## North Carolina EHR Funding Program for Behavioral Health/IDD Providers

### Reimbursement Tip Sheet

**How your claim is processed:**

The reimbursement request will be sent to the State Medicaid Budget office for processing. Once their reimbursement process is complete, you should be able to log into your NC tracks portal to view the EFT. This processing truly depends on the State Medicaid Budget office, but many providers have received their reimbursement within a few weeks of submission.

Regarding your reimbursement, we will need to submit your expense report with corresponding receipts, noting the exact amount under the line items on the expense reports to reflect the exact amounts listed on your receipts. Make sure that your reimbursement request is clear, and there are no follow up questions which may delay your reimbursement being processed.

**For more information contact your Office of Rural Health HIT Specialist:**

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<tr>
<th>Name</th>
<th>Contact Info</th>
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| Adonnica Rowland, MPH | Central (Medicaid Regions 3 & 5) Rural HIT Specialist  
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<th>Step</th>
<th>Details</th>
<th>Completed</th>
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<tr>
<td>1. Submit participation agreement to NC HIEA.</td>
<td>Please complete the HIEA participation agreement that can be found here: <a href="https://hiea.nc.gov/providers/how-connect">https://hiea.nc.gov/providers/how-connect</a></td>
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<td>2. Log into NC Tracks and confirm that your banking information is correct.</td>
<td>NOTE: To ensure payments are processed in a timely manner, please verify Electronic Funds Transfer (EFT) information is correct in the provider portal in NC Tracks. Please log into the secure portal at: <a href="https://www.nctracks.nc.gov/content/public/providers.html">https://www.nctracks.nc.gov/content/public/providers.html</a></td>
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| 3. Complete and Return Expense Report to assigned NC Office of Rural Health HIT Specialist (See attachment) | Please note that the expense report outlines line items that you can submit for reimbursement.  
Please complete this form and send the form back to your assigned HIT Specialist along with corresponding receipts or letters on official letter head reflecting amounts paid.  
- Please note that the last day to incur expenses and submit receipts is September 30, 2019.  
- Please note that reimbursements are issued based on the total amounts paid.  
- Acceptable documentation includes:  
  A receipt(s) indicating the actual amount paid for products or service.  
  A letter on official vendor letterhead indicating the actual amount paid for products or service. |           |
| 4. Before your reimbursement request can be submitted to the State Medicaid Budget Office, The Office of Rural Health will need to have all items listed: |  
- Completed expense report.  
- Corresponding receipts/letter on official vendor letterhead that reflect equivalent payments listed on expense report.  
- Fully executed HIEA participation agreement. |           |
| 5. Email your assigned HIT Specialist and attach the requested documentation when you are ready to submit your reimbursement request. | Reimbursements will be issued as a one-time lump sum payment via NC Tracks to the NPI number you provided on your expense report.  
- Any reimbursement request below the grant award amount will be reimbursed for the amount actually paid as listed on the receipts.  
- Any reimbursement request equal to or in excess of the grant award will be issued for the exact amount of grant award noted on the MOA on page 2 in table 1. |           |