Checklist

- ✔ Verify member eligibility.
- ✔ Check for patient care gaps and address them during an upcoming office visit.
- ✔ Use Pre-Auth Needed tool to determine if prior authorization is needed before appointment.

### **Patient Care Gaps**

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*Find recommended services that a member has not completed.*

1. Visit the Secure Provider Portal
2. Review patient information for any gaps in care
3. Plan to address care gaps during an upcoming office visit

### **Prior Authorization**

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*Use the Pre-Auth Needed tool on our website to determine if prior authorization is required.*

*Submit prior authorization via:*

- Secure Provider Portal
- Availity Essentials
- Phone: **1-833-863-1310**
- Inpatient and Outpatient Fax: **1-844-536-2412**

### **Claims**

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*Timely Filing Guidelines: 180 days from date of service.*

*Claims can be submitted via:*

- Secure Portal
- Availity Essentials
- Clearinghouses: EDI Payor ID 68069
- Mail paper claims to:  
Ambetter of North Carolina Inc.  
Attn: Claims  
P.O. Box 5010  
Farmington, MO 63640-5010



**Questions? Call Provider Services**  
**1-833-863-1310**

**Log into our secure web portal:**  
**[www.ambetterofnorthcarolina.com](http://www.ambetterofnorthcarolina.com)**