North Carolina Medicaid Initiatives & Updates

December 5, 2024

Susan Sartain – Provider Operations Representative

Michael Herrera – Provider Operations Supervisor

Closed Captioning is available for this webinar

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

Logistics for Today's Webinar

Questions during the live webinar

Q&A

Technical Assistance

technicalassistanceCOVID19@gmail.com

NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES
Division of Health Benefits

AGENDA

- Hurricane Helene Policy Flexibilities
- CHOW Requirements
- Changes to Optical & Hearing Taxonomies
- Enrollee Report Updates for PCPs
- Avoiding Common Errors in Enrollment Documents
- PDM/CVO on Hold
- Service Location Management
- Correct Provider Information in NC Medicaid Look-up-Tool
- Provider Reverification
- Avoiding Delays & Withdrawals of Reverification Applications
- License Accreditation Certification (LAC)
- Provider Name on Applications Must Match on All Documentation
- Exclusion Sanction Questions
- Provider Ombudsman
- Medicaid Expansion Updates
- Medicaid Expansion Enrollment Dashboard
- Links & Resources
- Q & A

Hurricane Helene Policy Flexibilities

- Hurricane Helene response efforts

- Ease burden on providers and ensure continuity of patient care

- Policy flexibilities are extended to December 25, 2024

- Program flexibilities apply to Tailored Plan as well. *Tailored Plan Flexibilities*

- *NC Medicaid Hurricane Helene Virtual Bulletin Board* and *Hurricane Helene Policy Flexibilities*

Notification Required for Change in Ownership (CHOW)

- Provider to notify Department at least 30 days prior to CHOW

- *Provider Change of Ownership Disclosure Form*

- Former and new owner must make changes to NCTracks enrollment record

Change of Ownership (CHOW) FAQs

Changes to Certain Optical and Hearing Aid Taxonomies

- **Changes effective July 11, 2024 to the following taxonomies:**

  - ➤ 237600000CX (Audiologist-Hearing Aid Fitter)
  - ➤ 237700000X (Hearing Instrument Specialist)
  - ➤ 156FX1800X (Optician)

- Soon, these taxonomies will **<u>only</u>** be available for individual providers, while organizations will no longer have access to them.

- **Providers/organizations need to know:**
  - ➤ Organizations with these taxonomies on their records should review and ensure they have another active taxonomy for organization type.
  - ➤ If an organization does not have another active taxonomy on their record, they must submit an MCR to add one to their record. Use PPM as a guide as to which one is best for them.

- Individual providers can now add these taxonomies to their records using the MCR process.

  https://www.nctracks.nc.gov/content/public/es/providers/ICD10.html

Enrollee Report Updates for Primary Care Providers

- Allows PCPs and AMHs to know their assigned members

- Assignment as of first day of month

- Includes Tailored Care Management

- Contains pertinent demographics and office visits

- Delivered to NCTracks Secure Provider Portal Message Inbox each month

Enrollee Report Fact Sheet

Avoiding Common Errors in Required Enrollment Documents

Common Examples:

- Work history gap
- Exclusion/sanction question response
- DEA designation form

Enrollment reminders

Provider Data Management/Centralized Verification Organization (PDM/CVO) on Hold

- Implementation of PDM/CVO paused until further notice

- **Providers are encouraged to continue the following:**

  ➢ Maintain an accurate record in NCTracks

  ➢ Respond to NCTracks notifications requiring action

  ➢ Stay informed

  ➢ Participate in educational opportunities

PDM/CVO Update

Service Location Management

- **Providers can no longer modify an existing service location in NCTracks without creating a new service location**

  ➢ Begin date of new service location must represent dates services became available at that location

  ➢ Single service location providers may end-date service location and add new service location with same Manage Change Request

  ➢ End-date all closed service locations and service locations for which provider no longer renders services

Service Location Changes

Ensure Provider Information Displays Correctly in Medicaid Provider & Health Plan Look Up Tool

Providers should review information in the Look Up Tool to ensure it matches their NCTracks record

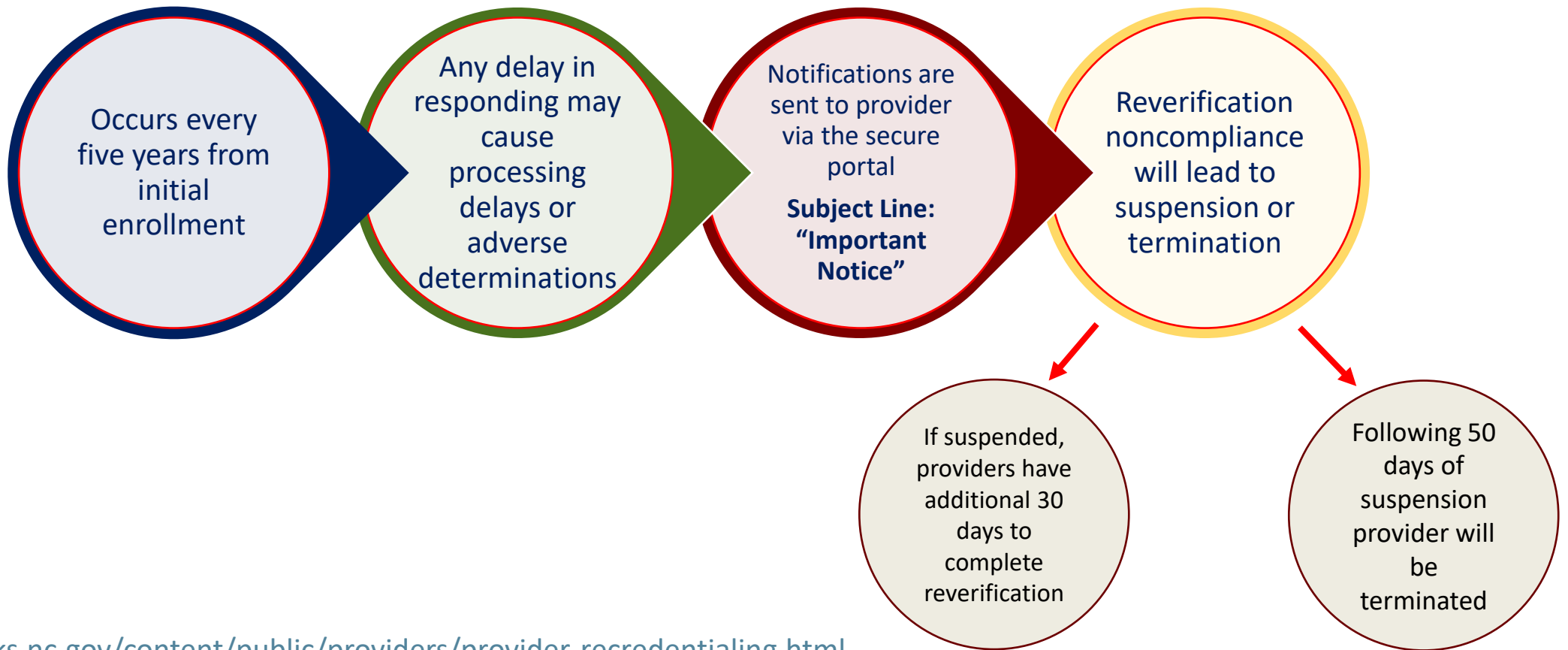- Information displayed is sourced from NCTracks and is refreshed to the tool daily

Use a Manage Change Request for changes

- Information that is updated on a provider's NCTracks record via MCR will be reflected in Provider Directory after it is processed

https://medicaid.ncdhhs.gov/blog/2022/09/22/ensure-your-information-displays-correctly-ncs-provider-directory-tool-provider-health-plan-look

https://ncmedicaidplans.gov/en/enroll/online

Provider 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
Subject Line: "Important Notice"

Reverification noncompliance will lead to suspension or termination

If suspended, providers have additional 30 days to complete reverification

Following 50 days of suspension provider will be terminated

https://www.nctracks.nc.gov/content/public/providers/provider-recredentialing.html

Avoiding Delays and Withdrawals on Reverification Applications

1 Ensure OA name is current ☑

2 Confirm active taxonomies. End date taxonomies no longer in use ☑

3 End date owners/managing employees no longer associated with organization ☑

4 Confirm providers' LACs aren't expiring within 30 days of application date ☑

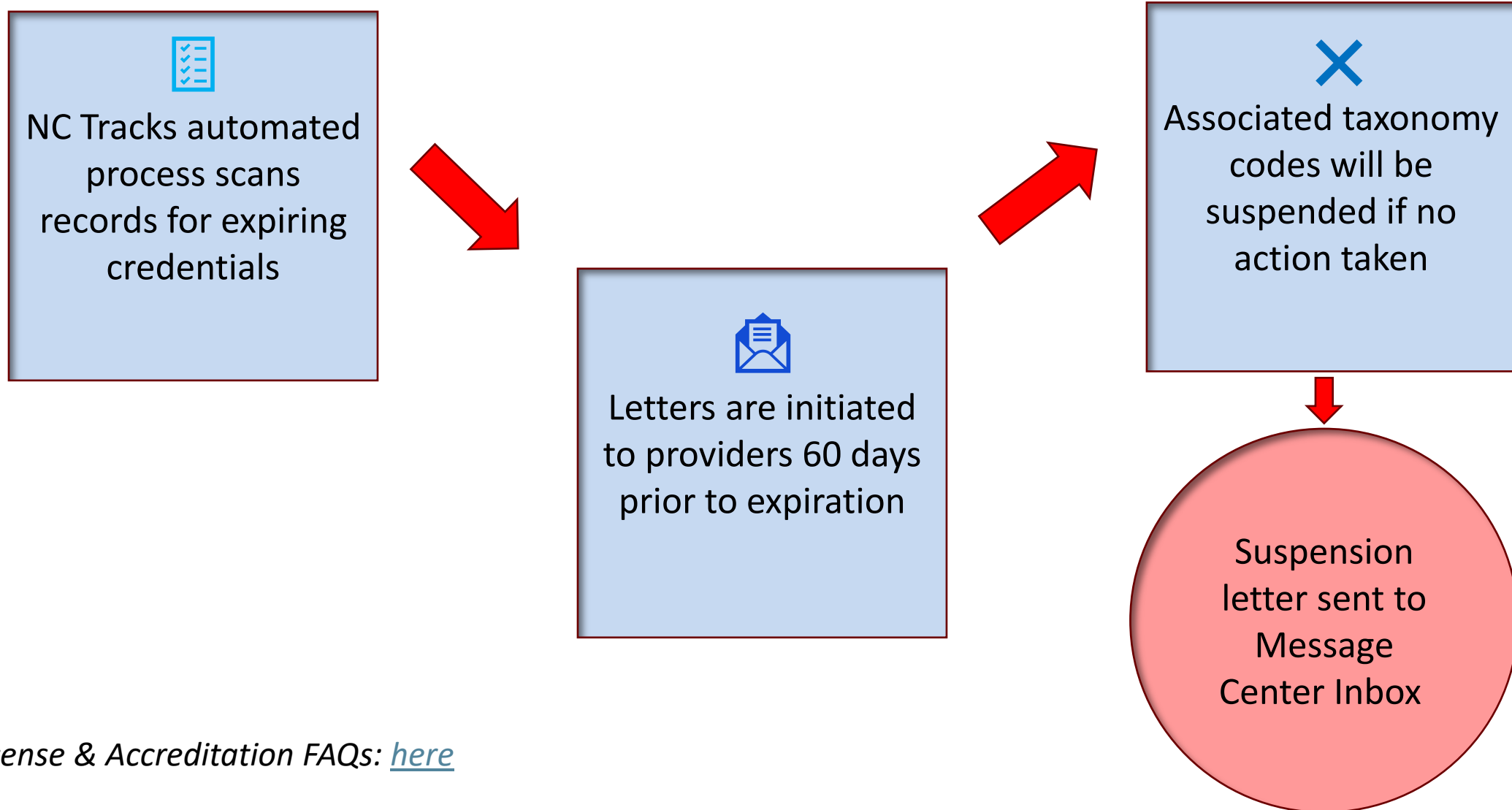**5** Submit supporting documentation on time when requested ☑

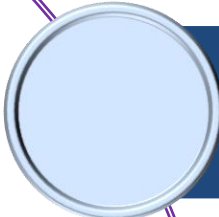**6** Follow the Change in Ownership (CHOW) protocol ☑

License Accreditation Certification (LAC)

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 sent to Message Center Inbox

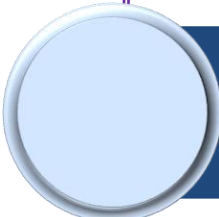*License & Accreditation FAQs:* *here*

Provider Name on 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 email to *NCTracksprovider@nctracks.com* and attach required documentation

Refer to link for more information about required documentation: *here*

Reminder: Disclosure on Provider Application Exclusion Sanction Questions

- Remember to fully answer exclusion/sanction questions

- Answering affirmatively on exclusion sanction questions does not automatically equal participation denial

- Nondisclosure may result in adverse action

- More information on requirements for supplemental documentation can be found _here_

NC Medicaid Provider Ombudsman

- Important resource for providers to resolve concerns with PHPs or NC Medicaid

- Addresses inquiries and complaints regarding PHPs, NCTracks, and/or provider enrollment
  - ➤ Note: contact health plans to address claim payment issues **prior** to the Ombudsman

- **Separate** from the Health Plans' Provider Grievances & Appeals Process

- Should only be used as an escalation measure **AFTER** contacting Health Plans and utilizing online Help Center for assistance

Medicaid.providerombudsman@dhhs.nc.gov

866-304-7062

- As of November 13, 577,107 newly eligible adults have enrolled in NC Medicaid, thanks to expansion

- We're very close to reaching 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*
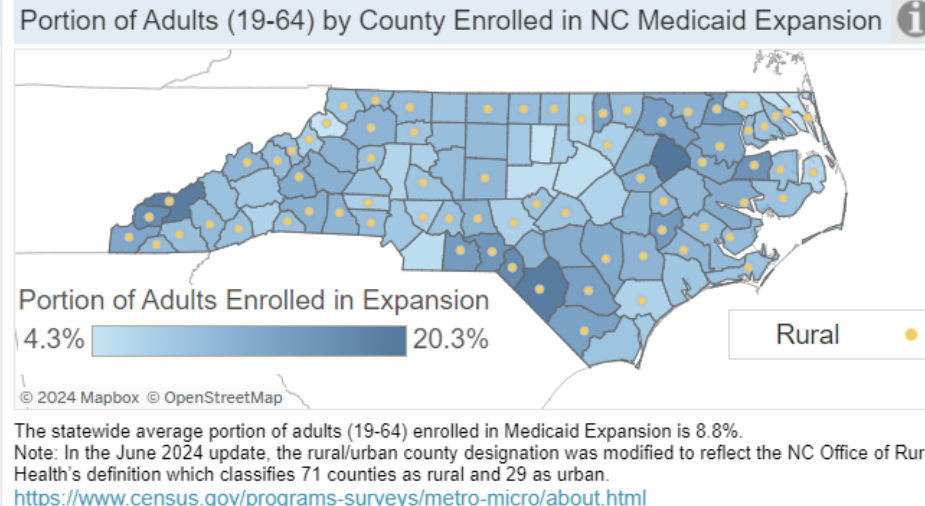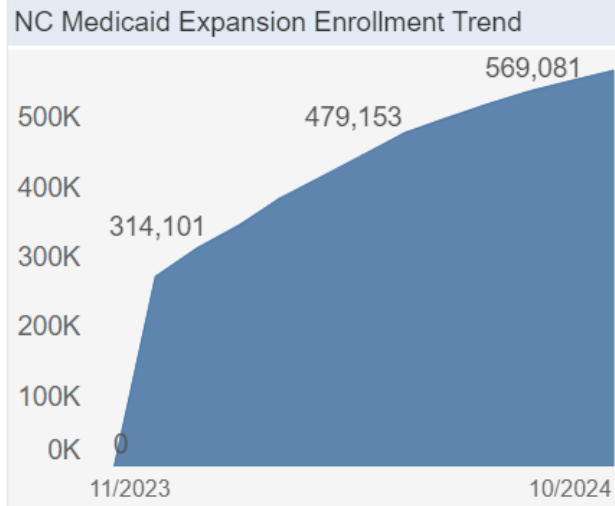
Medicaid Expansion Enrollment Dashboard

NC Medicaid Expansion Enrollment as of November 3, 2024: **569,081**
*Note: Enrollments processed after this date are not reflected in this dashboard.*

This dashboard shows the number of people enrolled in NC Medicaid only through expansion coverage.
The charts, excluding the map, can be viewed by health plan, demographics, and/or county by using the filters below.
Note: Enrollment counts are pulled at the beginning of the month except for January 2024 which was pulled on the twelfth of the month. For privacy reasons, categories and/or charts with counts less than 11 will not display.

Health Plan	Age Group	Sex	Ethnicity	Race	Rurality	County
(All) ▾	(All) ▾	(All) ▾	(All) ▾	(All) ▾	(All) ▾	(All) ▾

NC Medicaid Expansion Enrollment Trend

569,081
500K
479,153
400K
314,101
300K
200K
100K
0K   0
11/2023   10/2024

Portion of Adults (19-64) by County Enrolled in NC Medicaid Expansion ⓘ

Portion of Adults Enrolled in Expansion
4.3% ▭▭▭▭ 20.3%

Rural ●

© 2024 Mapbox © OpenStreetMap

The statewide average portion of adults (19-64) enrolled in Medicaid Expansion is 8.8%.
Note: In the June 2024 update, the rural/urban county designation was modified to reflect the NC Office of Rural Health's definition which classifies 71 counties as rural and 29 as urban.
https://www.census.gov/programs-surveys/metro-micro/about.html

- 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: *NC Medicaid Expansion Dashboard*
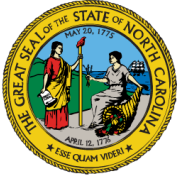
Provider Resources

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

- NC Medicaid Health Plan Lookup Tool

- License & Accreditation FAQs

- Change OA application

- Exclusion Sanction Questions FAQs

- NC Medicaid Expansion Dashboard

- Tailored Plan Flexibilities

- Hurricane Helene Virtual Bulletin Board

- Hurricane Helene Policy Flexibilities

- Medicaid.providerombudsman@dhhs.nc.gov

- NC Medicaid Help Center

- Tailored Care Management Toolkit

- Provider Change of Ownership Disclosure Form

- Change of Ownership (CHOW) FAQs

- Enrollee Report Fact Sheet

- NC Medicaid Enrollment Reminders

- NC Medicaid Provider Recredentialing

- NPI Registry

- Provider Applicant Required Documentation

- PDM/CVO Update

- Service Location Changes

Happy Holidays!

\- from NC AHEC and NC Medicaid

QUESTIONS?