

Welcome to the North Carolina State Health Plan Network!

The State Health Plan would like to take the opportunity to **THANK YOU** for serving on the front lines of fighting COVID-19! On behalf of more than 727,000 Plan members, we appreciate your efforts during this unprecedented time.

Please take a moment to review a brief welcome message and a few important reminders below.

Treasurer Dale R. Folwell, CPA, and the State Health Plan welcome you to the North Carolina State Health Plan Network! We appreciate your willingness to support the Plan in our effort to create a fair and transparent network for our members while preserving and protecting the Plan's financial sustainability.

Below is a list of reminders for providers:

- Your agreement with the NC State Health Plan Network was effective as of January 1, 2020, for an initial term of one year, which is subject to the termination rights contained within the provider contract you signed. Your agreement will automatically renew for successive one-year renewal terms unless amended or terminated.
- The Plan continues to support independent primary care providers, behavioral health providers and rural/critical access providers, who have most likely noticed an increase in reimbursement. If there is an instance where the Plan is paying more than billed charges, please note that this is intentional and is part of the Plan's reimbursement strategy for certain types of providers.
- Please make sure your contact information is updated within [Blue-e](#) to ensure that all provider directories are up to date. Providers may complete demographic updates on the [Demographic Change Form](#).
- Currently, Plan members can locate Clear Pricing Project providers via the Plan's website on our [Clear Pricing Project Provider Look Up Tool](#). This summer, Clear Pricing Project providers will be noted in Blue Cross NC's [Find a Doctor Tool](#).
- Currently, the Plan is not accepting new providers into the NC State Health Plan Network. However, we anticipate opening a window for providers in the future. If this status changes, it will be reflected on the Plan's [website](#).

The Plan is working on Phase II of the Clear Pricing Project, which includes identifying opportunities to create Alternative Payment Models. While the Plan is in the beginning stages of this project, we look forward to sharing information with you along the way.

State Health Plan Network Provider Website:

- This [page](#) is dedicated to providers and includes the contract, reimbursement exhibit, the pricing policy as well as the professional fee schedule.

Questions? Please call Blue Cross NC Provider Relations at 800-777-1643, option 6. All other questions can be sent via email to SHProviderNetwork@nctreasurer.com.