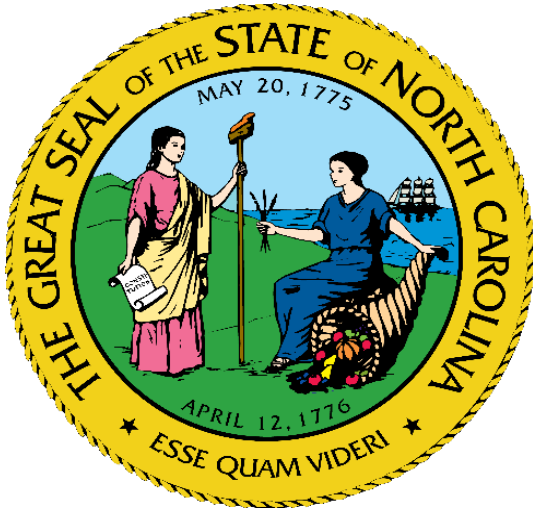


NC Medicaid Provider Enrollment Hot Topics & Program Highlights

June 6, 2024

Susan Sartain, Provider Relations Representative
Serja Goram, MBA, Provider Relations Representative
Michael Herrera, Provider Relations Supervisor



**Closed Captioning is available
for this webinar**

Participants can access real-time
captioning by clicking **"Show
Captions"** within Zoom.

AGENDA

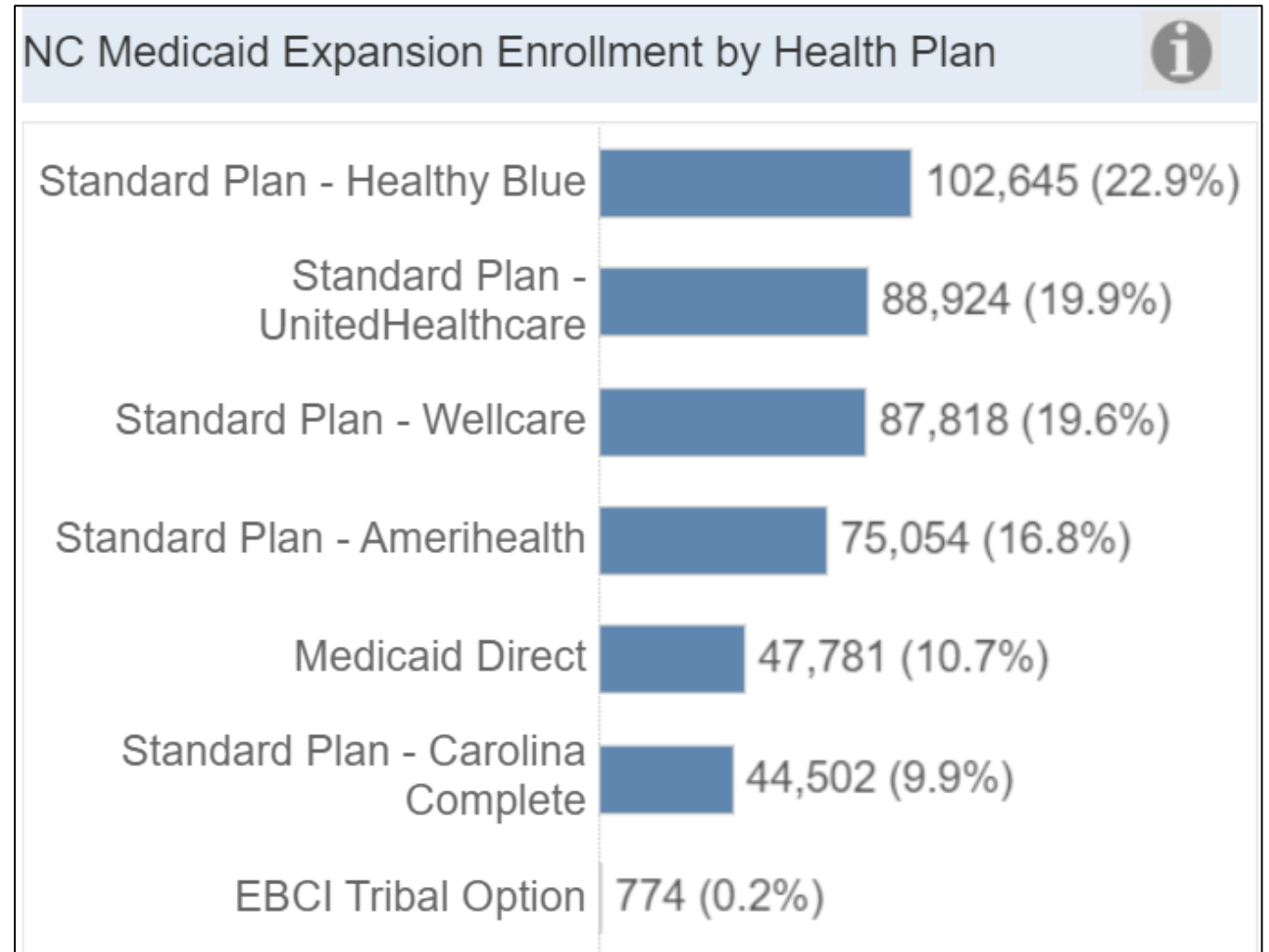
- ❖ Medicaid Expansion
- ❖ Tailored Plan Launch
- ❖ Provider / Health Plan Look-Up Tool
- ❖ License Accreditation Certification
- ❖ Provider Reverification
- ❖ New Exclusion Sanction Questions
- ❖ MPEC Changes
- ❖ Provider Ombudsman
- ❖ PDM / CVO Updates
- ❖ Provider Resources
- ❖ Links



- **As of May 3; 447,498 adults have enrolled in Medicaid, thanks to expansion.**
- **This is more than three-quarters of the way to our two-year goal of adding 600,000 adults.**
- **To receive information on beneficiary qualifications and help tools for providers, click [here](#).**
- **For the most up-to-date information on Medicaid expansion, you may refer to the Expansion dashboard [here](#).**

Medicaid Expansion Enrollment Dashboard

- Tracks monthly enrollment for eligible individuals through expansion
- Offers detailed overview of trends in newly eligible adults
- Reflects highest percentages of adults are in NC rural communities
- Updated monthly
- Track progress each month using this link: [Medicaid Expansion Dashboard | NC Medicaid \(ncdhhs.gov\)](https://ncdhhs.gov/medicaid-expansion-dashboard)



TAILORED PLAN LAUNCH – JULY 1, 2024



Tailored Plan launches on July 1.

Key reminders for providers:

- **Ensure office staff knows which health plans your office contracts with.**
- **Review NCTracks record for accuracy and submit MCR with updates.**
 - **Any updates must be reported within 30 days from when the change occurred.**
- **Continue to review communications and announcements for updates.**
- **Confirm Enrollment Broker Directory information is correct and up to date.**



Ensure Provider Information Displays Correctly in NC Provider Directory Tool – Provider & Health Plan Look-Up



All providers are contractually required to keep their information contained in the Provider Look-up tool current.

- Information displayed in directory is sourced from NCTracks provider records and refreshed daily.
- Information that is updated on organization or individual NCTracks record will be reflected in provider directory after Manage Change Request is processed.

<https://ncmedicaidplans.gov/en/find-provider>

License Accreditation Certification



NC Tracks automated process scans records for expiring credentials



Letters are initiated to providers 60 days prior to expiration



Associated taxonomy codes will be suspended if no action taken

Suspension letter then sent to Message Center Inbox
Letter will remain for 60 days unless credential is renewed (lifting the suspension)



For more information, go to NCTracks License & Accreditation FAQs [here](#)

PROVIDER REVERIFICATION

Reverification occurs every five years from initial enrollment

Any delay in responding may cause processing delays or adverse determinations

Notifications are sent to provider via the secure portal



Provider's credentials cannot expire within 30 days of requested effective date

Those who do not complete reverification will be terminated from Medicaid program

Reverification: Avoid Delays, Withdrawals, Denials



Ensure OA name is correct and current. OA updates should be made using the *Change Office Administrator Application*.



Confirm active taxonomies and **end-date taxonomies** no longer in use.



End-date owners/managing employees no longer associated with your organization.



Confirm the provider's license, accreditation, and certifications are not expiring within 30 days of application date.



When requested, **submit supporting documentation on time** to avoid suspension or termination.



Follow the **Change in Ownership (CHOW)** protocol.

Provider Name on Reverification Applications Must Match ALL Documentation

Provider's name listed on applications must match their legal name, name on the NPPES Registry and name on any license, certification, and/or accreditation

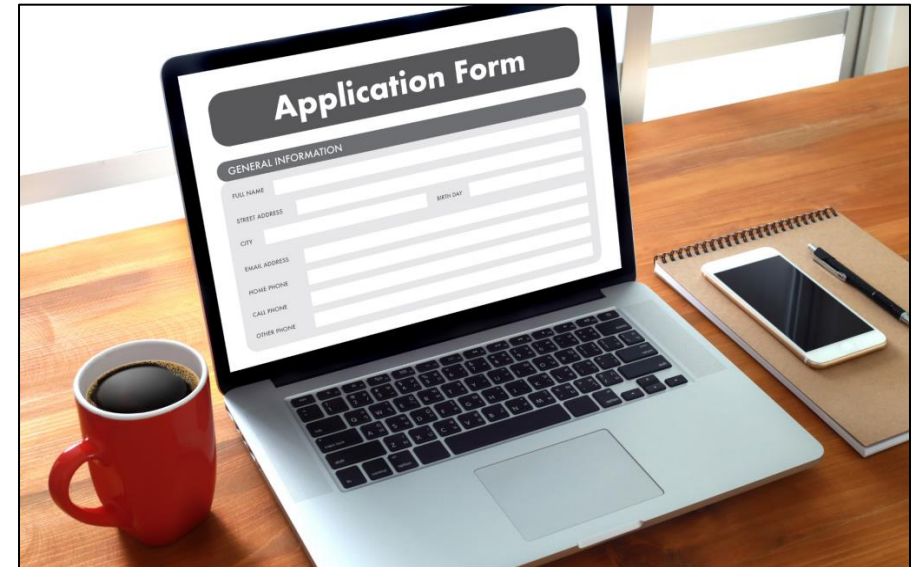
Providers can check how their names appear in the NPPES system at <https://npiregistry.cms.hhs.gov/search>

If name in NPPES system doesn't match, this must be corrected. Do NOT submit application. Instead, send an email to NCTracksprovider@nctracks.com and attach required documentation.

Refer to link for more information about required documentation: [here](#)

New Questions Added to Enrollment Applications

- **Five new exclusion sanction questions added to provider enrollment applications effective January 28, 2024**
- **Answering affirmatively does not automatically equal participation denial.**
- **Failure to disclose documentation – results in denial.**
- **More information on requirements for supplemental documentation can be found [here](#)**



Medicaid Provider Enrollment Compendium (MPEC) Changes



Categorical risk level assignments for providers newly enrolling and reverifying as Skilled Nursing Facilities, Hospice Organizations, and Portable X-ray Suppliers will be updated.



Skilled Nursing Facilities - newly enrolling or undergoing change in ownership - will be moved from limited risk to high risk. Revalidating SNFs will be moved from limited risk to moderate risk. Portable X-ray suppliers will be moved from limited risk to moderate risk. Hospice Organizations - newly enrolling or undergoing change in ownership - will be moved from moderate risk to high risk.



Legislative changes are being proposed to North Carolina General Statute 108C-3 to ensure our alignment with CMS.



Additional publications are planned to inform the provider community as system changes are implemented.

NC Medicaid Provider Ombudsman

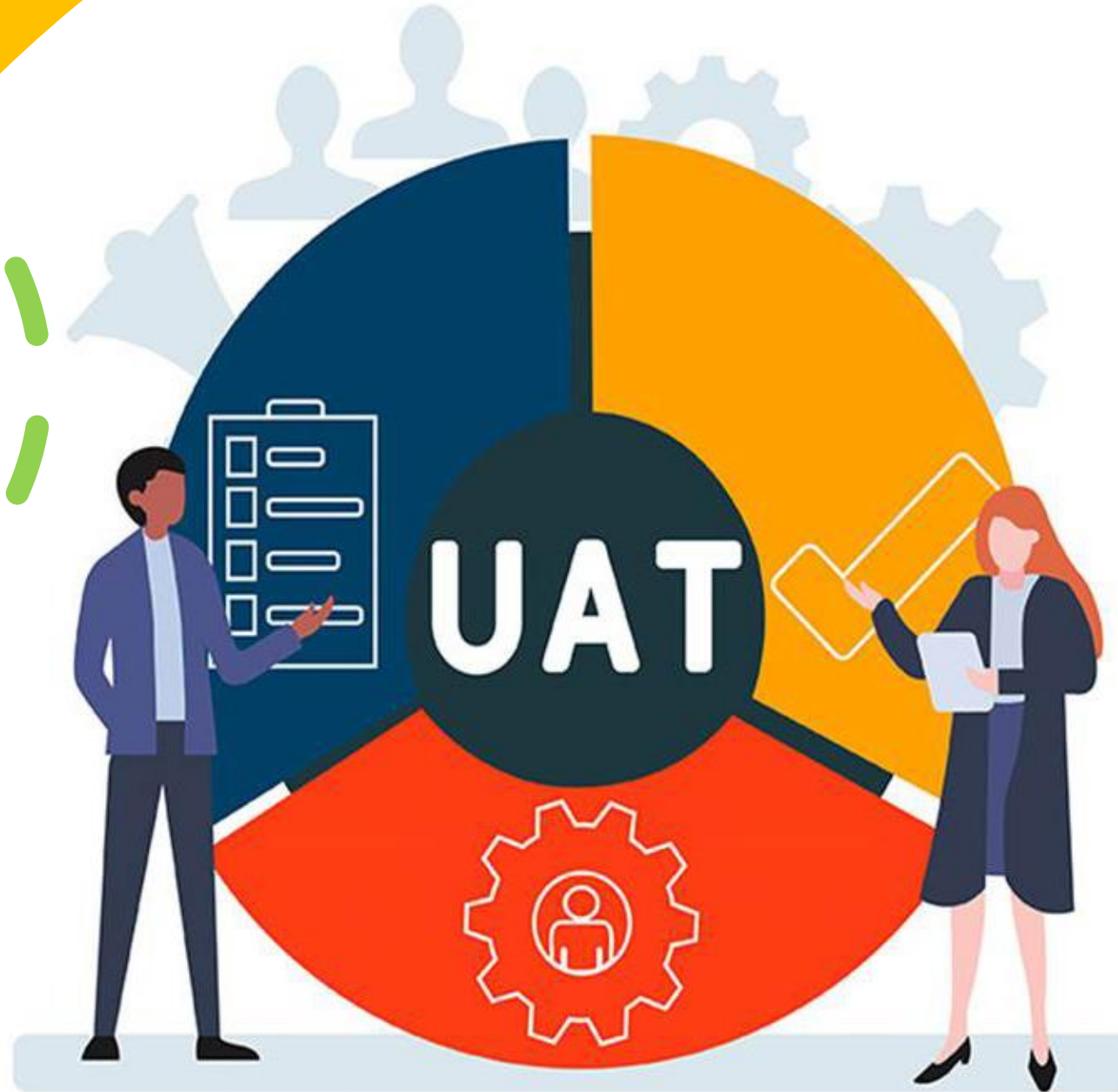


- ❑ **Most important resource providers can use to resolve concerns with PHPs or anything regarding NC Medicaid**
- ❑ **Consists of DHB Provider Ombudsman Team and DHB Member Ops-Call Center Team**
- ❑ **Represents interests of provider community by receiving and responding to inquiries and complaints regarding PHPs, NCTracks – Provider enrollment.**
- ❑ **Ombudsman team meets daily to review and discuss provider enrollment cases**
- ❑ **Medicaid.Providerombudsman@dhhs.nc.gov or 866-304-7062**



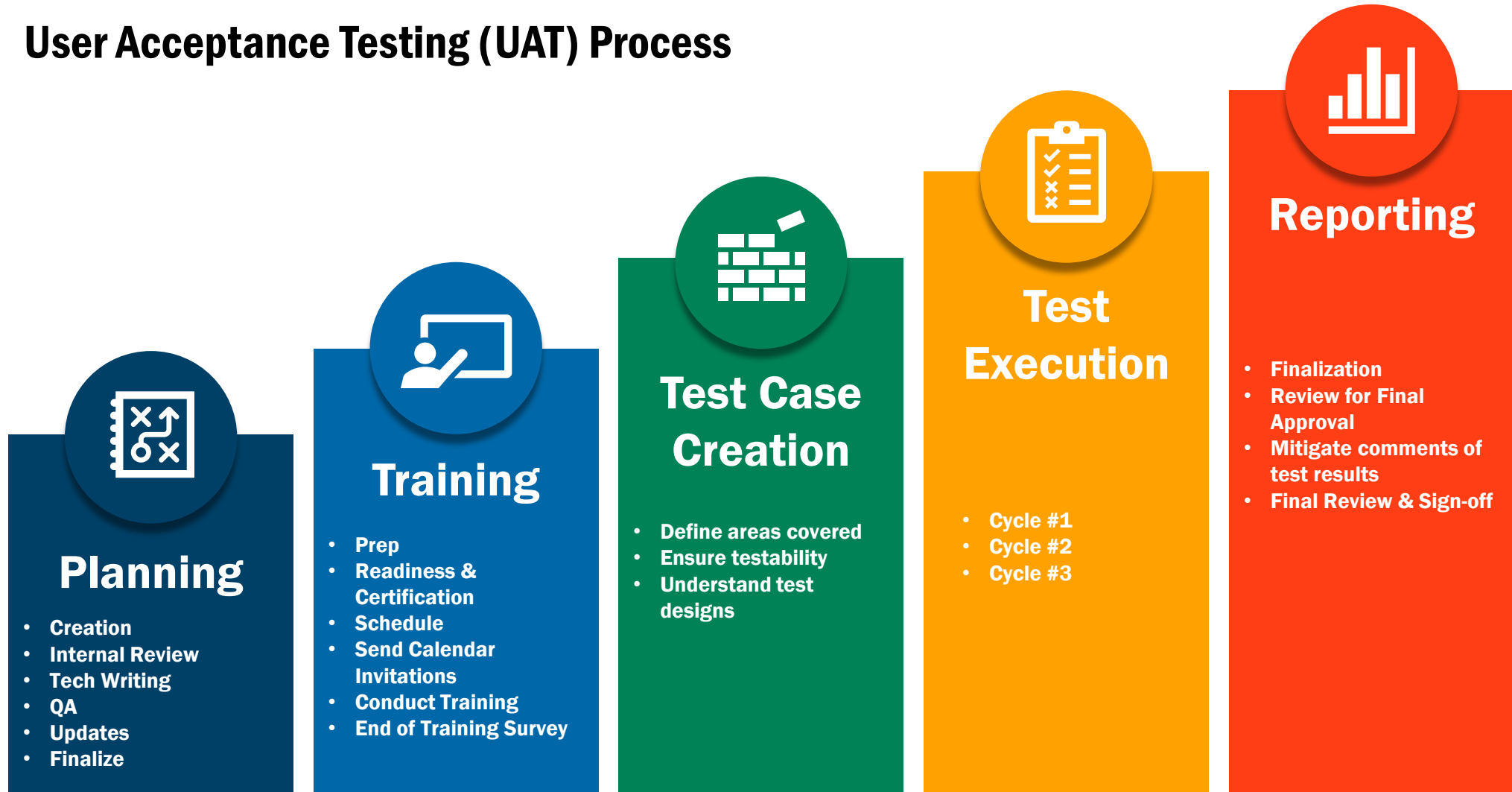
PDM/CVO Update





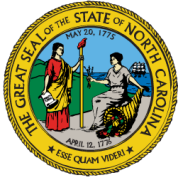
PDM/CVO: USER ACCEPTANCE TESTING

User Acceptance Testing (UAT) Process



Late Summer
2024

February
2025



NCDHHS

NC Medicaid
Division of Health Benefits

Provider Resources

[Beneficiary Materials Webpage](#)

[NC Medicaid Provider Webpage](#)

[Provider Playbook for Medicaid Managed Care](#)

[NC Medicaid Provider Bulletin](#)

[NC AHEC Medicaid Managed Care Webpage](#)

Links & Resources

- [Medicaid Expansion Fact Sheet](#)
- [Tailored Plan Fact Sheets](#)
- <https://ncmedicaidplans.gov/en/find-provider>
- [License & Accreditation FAQs](#)
- [Change OA application](#)
- [Exclusion Sanction Questions](#)
- [LME/MCO consolidation fact sheet](#)
- [NC Medicaid Provider Ombudsman](#)
- Medicaid.pdmcvo.stakeholderengagement@dhhs.nc.gov
- [NC Medicaid PDM/CVO webpage](#)
- [NC Medicaid Help Center](#)





THANK YOU!

QUESTIONS?

