

Fact Sheet

Overview of Provider Directory Data Flow

Provider Data is exchanged with Departmental vendors to support information displayed in the Medicaid and NC Health Choice Provider and Health Plan Lookup Tool.

The Medicaid and NC Health Choice Provider and Health Plan Lookup Tool provides an online resource for beneficiaries to use while researching and ultimately selecting a health plan and primary care provider (PCP). The Enrollment Broker (EB) website has two searchable portals:

A public-facing portal, that includes all active Medicaid and NC Health Choice Providers which does not require a password to view, launched on **January 25, 2021** to allow beneficiaries, health plans and providers to become familiar with the [online directory](#) prior to open enrollment beginning **March 15, 2021**.

A secured portal that is used by Medicaid and NC Health Choice beneficiaries for health plan and PCP selection. Search results in this portal will only include active Medicaid and NC Health Choice providers that are designated as Advanced Medical Homes (AMHs) or PCPs. This portal launched **March 1, 2021**.

Note: On March 1, 2021, the mobile application was also launched.

WHAT SPECIFIC PROVIDER INFORMATION WILL DISPLAY IN SEARCH RESULTS IN THE TOOL?

Depending on the search conducted, the results are expected to display the following applicable information for individual and/or organization providers:

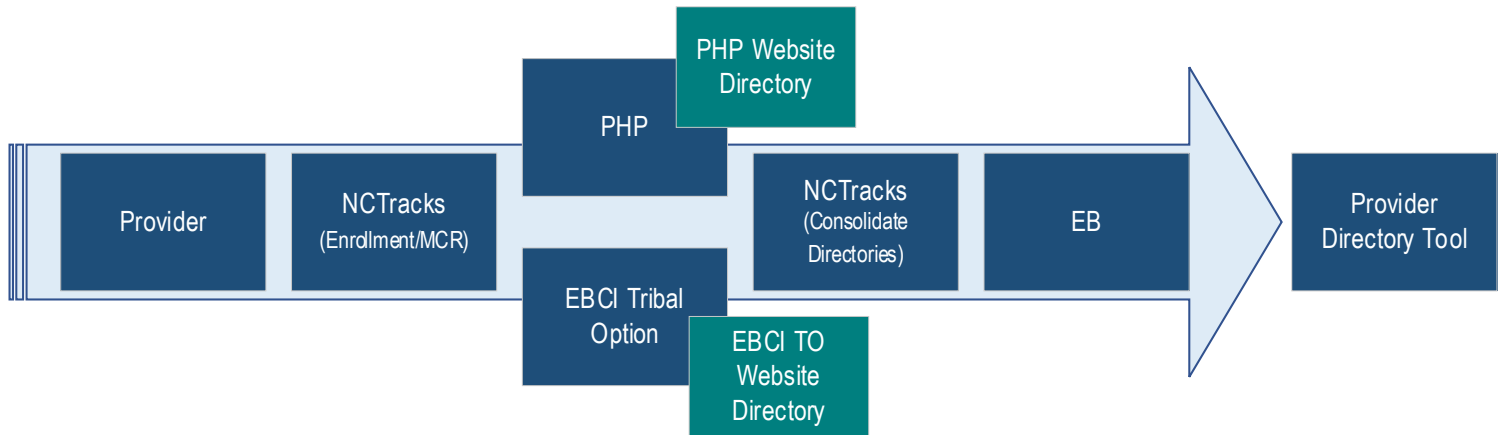
- Provider's Last Name (or Organization name)
- Provider's First Name
- "Doing Business As" (DBA) Name
- Service Location Name
- Provider Gender (individual providers only)
- National Provider Identifier (NPI)
- Service Location/s
- Hours of Operation
- Benefit Programs
- Each Health Plan Accepted
- Languages Supported
- Wheelchair Accessibility
- Accepting New Patients
- Accepting Siblings
- Accepting Female Age Group
- Accepting Male Age Group
- Provider's Specialty (based on Taxonomy)

For organizations, the results will also display a list of individual affiliated providers, labeled "Providers Working at this Location" and include the specialties of those affiliated providers in the Provider's Specialty information.

PROVIDER DATA FLOW

The diagram below details the provider data flow from the individual or organization provider to the Medicaid and NC Health Choice Provider and Health Plan Lookup Tool and is followed by a statement of the purpose and responsibility of each party.

Provider Directory Data Flow



Provider

Using NC Tracks, providers are responsible for completing and maintaining their provider data for any service locations they want included in the lookup tool or in the prepaid health plan (PHP) network directory. The provider or designated office administrator accesses their provider data using the secured NCTracks provider portal to submit changes using the Managed Change Request (MCR) process. Depending on the type of update, the change may occur immediately, or if the change triggers credentialing activities, the change may take up to three weeks to become final. Providers having trouble submitting MCRs may contact the NCTracks Call Center at 800-688-6696 for support.

NCTracks - Provider Enrollment and Manage Change Requests

The source of record for provider data defined by service location. See *PCP Data Structure and Organization Roster* for additional references.

PHPs/Eastern Band of Cherokee Indian (EBCI) Tribal Option

PHPs and the EBCI Tribal Option use the Department's provider source of record to engage in their network contracting. Both entities shall accept provider credentialing and verified information from the Department, or designated Department vendor, and shall not request any additional credentialing information from a

provider without the Department's written prior approval. These health plan entities are **NOT** prohibited from collecting other information from providers necessary for their contracting decisions. PHPs and the EBCI Tribal Option submit their provider network to the Department. The same information is used to display on their own website directories. *Note: Provider information that PHPs obtain from Clinically Integrated Networks (CINs) must be reconciled against the NCTracks provider data before the PHP reports the information in their respective network file.

NCTracks – Consolidated Provider Directory

NCTracks reconciles the PHP and Tribal Option network information and creates a consolidated directory that also includes the NC Medicaid Direct providers not contracted with a PHP or Tribal Option network. Any provider network data that fails validation is rejected and does not become part of the provider's managed care record. Rejected network data is excluded from the consolidated provider data information transmitted to the EB for the provider directory tool.

KEY TAKEAWAY POINTS

Daily Data Flow

This process is a daily process that begins at 5 p.m. and will include data updated by the provider and approved that day. The process ends at midnight when the provider directory tool will display verified data received by the Department.

PCP Data Structure

Within North Carolina, member PCP assignment is typically made to a practice and not an individual provider unless the individual is not affiliated with any participating PCP organizations. Organizations and qualified Unaffiliated individuals are assigned the AMH/PCP designations. AMH/PCP designation is made for providers that meet the AMH/PCP criteria.

- The provider directory tool uses the group affiliation data available in NCTracks to connect the individual providers to their respective organizations by service location *only if the affiliated individual carries the same service location on their NCTracks provider record (see Organization Roster)*.
 - A member may perform a search on an organization within the public-facing portal to view the list of “Providers Working at this Location” to locate affiliated individual providers.
 - A member may perform a search on a provider within the public-facing portal to locate their desired provider. Clicking on “Enroll” will direct the member to the secured portal where the member repeats the search and the lookup tool filters to display only PCP selectable providers and their affiliated organizations.
- Within the secured portal, the member may perform a search on an individual. If the individual is affiliated to a PCP/AMH organization, the lookup tool returns the affiliated PCP organization(s) that meet the search criteria for member selection.

Organization Roster

NCTracks does not maintain an organization’s rostered doctors. NCTracks does allow for individual providers to affiliate with organizations authorized to bill fee-for-service claims on their behalf. Per federal Centers for Medicare & Medicaid Services (CMS) requirements, providers cannot be required to add all affiliated organization addresses as service locations to their own individual NCTracks provider record. However, if the individual provider wants an affiliated organization address to be available as in-network for a managed care contract, the provider **MUST** add that organization location to their individual NCTracks provider record as an active service location. The individual to organization affiliation can only be maintained by the individual provider or their authorized office administrator.

CIN

As PHPs work with CINs to build their network, the PHP **MUST** reconcile the provider’s information (service location, enrollment eligibility, organization affiliation, etc.) obtained from the CIN with the information the PHP receives from NCTracks. Only the information provided by NCTracks shall be reported in the PHP Provider Network.