

North Carolina Medicaid Special Bulletin

July 2019



**Attention:
All Providers**

Potential Fraudulent Email

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The email on the next page is being sent to North Carolina health care providers in an attempt to defraud you and the NC Medicaid program. Please do not respond to the email.

As a healthcare provider in North Carolina, please be aware:

- DHHS and the PHPs have not set a deadline for providers to be credentialed and able to enroll in managed care.
- Providers can still enroll in Medicaid through NCTracks. Medicaid will share your Medicaid enrollment information with each Health Plan so they can be prepared to contract with you. You don't need to do anything further.
- Providers are not required to, and should not, use a third party to enroll or become credentialed to participate in NC Medicaid Direct or NC Medicaid Managed Care.

If you have received a message from a third party describing a deadline for credentialing for Medicaid Managed Care or for a specific Health Plan, that information is incorrect.

If you have any questions regarding the provider enrollment process or PHP credentialing process, please visit <https://medicaid.ncdhhs.gov/providers> or call the NC Medicaid Contact Center at 888-245-0179.

NC Medicaid, Office of Compliance and Program Integrity

Potential Fraudulent Email

Stefani@MedicalOfficeSetup.com> wrote:

SUSAN, As of July 1st....out of network

SUSAN,

As of July 1st, BCBS is no longer directly accepting provider enrollments for NC Medicaid. All providers who have not completed their paperwork will now be out-of-network for Medicaid patients with Blue Cross.

As other PHP's begin to follow, time is almost up to complete enrollment for the new NC Medicaid Plans.

For this reason, we've temporarily extended our deadline to Friday, July 5th for providers to have our team handle their enrollments. This is to ensure minimal negative impact such as out-of-network status or loss of Medicaid patients.

Our contact at BCBS will allow us to submit your enrollment until that date. This deadline will NOT be extended again!

To have us begin your enrollments, please reply to this email with the following information:

- The name of your company
- Which PHPs you'd like to enroll with

The 5 Medicaid plans are: BCBS, Amerihealth Caritas, Wellcare, United HealthCare and Carolina Complete Health.

There will be a fee of \$300 per plan enrollment for solo providers and \$450 per enrollment for groups.

Once we receive your request, we will respond with a credentialing agreement and invoice. Upon receipt, we'll call to confirm your information and start processing your paperwork.

Please note, as our team is working overtime to serve providers, we are NOT accepting phone appointments. All inquiries must meet the format above to receive a response.

If you have already submitted all paperwork you do not need to do anything further!

If you have any questions, please reach out via email and we'll get back to you right away.

Stefani Taylor
CEO - MOS