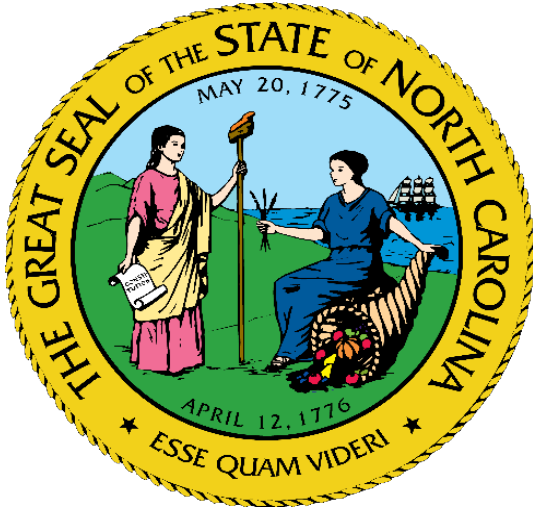


# Virtual Office Hour: Provider Enrollment Hot Topics & Reminders



## **RCC (Relay Conference Captioning)**

Participants can access real-time captioning for this webinar here:

<https://www.captionedtext.com/client/event.aspx?EventID=5074471&CustomerID=324>

**March 31, 2022**

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# AGENDA

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**Medicaid Provider Ombudsman**

**02**

**Ensure Your Provider Enrollment Record is Accurate**

**03**

**Enhanced Security for OA & EFT Change Requests**

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**Recent issue with updating DEA Certification**

**05**

**Provider Reverification/Recredentialing**

# NC Medicaid Provider Ombudsman

- [Medicaid.ProviderOmbudsman@dhhs.nc.gov](mailto:Medicaid.ProviderOmbudsman@dhhs.nc.gov)
- 1-866-304-7062
- Created for Provider inquiries, concerns, and complaints regarding Medicaid Managed Care; also responsive to Medicaid Direct concerns



# Check your Provider Enrollment Record Periodically

- Ensure your provider enrollment record is correct
- Medicaid and NC Health Choice participating providers are contractually required to update their record within 30 days of any change

## 6. Disclosure

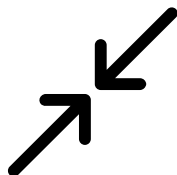
- a. At any time during the course of this Agreement, the Provider agrees to notify the Department through the North Carolina Department of Health and Human Services Fiscal Agent of any material and/or substantial change in information contained in the enrollment application given to the Department by the Provider. This notification must be made in writing within thirty (30) calendar days of the event triggering the reporting obligation. Material and/or substantial change includes, but is not limited to, a change in:
  - i. ownership;
  - ii. licensure;
  - iii. federal tax identification number;
  - iv. bankruptcy;
  - v. additions, deletions, or replacements in group membership; and
  - vi. any change in address, telephone number, or email.

# Provider Data Updates

- Providing the most **accurate** and **complete** provider information is a top priority so Medicaid and Health Choice
- **beneficiaries** can make the most informed choice in selecting their health plan and primary care provider
  - **billing providers** may be paid for services rendered

**NCTracks** is the “system of record” for provider enrollment data, which is then shared with health plans to inform contracting and provider directories.

- Individual rendering providers must affiliate with the billing provider for each service location address



## Primary Challenge:

- Having **Accurate** and **current** provider data on enrollment records
- **Incorrect** provider **data** flows forward to health plans and the enrollment broker



## How you can help:

- **Review** provider records in **NCTracks**
- **Submit** any needed **changes** using the Manage Change Request (**MCR**) **process**

# Provider Reverification requirement to be reinstated

- Since March 2020, CMS has allowed for the suspension of reverification due to Covid-19
- With the end of the federal public health emergency, NCTracks will resume the provider reverification process
- Beginning Summer of 2022, providers will begin receiving reverification notices again
- Providers who do not comply will be suspended; 30 days following suspension will be termination



## Enhanced Security for OA Change Requests and EFT Change Requests

- Effective January 20, 2022, NCTracks added additional security for OA Change Requests and Electronic Funds Transfer (EFT) change requests
  - ❖ Regarding OA Change Requests, an email will be sent to the existing OA, the provider, and all officers associated with the NPI twice, at the time of request and at the time of approval
  - ❖ For EFT Change Requests, an email will be sent to the OA, Provider, and the pay-to contact person; NCTracks will contact the EFT authorized individual or pay-to contact person via telephone prior to initiating the change



## Full Legal Name Required to Match on NCTracks Record and Licensure for Individual Providers

- NCTracks has implemented a quality assurance practice to streamline provider records for source verification with credentialing and licensing agencies. The provider's full legal name (first, middle and last name, as it appears on their government-issued ID) is now required to be listed with both NCTracks and licensing agencies
  - .\* The full legal name must match completely, including special characters and abbreviations that are character- and case-sensitive. Please note that if the name exceeds the character limitation, providers should spell out the name exactly as listed on the ID as far as they can until it truncates but should not abbreviate.



# NCTracks recent Changes to the Provider Verification Process

Currently, NCTracks sends notifications for expiring credentials (licenses, certifications and accreditations) to all enrolled providers required to be licensed, certified and/or accredited. These notices are sent to the Provider Message Center Inbox beginning 60 days in advance of the expiration date of the credential.

## Timeline for notifications, suspensions and termination

- ✓ **Provider Re-certification Letter:** 60 days prior to credential expiration date
- ✓ **Reminder Letters:** sent at 30 calendar days and at 14 days
- ✓ **Final Notice:** sent 7 days prior to expiration

## When credential expires

- ✓ **Suspension:** taxonomy code requiring expired credential suspended. Claims will pend and not pay until suspension is lifted
- ✓ **Notification:** Suspension letter generated as “Recertify Suspension Letter”
- ✓ **60 days:** amount of time suspension will remain in place until credential is renewed and submitted
- ✓ **Termination:** Taxonomy codes terminated on the 61<sup>st</sup> calendar day. Providers must reapply to Medicaid and NC Health Choice programs once terminated



# Issue with DEA Certification

## New Enrolling Providers or at Re-enrollment

- When completing an application, provider shall enter 123456789 as the DEA number
- Upload an actual copy of the DEA license upon submission of the application
- NCTracks will update the DEA number in the system

## Existing Providers

- *Providers may update their DEA expiration date by submitting an MCR application*
- *NCTracks will verify the new expiration date*

# CMS is offering PERM Provider Education Webinars

- PERM = Provider Error Rate Measurement
- Measures improper payments in Medicaid and CHIP, and produces error rates for each state's programs
- Understand your responsibilities...
- Show Dates: April 12<sup>th</sup>, 13<sup>th</sup>, 14<sup>th</sup>
- **To Register for the PERM Webinar, use the link below:**  
[https://cms.zoomgov.com/webinar/register/WN\\_zhpBrzv3Se63X2XzzS3YJQ](https://cms.zoomgov.com/webinar/register/WN_zhpBrzv3Se63X2XzzS3YJQ)
- **Registration closes April 10,2022 at 5 p.m. ET**

# Questions and Answers

