



Virtual Office Hours - Questions and Answers

Question	Answer
Two companies have already contracted with me. Will the others be contacting me?	The PHP contact information is located on the DHB website. Providers may contact the PHP.
Will Pharmacists be credentialed?	All enrolled active NC Medicaid Providers' information from NCTracks will be sent to the PDC, Wipro Infocrossing. The PDC will supplement the enrollment information and forward to the PHPs for quality determinations.
We recently acquired providers from North Carolina and our group application along with affiliating the providers to our new group number are currently still in process ... can we go ahead and contract with the MCO plans?	Once the providers have been enrolled through NC Tracks the providers will be eligible for enrollment with the Health Plans.
When can Specialists expect to see contracts and how do they fit into the transformation?	The PHP contact information is located on the DHB website. Providers may contact the PHP. All enrolled active NC Medicaid Providers information from NCTracks will be sent to the PDC, Wipro Infocrossing. The PDC will supplement the enrollment information and forward to the PHPs for quality determinations.
At this point, which health plans have started reaching out to providers? I've only received correspondence from one health plan - AmeriHealth Caritas	The PHP contact information is located on the DHB website. Providers may contact the PHP.
When will PHP Provider Manuals be approved by NC Medicaid? This is important because all MCO contracts incorporate such manuals by reference as part of the contract.	The State has 60 days from delivery to review and approve this deliverable.
Will practices be able to request a cap on their attributed Medicaid population and, if so, how will this be done, especially with each PHP? How will this be managed?	This information will be gathered by the PHP during the contracting process.

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<p>Some of our providers are currently subject to onsite visits when enrolling or reverifying. Will this process be continued through PHPs and if a provider has had a successful site visit within the last 6 months would they need to repeat the site visit?</p>	<p>Site Visits will continue as it is a federally mandated requirement applicable to certain providers depending on the provider's risk level in accordance to the provider's taxonomy including the type of services provided.</p>
<p>Will claims/billing still be submitted through NC tracks or to each payer via that payer's EDI systems?</p>	<p>Reimbursement for services provided by a provider contracted with a PHP will be submitted to the PHP. FFS providers will be reimbursed through NC Tracks.</p>
<p>Will today 4/26/2019 presentation slides and audio be available review on NCTracks Provider website?</p>	<p>The slides will be made available on the DHB website. Today's presentation will not be recorded.</p>
<p>What is GDIT doing to reduce delays in processing of MCRs in the NCTracks Portal?</p>	<p>MCRs are being processed timely by GDIT. If you are experiencing a delay, please contact NCTracks 1.800.688.6696.</p>
<p>Just got a notification that Carolina Complete Health - Centene is trying to credential one of my physicians through CAQH. Can someone please address this?</p>	<p>All enrolled active NC Medicaid Providers information from NCTracks will be sent to the PDC, Wipro Infocrossing. The PDC will supplement the enrollment information and forward to the PHPs for quality determinations.</p>
<p>Right now current provider contracts are ending with the local DSS in June. Will we renew with DSS in July then with the PHP s at a later date or will the contracts pass directly to PHP s after ending in July?</p>	<p>All enrolled active NC Medicaid Providers information from NCTracks will be sent to the PDC, Wipro Infocrossing. The PDC will supplement the enrollment information and forward to the PHPs for quality determinations.</p>
<p>Can Agencies add new providers with the health plan and, if so, what are the standards?</p>	<p>All enrolled active NC Medicaid Providers information from NCTracks will be sent to the PDC, Wipro Infocrossing. The PDC will supplement the enrollment information and forward to the PHPs for quality determinations.</p>
<p>With NCTracks taking an extended amount of time to approve the MCRs, how are we handling new clinicians that are "In Process" with NC-Tracks getting enrolled/credentialed with the PHPs? Is an MCR only pushed to the PHPs if it has been approved?</p>	<p>MCRs are being processed timely by GDIT. If you are experiencing a delay, please contact NCTracks 1.800.688.6696.</p>
<p>Will reimbursement by MCOs will come via NCTracks?</p>	<p>Reimbursement for services provided by a provider contracted with a PHP will be submitted to the PHP and reimbursed by the PHP's. FFS providers will be reimbursed through NCTracks.</p>

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<p>"Claims will be submitted to the PHP" and the "reimbursement will come from NCTracks"....is that correct? that the actual checks will come from NCTracks?</p>	<p>Reimbursement for services provided by a provider contracted with a PHP will be submitted to the PHP and reimbursed by the PHP's. FFS providers will be reimbursed through NCTracks.</p>
<p>If our group changes from single specialty to Multi specialty what steps have to be taken for this to be completed for 29 providers and 4 locations?</p>	<p>To change a taxonomy, the group should submit an MCR through NCTracks. No further steps need to be taken for the individual providers affiliated with the group NPI.</p>
<p>Providers will bill the PHPs and the payment will generated to NCTracks?</p>	<p>Reimbursement for services provided by a provider contracted with a PHP will be submitted to the PHP and reimbursed by the PHP's. FFS providers will be reimbursed through NCTracks.</p>
<p>If we do not bill Medicaid but do bill state health insurance we need to be enrolled as a Medicaid provider on NC Tracks? We bill BCBS for state employees.</p>	<p>The State Health Plan does not apply to NC Medicaid beneficiaries.</p>
<p>Is Infocrossing collecting the primary source verification, and information to supplement NC Tracks, and if so how is this occurring?</p>	<p>A file from NCTracks is being sent daily to the PDC. The PDC will source verify the information on a daily basis or when applicable.</p>
<p>Will providers be able to see their data as assembled by Infocrossing, and challenge anything they feel is inaccurate?</p>	<p>Providers should call the PDC helpdesk at 877-236-3198 or email NCProviderData.HelpDesk@wipro.com to inquire about data provided to the PHPs. Be sure to have your NPI and other identifying information ready when calling, as this is needed to verify your information. Primarily, this will fall into one of the areas below: A dispute on the information that was provided</p> <ul style="list-style-type: none"> • Assistance on correction of data that was provided • Assistance on providing data for missing information • Verifying that the key identifiers used to obtain information were correct • Guiding the provider on how to provide additional or updated information.
<p>Will these slides be available for download?</p>	<p>The slides will be made available on the DHB website.</p>
<p>What if you only have beneficiaries who have Medicaid 2ndary - do you need to contract with PHP's? Are these folks carved out (most ABD)?</p>	<p>Dual eligible are excluded from enrollment in Medicaid Managed Care.</p>
<p>Will the PSV process apply to all providers include group practices - or is does this apply mainly to IDTF's, ASC?</p>	<p>The process will apply to all providers except providers connected to LME/MCO providers.</p>

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When we reach out to the PHP what info do they need from us?	Please refer to the April 2019 NC Medicaid Special Bulletin.
Once we sign the contract from PHP, is there anything else the provider need to do to complete the process?	Please refer to the April 2019 NC Medicaid Special Bulletin.
Will some beneficiaries still use "current NC (fee for svc) Medicaid"?	Yes, a full list of beneficiaries carved out is posted on the DHB managed care webpage.
Thank you for the update on the Provider Manuals. When do you anticipate all PHP contracts to be approved?	Provider Manuals are currently being reviewed by the State, no date at this time.
Will we only be able to see patients in our region? example" patient is in region1 can they see a region 5 provider?	Beneficiary Enrollment data will be viewed by all regions. It will not be restricted by region.
Can you please provide the reimbursement guidelines for PHP vs FFS where will claim go and who will reimburse?	Reimbursement for services provided by a provider contracted with a PHP will be submitted to the PHP and reimbursed by the PHP's. FFS providers will be reimbursed through NC Tracks.
Will we be able to get a transcript of this webinar?	The slides will be made available on the DHB website. Today's presentation will not be recorded.
If a patient has to be seen by a specialist outside of the pep scope of care, does the payment for the specialist come of the pep management care fee or does the specialist file care to patient health plan?	The specialist would submit a claim to the PHP for services rendered.
Further to the PSV question - if that is the case, then where does the provider upload liability insurance since there is no place to do that in the current NC Tracks portal.	Contact the PDC's helpdesk at 877-236-3198 or email NCProviderData.HelpDesk@wipro.com with your information and they can make sure it gets added to their data repository.
Can you tell me where I can find the policy you just spoke about that you can't charge a Medicaid recipient a No Charge fee?	April 2018 NC Medicaid Bulletin
Can PHP choose not contract with certain providers? How do PHP determine essential providers?	Yes, The Essential Providers are identified on the file sent from the PDC to the PHP.
Please clarify that an Agency contracted with one PHP in one geographical area, can the provider in that area (ex. area 5) see a client from another area (ex. area 1) My Agency has had problems under the current MCOs for "dislocated children".	Yes

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Can the link to the FAQ be shared?	The link is located in the April 2019 special bulletin A list of Frequently Asked Questions (FAQs) has been posted at: https://medicaid.ncdhhs.gov/providers-faqs
Will the credentialing process as described today be effective prior to PHP network development for the launch (directories) of Managed Medicaid?	They are using the described process.