

## Simplify Office Administrative Tasks



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

### Website: [AmbetterofNorthCarolina.com](http://AmbetterofNorthCarolina.com)

- Patient care forms
- Pre-Auth Needed tool
- Ambetter of North Carolina news
- Provider Manual
- Preferred Drug List
- Member resources

### Secure Provider Portal: [Provider.AmbetterofNorthCarolina.com](http://Provider.AmbetterofNorthCarolina.com)

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

### Member Eligibility

Check member eligibility via:

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

### Patient Care Gaps

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 future appointment.

### Prior Authorization

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

Submit prior authorizations via:

- Secure Provider Portal
- Fax: 1-844-536-2412
- Behavioral Health Fax: 1-844-868-6555
- Phone: 1-833-863-1310

### Claims

Timely Filing guidelines: 180 days from date of service.

Claims can be submitted via:

- Secure Portal
- Clearinghouses: EDI Payor ID 68069
- Mail paper claims to: P.O. Box 5010 | Farmington, MO 63640-5010

### Pre-Visit Planning Checklist

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