

# Frequently Asked Questions

## Provider Onboarding Delays

### Enrollment Pending Claims Filing Exception

**1. What is an Enrollment Pending Claims Filing Exception?**

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) has put in place a temporary process to accept claims billed by one provider (Temporary Billing Provider) on behalf of a provider whose application is pending for provider enrollment (Enrollment Pending Provider) within his or her current group's contract.

**2. Who qualifies as an Enrollment Pending Provider?**

A provider who has been fully credentialed, however, their enrollment has not been completed within 30 business days of the credentialing date or a provider who has submitted an enrollment application to be added to an existing group and that enrollment has been pending more than 60 days.

**3. Who qualifies as a Temporary Billing Provider (TBP)?**

A Blue Cross NC credentialed provider that is in good standing and a participating provider under the same group contract for which the Enrollment Pending Provider is seeking to be added

**4. What is the 'Initial Date of Temporary Billing' that is being requested on the form?**

The initial date of temporary billing is no earlier than the Enrollment Pending Provider's credentialing date or the Enrollment Pending Provider has a pending enrollment request that is greater than 30 days.

**5. Can I submit an Enrollment Pending Claims Filing Exception form if it has not been 30 business days since my enrollment was submitted?**

Blue Cross NC will only honor the request if it has been over 30 business days since the provider has submitted his or her enrollment or 30 days from credential date; we are using this as a temporary measure so that the provider is not adversely impacted by the delayed enrollment completion times.

**6. How long is the Enrollment Pending Claims Filing Exception form effective?**

The exception form will expire when the Enrollment Pending Provider is notified of his/her enrollment effective date. A letter notifying the provider of his or her enrollment will be mailed out once the enrollment has been completed.

**7. Who is responsible for completing and submitting the form?**

An authorized practice representative may complete and sign the form.

**8. Are all fields on the form required to be completed?**

Yes, the form should be completed in its entirety in order for Blue Cross NC to honor the request.

**9. How do I submit the form?**

Please return the completed form via e-mail to [ProviderUpdates@bcbsnc.com](mailto:ProviderUpdates@bcbsnc.com). Please reference the following in the subject line: "Enrollment Exception."