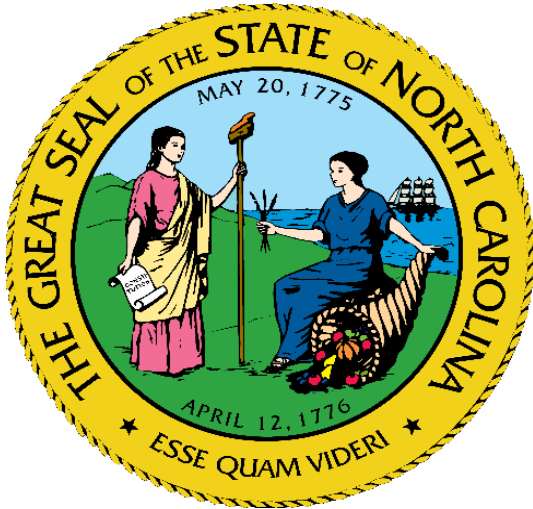


NC Medicaid Provider Enrollment Hot Topics & Program Highlights

September 5, 2024

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

- ❖ Tailored Plan Launch
- ❖ Service Location Management
- ❖ New Procedure for Obtaining PA Transcripts
- ❖ Child & Family Specialties Plan
- ❖ AMH Support Tool
- ❖ NCTracks Record Maintenance and Look Up Tool
- ❖ License Accreditation Certification
- ❖ Provider Reverification
- ❖ Provider Ombudsman
- ❖ Medicaid Expansion Updates
- ❖ Links & Resources



NCDHHS

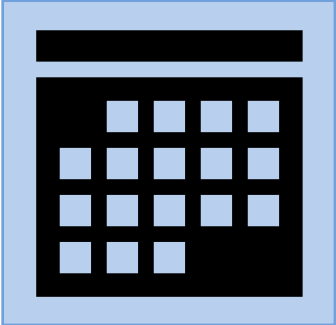
NC Medicaid
Division of Health Benefits

Tailored Plan

Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan

- **Launched on July 1, 2024**
- **Supports some of North Carolina's most vulnerable populations**
- **More personalized approach to health care for individuals with complex behavioral health needs, intellectual/developmental disabilities, severe substance use disorder, or traumatic brain injuries**
- **Fosters improved health outcomes and better quality of life for beneficiaries served by the plan**

Post Tailored Plan Launch Update



- **Sept. 30, 2024: Final date Tailored Plans will relax medical prior authorization (PA) requirements.**
- **Sept. 30, 2024: Last date to submit claims for Medicaid-enrolled out-of-network providers that will pay equal to in-network providers.**



- **Make sure office staff know which health plans you are contracted with.**
- **Continually review the NCTracks provider record for each applicable individual provider and organization for accuracy.**
- **Know where to submit claims based on the member's enrollment on the date the service is rendered.**
- **For each health plan under contract, be sure enrollment in the health plan's electronic funds transfer program is complete.**
- **Assist members with the transition to Tailored Plans.**

Tailored Care Management (TCM)



**TCM IS A
FREE SERVICE**

**PAIRS MEMBERS WITH
EXPERTS**



**PERSONALIZED
HELP**

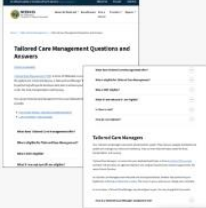
Certified TCM providers

Tailored Care Management Toolkit

[Versión en español](#)

[Tailored Care Management \(TCM\)](#) is a free NC Medicaid service that pairs you with an expert who knows the healthcare system, a Tailored Care Manager. This service is available for Tailored Plan members and some people with NC Medicaid Direct.


Use these free materials to promote and explain Tailored Care Management in your community. We will add additional flyers, graphics and more, so check back often.



Web page: Questions and Answers about Tailored Care Management
Last updated: August 19, 2024

Additional languages: [Spanish](#)

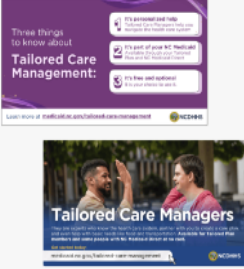
Includes information about who is eligible for Tailored Care Management, how to get started, and how to opt-out.



Presentation: Tailored Care Management PowerPoint
Last updated: August 19, 2024

Available languages: [Spanish](#)


A PowerPoint deck that can be used to learn more or explain Tailored Care Management to your community.



Social Media Content and Graphics (Bilingual, English/Spanish)
Last updated: August 19, 2024


Social media graphics and text about Tailored Care Management, services offered and how to get started.

This ZIP archive contains several files. To open them, use a computer. Download the ZIP file. Then, right-click the file, select "Extract All" (Windows PC) or "Open With" > "Archive Utility" (Mac), and follow the prompts.



Stakeholder Email Templates (Bilingual, English/Spanish)
Last updated: August 19, 2024

Newsletter content community partners and community members can use to promote available resources about Tailored Care Management.



Flyers: Tailored Care Managers Work with You (Bilingual, English/Spanish)
Last updated: August 19, 2024

Printable flyers to introduce Tailored Care Managers, how they can help and how to get started with Tailored Care Management.

Included are flyers for specific audiences: general population, intellectual/developmental disabilities, substance, serious mental illness, traumatic brain injury, and to help students with these conditions.

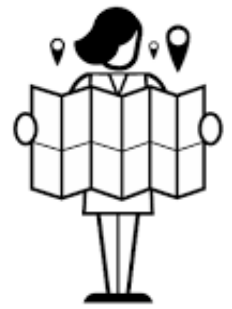
This ZIP archive contains several files. To open them, use a computer. Download the ZIP file. Then, right-click the file, select "Extract All" (Windows PC) or "Open With" > "Archive Utility" (Mac), and follow the prompts.



Fact Sheet: What is Tailored Care Management?
Last updated: July 1, 2024

A printable PDF about Tailored Care Management.

Changes to Service Location Management



- **Effective Aug. 25, 2024, providers are no longer able to modify an existing service location address in NCTracks without creating a new service location address.**
 - The Begin Date of the new service location address must represent the dates services are available at that location.
- **Additional reminders:**
 - A provider with a single service location may end-date that service location and add a new service location with the same Manage Change Request.
 - End-date closed service locations and service locations provider no longer renders services.

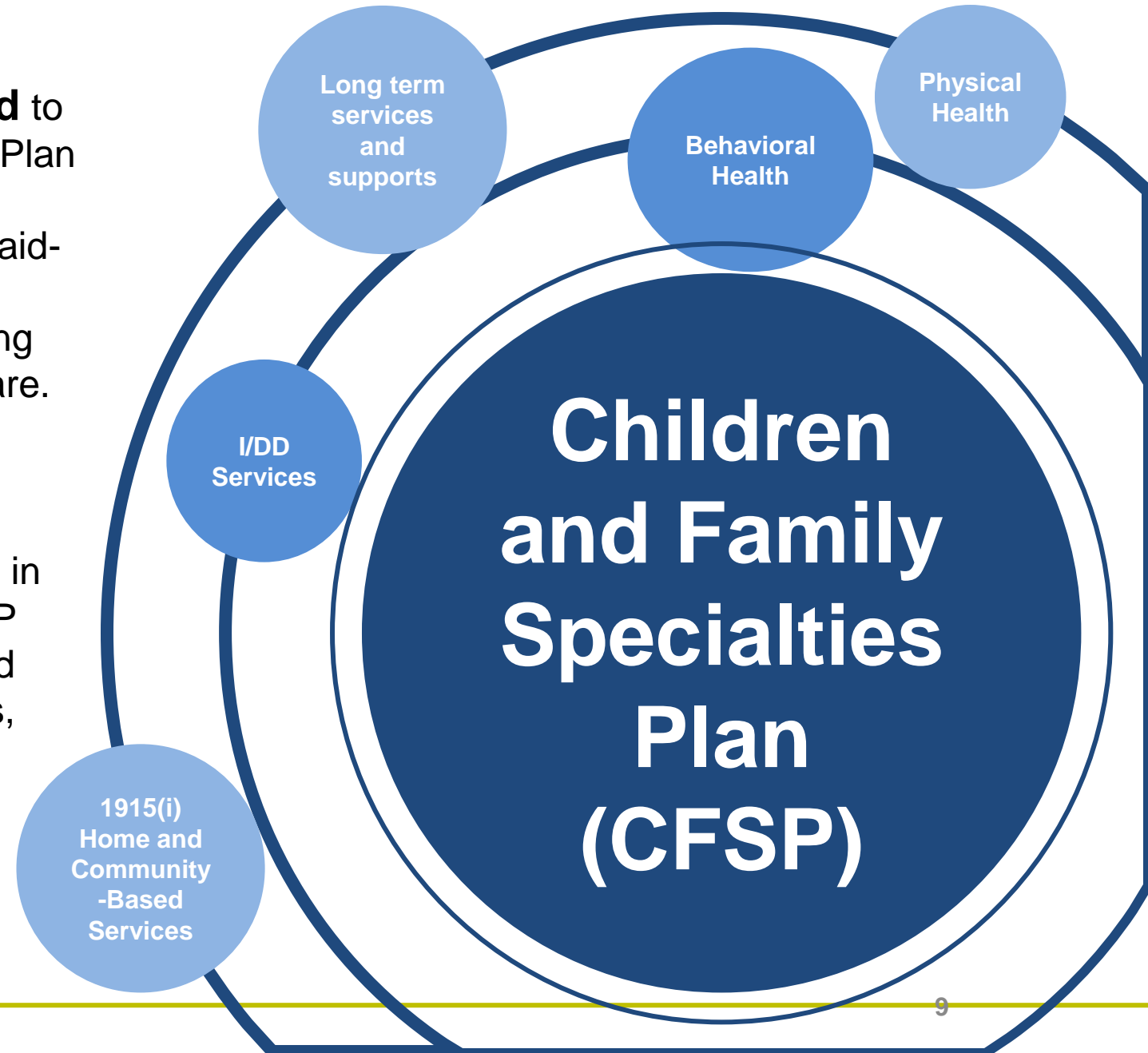


New Internal Procedure for Obtaining Physician Assistant Transcripts

- As of July 1, 2024, NCTracks will use the AMA website to obtain physician assistant (PA) transcripts.
- If PA has a profile with AMA, the profile contains the PA's education and whether they are NCCPA certified.
- If PA's AMA profile includes education history, NCTracks will use that information to source verify the PA's education and will no longer request transcripts from the PA.

Blue Cross Blue Shield NC was awarded to administer the Children and Family Specialties Plan (CFSP) – a single, statewide NC Medicaid Managed Care plan designed to support Medicaid-enrolled children, youth, and families served by government assistance programs in receiving seamless, integrated and coordinated health care.

Stakeholder feedback was instrumental in shaping the CFSP plan, which resulted in a FSP design that provides a specialized plan intended to improve near and long-term health outcomes, increase access to health and health-related services and strengthen and stabilize families.





Advanced Medical Home (AMH) Tier Support Tool

- **Helps practice leadership gauge current performance and readiness to serve as a Medicaid AMH provider by tier status.**
 - **NC AHEC Practice Support coaches can assist you with this tool and help you make necessary operational changes necessary for the tier status you choose.**

Download the Tier Support Tool

- **For assistance with a Practice Support coach, use this link: practicesupport@ncahec.net.**
- **More information can be also be found at [Advanced Medical Home](#).**

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



It is recommended that all providers review their information in the Medicaid Provider and Health Plan Look Up Tool to ensure information matches their NCTracks record.

- Information displayed in the Look Up Tool is sourced from NCTracks provider records and is refreshed to the tool daily.

Changes may be submitted using Manage Change Request.

- Information that is updated on an organization or individual NCTracks record via Manage Change Request will be reflected in provider directory after Manage Change Request 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>

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](#)



<https://www.nctracks.nc.gov/content/public/providers/faq-main-page/faqs-for-license-and-accreditation.html>

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

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

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



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](#)

Refresher: Disclosure on Provider Application Exclusion Sanction Questions

- **Five new exclusion sanction questions were added to provider enrollment applications effective January 28, 2024**
- **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](#)**



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 for providers to resolve concerns with PHPs or NC Medicaid**
 - Represents interests of provider community by receiving and responding to inquiries and complaints regarding PHPs, NCTracks – Provider enrollment.**
 - Should only be used as escalation measure **AFTER** contacting Health Plans and utilizing online Help Center for assistance.**
 - Medicaid.Providerombudsman@dhhs.nc.gov or 866-304-7062**



- **As of August 5, 520,667 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](#).**

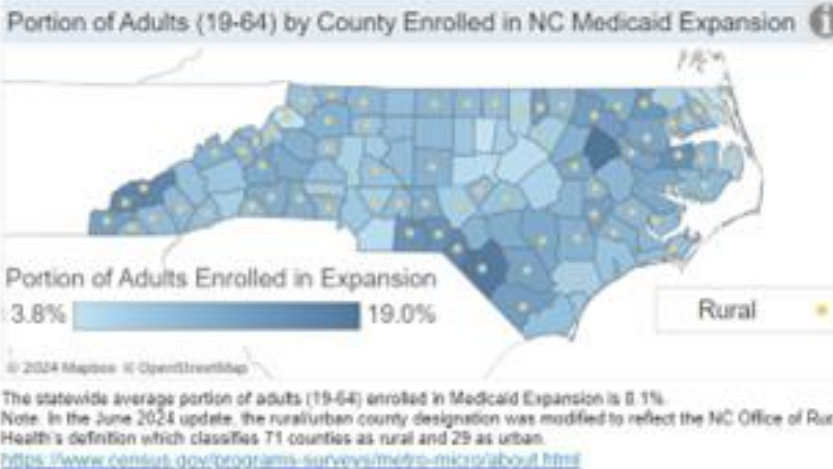
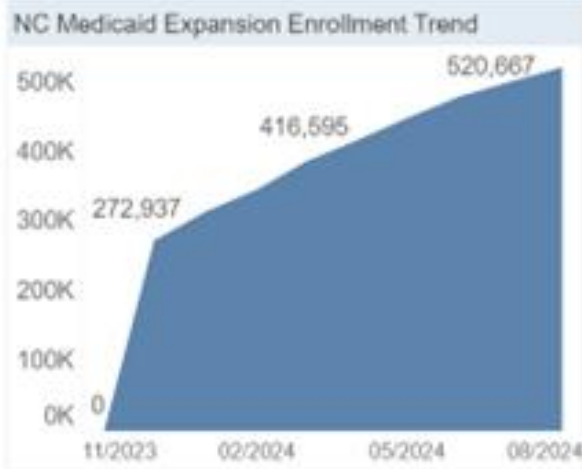
Medicaid Expansion Enrollment Dashboard

NC Medicaid Expansion Enrollment as of August 5, 2024: 520,667

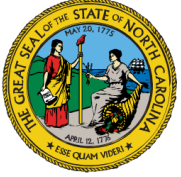
Note: Enrollments processed after this date are not reflected in this dashboard.

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)



- 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://www.ncdhhs.gov/medicaid-expansion-dashboard)



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](#)
- [NC Medicaid Health Plan Lookup Tool](#)
- [License & Accreditation FAQs](#)
- [Change OA application](#)
- [Exclusion Sanction Questions FAQs](#)
- [NC Medicaid Expansion Dashboard](#)
- [Certified TCM providers](#)
- Medicaid.providerombudsman@dhhs.nc.gov
- **practicesupport@ncahec.net**
- **[NC Medicaid Help Center](#)**
- [Tailored Care Management Toolkit](#)
- [Children & Family Specialties Plan Press Release](#)
- [AHEC NC Medicaid Transformation link](#)



QUESTIONS?