

# North Carolina's Transition to Managed Care

Provider Enrollment & Credentialing  
Virtual Office Hours

April 26, 2019

- Introduction
- Provider Enrollment
  - Application Process
  - NCTracks
- Provider Credentialing
  - Provider Data Contractor
  - Primary Source Verification Process
- Resources

# Questions?

**PLEASE ENTER ALL QUESTIONS INTO THE CHATBOX AND SEND  
ONLY TO:**

**AADMIN\_FOR\_QUESTIONS --**

# Provider Enrollment

- Non-participating providers must complete an enrollment process
  - Individual application
  - Organization application
- Applicants must meet all program requirements and qualifications
  - Based on Federal requirements
    - Federal and State Application Fee
    - Training
    - Fingerprinting
    - Site Visit
    - Criminal Background Checks
    - Federal Database Checks
    - Verification of Provider Certification, License and Accreditation

<https://www.nctracks.nc.gov/content/public/providers/provider-enrollment.html>



Getting Started With NCTRACKS

Provider Communication

Frequently Asked Questions

Currently Enrolled Provider  
(CEP) Registration

Claims

Prior Approval

**Provider Enrollment**

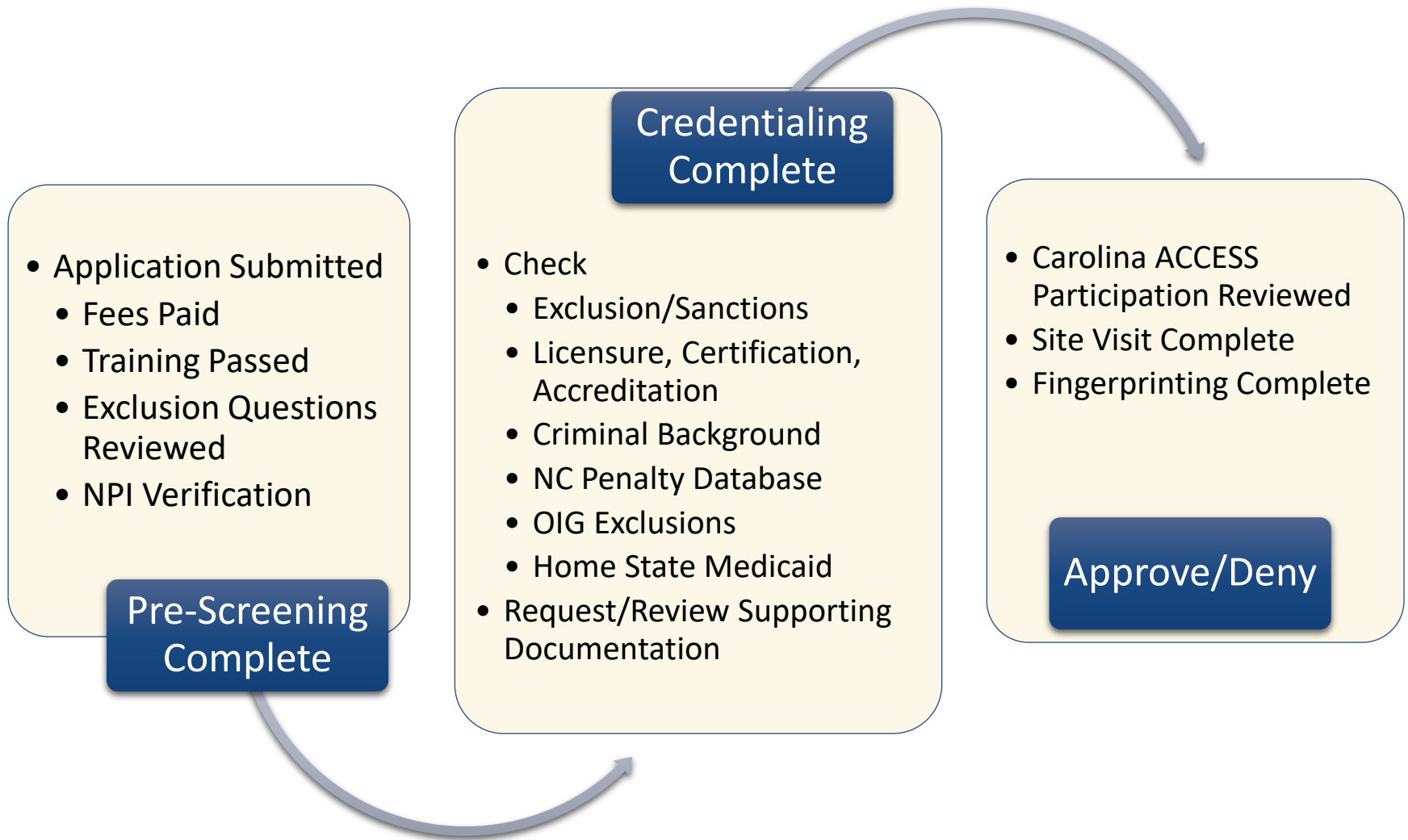
Getting Started With  
Enrollment

Supporting Information

Terms and Conditions

Enrolled Practitioner Search

## Provider Application Process



Once participation is approved, the provider is notified electronically and may begin submitting claims for services rendered

# Provider Enrollment



The screenshot displays the 'Provider Portal' interface for 'Sue Jones'. The top navigation bar includes links for Eligibility, Prior Approval, Claims, Referral, Administration, Code Search, Payment, Trading Partner, and Consent Forms. Below the navigation bar, there is a 'Message Center for Sue Jones' and a 'Subscription Preferences' link. The main content area features an 'Announcements' section with a date of 'Jul 27, 2012 12:00:00 AM' and a subject of 'Some Users'. Below the announcement, there are three menu items: 'WELCOME', 'OFFICE ADMINISTRATORS', and 'ENROLLMENT'. The 'ENROLLMENT' menu item is highlighted with a yellow arrow pointing to it. The 'ENROLLMENT' menu item has a sub-menu with 'Provider Training', 'User Administration', and 'Status and Management'. The 'Status and Management' sub-menu item is highlighted with a yellow arrow pointing to it. On the right side of the page, there is a 'Quick Links' section with various links including 'Provider Training', 'Department of Health and Human Services', 'Division of Health Service Regulation', 'DMH/DD/SAS', 'Division of Public Health', 'Division of Medical Assistance', 'Office of Rural Health and Community Care', 'DMA (Health Check)', 'CCNC/CA (Managed Care)', and 'ABOUT'.

- **Active Medicaid providers report changes to their provider record using the Status and Management page in the NCTracks secure provider portal**
  - Changes must be reported within 30 days
- **Providers should review the accuracy of their record**
  - Affiliations by location
  - Service Location address and associated taxonomies
  - License/Certification/ Accreditation
  - Managing relationship information

# **Provider Enrollment or Credentialing Questions?**

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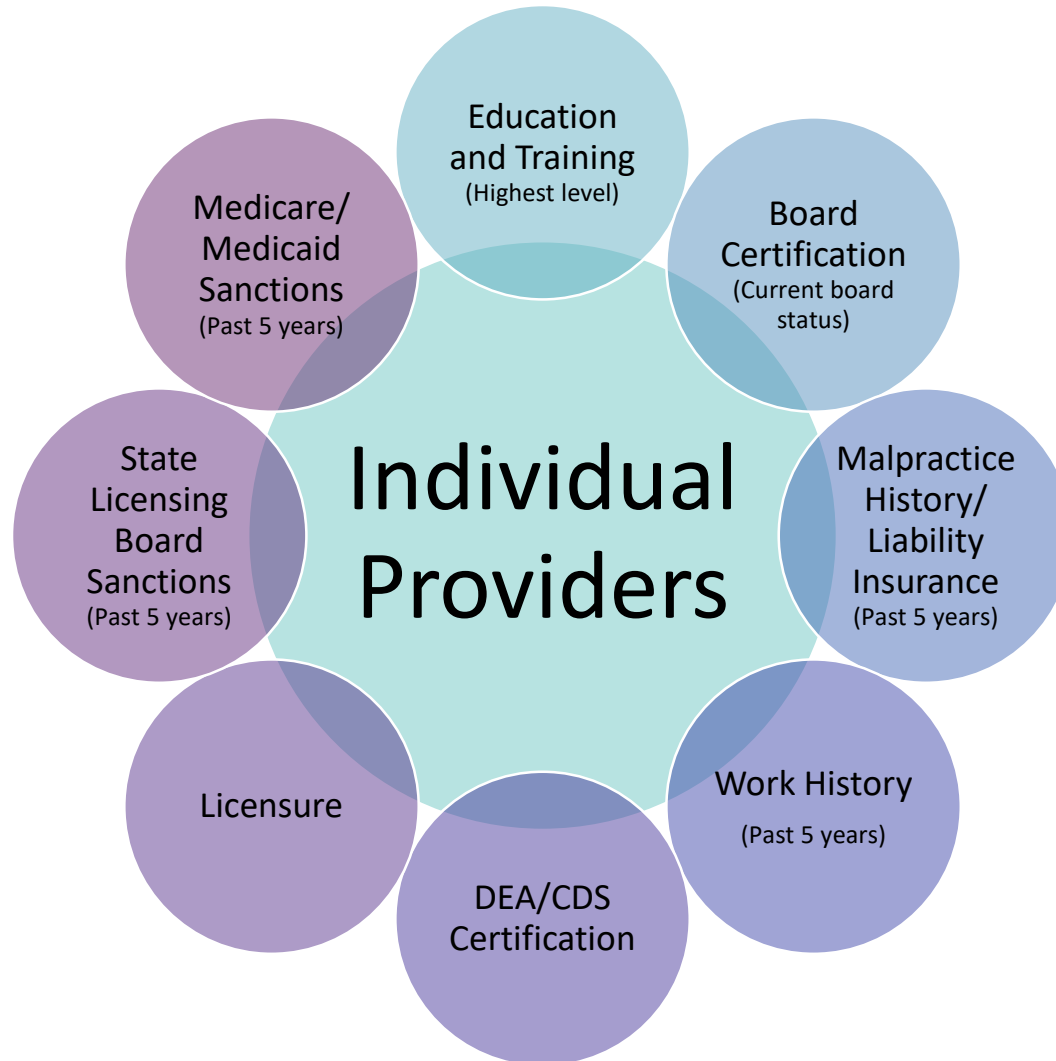
# Provider Credentialing

## Provider Data Contractor (PDC) Function Overview

- The Provider Data Contractor (PDC) will provide all credentialing information provided by the state for each Medicaid-enrolled individual Provider to the Department and the contracted PHPs for the credentialing data not available in NCTracks, the current system today.
- NCTracks to PDC
  - The Provider Data Contractor will receive a full Medicaid Provider Enrollment File via secure FTP from NCTracks daily.
  - The PDC will complete primary source verification and supplement the Medicaid Provider Enrollment File with credentialing information.
- PDC to PHPs
  - The PDC will send a full Medicaid Credentialed Provider File to the PHPs daily.
  - PHPs will use the Medicaid Credentialed Provider File as the source of Medicaid-enrolled Provider data for Provider quality determinations/contracting.



# Primary Source Verification Process



**Neither the PDC nor the PHP can contact NC Medicaid Providers for any missing information**

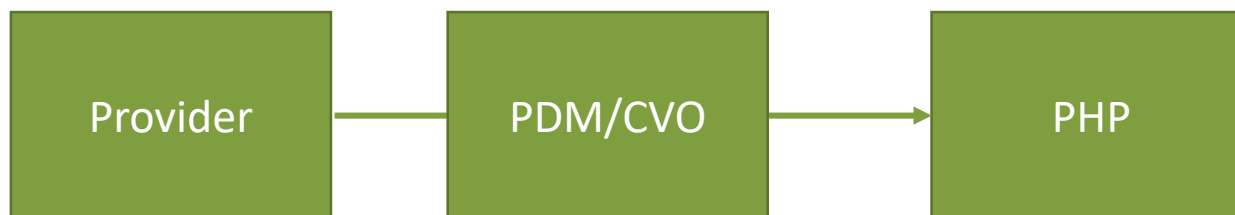
# Primary Source Verification Process

- **Facility Providers with Accrediting bodies:**
  - **Liability Insurance (copy of certificate, verification of effective and expiration dates, coverage amounts)**
  - **Evidence of accreditation from the Joint Commission or other appropriate accrediting body**
- **Facility Providers without Accrediting bodies:**
  - **Information on Quality Management Program**
  - **Reports on Disciplinary Action from the last 5 years**
  - **Letters of Recommendation attesting to quality or cost effectiveness of care.**
  - **Documented Policies for coverage arrangements or onsite quality assessment on Quality Management Program.**

## Provider Credentialing Transition Period



## Provider Credentialing End State



# **Provider Enrollment or Credentialing Questions?**

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## Upcoming Events

### *Upcoming Managed Care Webinar Topics*

- **MCT 104: Provider Policies – May 9<sup>th</sup>**

### *Future Managed Care Webinar Topics*

- **Clinical Policies**
- **Beneficiary Policies**
- **Behavioral Health Services: Standard Plans and Transition Period**

### *Other Upcoming Events*

- **Virtual Office Hours:** beginning April 26<sup>th</sup>, 2019
- **Provider/PHP Meet and Greets:** beginning April 2019

**Look out for more information on upcoming events and webinars distributed regularly through special provider bulletins.**

## Opportunities for Engagement

DHHS values input and feedback and is making sure stakeholders have the opportunity to connect through a number of venues and activities.

### Ways to Participate

- Regular webinars, conference calls, meetings, and conferences
- Comments on periodic white papers, FAQs, and other publications
- Regular updates to website:  
<https://www.ncdhhs.gov/assistance/medicaid-transformation>
- Comments, questions, and feedback are all very welcome at  
[Medicaid.Transformation@dhhs.nc.gov](mailto:Medicaid.Transformation@dhhs.nc.gov)
- Provider Resources: <https://Medicaid.ncdhhs.gov/providers>

*Providers will receive education and support during and after the transition to managed care.*



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**THANK YOU FOR JOINING THE  
VIRTUAL OFFICE HOURS  
DISCUSSION!**