

# Hurricane Florence Emergency Response for Providers

The purpose of this announcement is to ensure continued access to care during the emergency response to Hurricane Florence and address the potential impact to providers and beneficiaries.

The NC Department of Health and Human Services is committed to ensuring reimbursement for services rendered by qualified providers, in good faith, during this emergency response period. NCDHHS has issued guidance regarding provider enrollment and reimbursement of providers not currently participating in NC Medicaid during this emergency response period.

Please review North Carolina Medicaid Provider Enrollment Disaster Relief and Waiver or Modification of Requirements Under Section 1135 of the Social Security Act from the Secretary of Health and Human Services for additional information and instruction.

Out of state (OOS) providers are encouraged to complete the OOS Lite provider enrollment application on [NCTracks](#). An application Reference ID will be assigned upon submission. OOS providers should email the Reference ID to [Medicaid.providerservices@lists.ncmail.net](mailto:Medicaid.providerservices@lists.ncmail.net).

In state providers should complete the Paper Temporary Disaster Provider Enrollment Application located <https://medicaid.ncdhhs.gov/providers> and submit via secure encrypted email to [Medicaid.providerservices@lists.ncmail.net](mailto:Medicaid.providerservices@lists.ncmail.net).

Providers needing further information should call the NCTracks Contact Center 1-800-688-6696 or email [Medicaid.providerservices@lists.ncmail.net](mailto:Medicaid.providerservices@lists.ncmail.net).