



## North Carolina Department of Health and Human Services

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### LME-MCO Communication Bulletin #J226

Date: November 11, 2016

To: LME-MCOs

From: Linda Rascoe, Associate Director, Community Based Services, DMA and Mabel McGlothlen, Team Leader for System Performance and Project Management, DMH/DD/SAS

Subject: Process for Adding Service Locations

During the past few weeks we have received letters and emails from several providers who are contracted with the LME/MCOs to provide behavioral health services. There is concern that LME/MCOs are adding service locations to their records without notifying the Office Administrator for the enrolled provider. When service locations or information related to the service location are added, this triggers an onsite review by Public Consulting Group (PCG), the contracted vendor for the Division of Medical Assistance. As you know, this can be costly and time consuming for the provider agency.

LME/MCOs are allowed to make limited changes in NCTracks. LME/MCOs are only authorized by the Office Administrator to add:

1. A new NPI if it does not exist in NCTracks
2. Health Plan information to an existing provider record
3. A new location to an existing provider record
4. A new taxonomy to an existing provider location

If you are updating an existing record, you must contact the Office Administrator on record and inform them of the changes being made. The Office Administrator included on the provider record should be the only person approving the changes listed above. In addition, you should work with the Office Administrator to verify the correct taxonomy for the services they are providing.

If you have questions regarding this request, please contact Adolph Simmons, Jr. at [Adolph.simmons@dhhs.nc.gov](mailto:Adolph.simmons@dhhs.nc.gov) or (919) 855-4357.

Previous bulletins can be accessed at: <https://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>

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