

The *Blue Book*SM Web-based provider manual is offered for providers participating in the Blue Cross and Blue Shield of North Carolina "BCBSNC" provider network. The manual has been designed to make sure that network providers and their office staff have the information necessary to effectively understand and administer BCBSNC insurance products, health coaching and intervention policies and procedures, and the health care claims billing guidelines of Blue Cross and Blue Shield of North Carolina "BCBSNC."

BCBSNC makes periodically updates to the manual. The most current version of *The Blue Book*SM will be located in the providers section of the BCBSNC Web site. Providers are encouraged to frequently visit the providers section of the BCBSNC Web site to receive updates and information about issues affecting BCBSNC network participating providers, <http://www.bcbsnc.com/providers/>.

Implementation/Update Information

The following Web-based information is intended to assist the Blue BookSM online readers to identify when a topic or section contained within the manual was last updated. BCBSNC is offering this as a newly established document to the existing Web-based manual having an established history of revisions. Therefore, information contained in these pages will direct the reader to reference changes to the manuals content, for implementations and updates beginning on or after the origination of these pages, effective as of September 1, 2008. Information available on these pages is not intended as an all inclusive listing, but rather a resource to help direct the reader to areas of concentrated change:

- 09/08 Added Departmental Revenue Analysis General Instructions Introduced as section 10.57 in manual edition August 2008

The manual is intended to supplement participating provider's network participation agreement "NPA," the agreement by which providers participate in the BCBSNC network(s), the agreement between a provider and Blue Cross and Blue Shield of North Carolina "BCBSNC." The NPA is the primary document controlling the relationship between provider and BCBSNC. Nothing contained within the Blue BookSM online manual is intended to amend, revoke, contradict or otherwise alter the terms and conditions of the NPA.