

# NC Medicaid

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## Behavioral Health National Accreditation Requirements and Updates

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May 13, 2026



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Health Benefits



# Agenda

- **Introduction and Welcome – Michael Herrera**
- **Agenda**
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  - Innovations Waiver Services – Racine Allen
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- **Updating the Provider Record – Serja Goram**
- **Links and Resources**
- **Q&A**
- **Final Comments – Kerry Nixon**

# Background

## **Post-Enrollment Accreditation:**

Organizational providers of specific NC Medicaid behavioral health, Intellectual and Developmental Disabilities (I/DD) and substance use services under the Community/Behavioral Health (251S00000X) taxonomy are **required to achieve national accreditation** per:

- NC General Stat 122C-81 (2023)
- NC Medicaid Clinical Coverage Policies (CCP)
- The North Carolina Medicaid State Plan

## **NCTracks began monitoring efforts for national accreditation on April 20, 2026**

### **What this means:**

- Providers of specific behavioral health services must obtain National Accreditation within one year or three years post-enrollment
- Innovations Waiver (IW) services that require national accreditation are now available on the Provider Permission Matrix (PPM). Additional IW services will be added soon.
- National Accreditation must now be uploaded to NCTracks rather than collected by health plans

# Scope and Impact

## Impacts specific Behavioral Health services under Community/Behavioral Health “251S00000X” taxonomy and providers who offer those services

### Community Intervention Services (CIS)

Updates have been made to the PPM and NCTracks to require and monitor for post-enrollment national accreditation at one year or three years after initial enrollment in the service

### Innovations Waiver Services

Updates have been made to the waiver and to the PPM to require national accreditation at time of enrollment in NC Medicaid for select IW Services. These changes will be added to the CCP. Additional IW Services not requiring national accreditation at enrollment are being added to the PPM and NCTracks.

# Community Intervention Services

# Community Intervention Services

## Requirements for Currently Enrolled Providers

- One-time one-year grace period to:
  - Obtain national accreditation
  - Upload accreditation to NCTracks via a **Manage Change Request (MCR)**
- Grace period timeline:
  - Begins: **April 19, 2026**
  - Ends: **April 19, 2027**

**Providers should plan ahead to meet accreditation deadlines**

# Community Intervention Services

## Requirements for Newly Enrolling Providers

- **Providers enrolling in CIS will have:**
  - **One-year or three-year timeframe** to obtain national accreditation
  - NCTracks will send a notification at 60, 45, 30, 14, 7 and 2 days prior to post-enrollment due date
  - Timeline is based on the specific service selected in the PPM
  - **Providers should review PPM requirements prior to enrollment**

# CIS One-Year Post Enrollment Accreditation Services

	C	E	F	AE	AF	AG
1	HEALTH-PLAN	TAXON-LVL-2	TAXONOMY-LEVEL-2-DESCRIPTION	SERVICE-TYPE	SERVICE	DOES SRVC RQRE ACCREDITATION
3184	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	1915(I) INDIVIDUAL PLACEMENT & SUPPORTS FOR MH&SU	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3211	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	1915(I) INDIVIDUAL AND TRANSITIONAL SUPPORT	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3212	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	1915(I) INDIVIDUAL AND TRANSITIONAL SUPPORT	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3213	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	1915(I) INDIVIDUAL AND TRANSITIONAL SUPPORT	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3246	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	PEER SUPPORT SERVICES	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3247	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	CHILD AND ADOLESCENT DAY TREATMENT (CADT)	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3248	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	CHILD AND ADOLESCENT DAY TREATMENT (CADT)	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3249	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	CHILD AND ADOLESCENT DAY TREATMENT (CADT)	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3251	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	AMBULATORY WITHDRAWAL MANAGEMENT WITHOUT EXTENDED ON-SITE MONITORING	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3252	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	AMBULATORY WITHDRAWAL MANAGEMENT WITHOUT EXTENDED ON-SITE MONITORING	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3253	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	AMBULATORY WITHDRAWAL MANAGEMENT WITHOUT EXTENDED ON-SITE MONITORING	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3255	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	PEER SUPPORT SERVICES	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3256	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	PEER SUPPORT SERVICES	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3369	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	INTENSIVE IN HOME	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3370	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	INTENSIVE IN HOME	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3371	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	INTENSIVE IN HOME	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3376	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	COMMUNITY SUPPORT TEAM	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3377	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	COMMUNITY SUPPORT TEAM	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3378	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	COMMUNITY SUPPORT TEAM	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3379	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	COMMUNITY SUPPORT TEAM	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3388	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	MEDICALLY MONITORED INPATIENT WITHDRAWAL MANAGEMENT SERVICES	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3389	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	MEDICALLY MONITORED INPATIENT WITHDRAWAL MANAGEMENT SERVICES	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3394	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	MEDICALLY MONITORED INPATIENT WITHDRAWAL MANAGEMENT SERVICES	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3395	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	1915(I) INDIVIDUAL PLACEMENT & SUPPORTS FOR MH&SU	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3396	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	1915(I) INDIVIDUAL PLACEMENT & SUPPORTS FOR MH&SU	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3413	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	AMBULATORY WITHDRAWAL MANAGEMENT WITH EXTENDED ON-SITE MONITORING	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3414	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	AMBULATORY WITHDRAWAL MANAGEMENT WITH EXTENDED ON-SITE MONITORING	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3415	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	AMBULATORY WITHDRAWAL MANAGEMENT WITH EXTENDED ON-SITE MONITORING	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3416	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	FACILITY-BASED CRISIS SERVICE FOR CHILDREN & ADOLESCENTS	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3417	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	FACILITY-BASED CRISIS SERVICE FOR CHILDREN & ADOLESCENTS	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE
3418	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	FACILITY-BASED CRISIS SERVICE FOR CHILDREN & ADOLESCENTS	YES WITHIN 1 YEAR OF ENROLLMENT OF NEW SERVICE

# CIS Three-Year Post Enrollment Accreditation Services

	C	E	F	AE	AF	AG
1	HEALTH-PLAN	TAXON-LVL-2	TAXONOMY-LEVEL-2-DESCRIPTION	SERVICE-TYPE	SERVICE	DOES-SRVC-RQRE-ACCREDITATION
3220	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	SUBSTANCE ABUSE NON MEDICAL COMMUNITY RESIDENTIAL	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3221	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	SUBSTANCE ABUSE NON MEDICAL COMMUNITY RESIDENTIAL	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3222	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	SUBSTANCE ABUSE NON MEDICAL COMMUNITY RESIDENTIAL	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3223	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	SUBSTANCE ABUSE MEDICALLY MONITORED COMMUNITY RESIDENTIAL TREATMENT	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3224	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	SUBSTANCE ABUSE MEDICALLY MONITORED COMMUNITY RESIDENTIAL TREATMENT	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3225	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	SUBSTANCE ABUSE MEDICALLY MONITORED COMMUNITY RESIDENTIAL TREATMENT	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3226	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	SUBSTANCE ABUSE INTENSIVE OUTPATIENT PROGRAM	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3361	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	SUBSTANCE ABUSE INTENSIVE OUTPATIENT PROGRAM	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3362	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	SUBSTANCE ABUSE INTENSIVE OUTPATIENT PROGRAM	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3363	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	SUBSTANCE ABUSE COMPREHENSIVE OUTPATIENT TREATMENT	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3364	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	MULTISYSTEMIC THERAPY (MST)	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3365	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	MOBILE CRISIS MANAGEMENT	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3366	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	MOBILE CRISIS MANAGEMENT	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3367	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	MOBILE CRISIS MANAGEMENT	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3372	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	DIAGNOSTIC ASSESSMENT	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3373	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	DIAGNOSTIC ASSESSMENT	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3374	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	DIAGNOSTIC ASSESSMENT	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3380	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	SUBSTANCE ABUSE COMPREHENSIVE OUTPATIENT TREATMENT	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3381	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	SUBSTANCE ABUSE COMPREHENSIVE OUTPATIENT TREATMENT	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3382	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	PSYCHOSOCIAL REHABILITATION	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3383	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	PSYCHOSOCIAL REHABILITATION	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3384	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	PSYCHOSOCIAL REHABILITATION	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3390	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	MULTISYSTEMIC THERAPY (MST)	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE
3391	MEDICAID	251S00000X	Community/Behavioral Health	CIS SERVICES	MULTISYSTEMIC THERAPY (MST)	YES WITHIN 3 YEARS OF ENROLLMENT OF NEW SERVICE

# Community Intervention Services providers

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Currently Enrolled Providers	
One-time one year grace period:	April 19, 2026 – April 19, 2027

Newly Enrolling Providers
One- or three-year runway* to attain and upload their National Accreditation to NCTracks

**\*As indicated on Provider Permission Matrix**

# Innovations Waiver Services

# Innovations Waiver Services

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- Updates were made to the Waiver and the PPM to require national accreditation at time of enrollment in NC Medicaid for certain Innovations Waiver Services.
- Previously, CCP – 8P required national accreditation at time of enrollment with a Prepaid Inpatient Health Plan (PIHP). Following the updates to 8P, the language will state national accreditation is required at time of enrollment in NC Medicaid.
- Additional Innovations Waiver services that do NOT require national accreditation will be added to the PPM in the near future.

# Innovations Waiver Services – Accreditation Required at Time of Enrollment

	C	E	AE	AF	AG
1	HEALTH-PLAN	TAXON-LVL-2	SERVICE-TYPE	SERVICE	DOES-SRVC-RQRE-ACCREDITATION
3200	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	COMMUNITY TRANSITION (AGENCY W/CHOICE PROVIDER)	YES
3201	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	COMMUNITY NETWORKING	YES
3202	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	COMMUNITY NAVIGATOR	YES
3203	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	COMMUNITY NAVIGATOR	YES
3204	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	COMMUNITY NAVIGATOR	YES
3205	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	COMMUNITY LIVING AND SUPPORT	YES
3206	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	COMMUNITY LIVING AND SUPPORT	YES
3207	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	COMMUNITY LIVING AND SUPPORT	YES
3208	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	BENEFITS COUNSELING	YES
3209	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	BENEFITS COUNSELING	YES
3210	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	BENEFITS COUNSELING	YES
3219	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	COMMUNITY/BEHAVIORAL HEALTH	NO
3227	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	COMMUNITY TRANSITION (AGENCY W/CHOICE PROVIDER)	YES
3228	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	COMMUNITY NETWORKING	YES
3229	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	COMMUNITY NETWORKING	YES
3397	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	RESIDENTIAL SUPPORTS	YES
3398	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	RESIDENTIAL SUPPORTS	YES
3399	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	RESIDENTIAL SUPPORTS	YES
3400	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	NATURAL SUPPORTS EDUCATION (AGENCY WITH CHOICE PROVIDERS ONLY)	YES
3401	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	NATURAL SUPPORTS EDUCATION (AGENCY WITH CHOICE PROVIDERS ONLY)	YES
3402	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	NATURAL SUPPORTS EDUCATION (AGENCY WITH CHOICE PROVIDERS ONLY)	YES
3403	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	INDIVIDUAL GOODS & SERVICES (AGENCY WITH CHOICE PROVIDERS ONLY)	YES
3404	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	INDIVIDUAL GOODS & SERVICES (AGENCY WITH CHOICE PROVIDERS ONLY)	YES
3405	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	INDIVIDUAL GOODS & SERVICES (AGENCY WITH CHOICE PROVIDERS ONLY)	YES
3406	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	DAY SUPPORTS	YES
3407	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	DAY SUPPORTS	YES
3408	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	DAY SUPPORTS	YES
3409	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	CRISIS SERVICES	YES
3410	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	CRISIS SERVICES	YES
3411	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	CRISIS SERVICES	YES
3412	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	COMMUNITY TRANSITION (AGENCY W/CHOICE PROVIDER)	YES
3419	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	COMMUNITY INTEGRATION SERVICES	YES
3420	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	COMMUNITY INTEGRATION SERVICES	YES
3421	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	SUPPORTED EMPLOYMENT	YES
3422	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	SUPPORTED EMPLOYMENT	YES
3423	MEDICAID	251S00000X	INNOVATIONS WAIVER PROGRAM	SUPPORTED EMPLOYMENT	YES

# Innovations Waiver Services - Currently Enrolled Providers

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- **Currently enrolled providers** are required to upload their national accreditation to their NCTracks record via an MCR as soon as possible **AND** select one of the new IW services that became available after April 20, 2026
- The IW service that providers selected if they enrolled prior to April 19, 2026, Community/Behavioral Health, **will be end-dated on all provider records on April 20, 2027**

# Innovations Waiver Services – Newly Enrolling Providers

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Providers **newly enrolling** in one of the IW services that require national accreditation must upload their **national accreditation at time of enrollment**

**Note:** Additional IW services that do not require national accreditation are being added to the PPM and should be visible and selectable in the near future

# Innovations Waiver Services

## Requirements for Currently Enrolled Providers:

- Upload National Accreditation (NA) to NCTracks via MCR **as soon as possible**
- Select one of the newly available IW services (**added after April 20, 2026**)
- “Community/BH” service:  
Will be end-dated on all provider records **April 20, 2027**
- Transition to a compliant Innovations Waiver Services is required to maintain enrollment

## Requirements for New Providers:

- National Accreditation (NA) is **required at time of enrollment**
- Applies to all applicable Innovations Waiver Services
- Ensure accreditation is completed prior to submitting enrollment

# Providers Enrolled in 251S00000X With No Active Service

# Providers Enrolled in 251S00000X With No Active Service

## Providers enrolled in 251S with no active service must take action:

- **Submit an MCR** to add a service to their record by Aug. 1, 2026, in order to maintain the taxonomy on their record
  - Failure to add service by Aug. 1, 2026, will lead to the **taxonomy being end-dated**
  - If the end-dated taxonomy is the only taxonomy for a location, that location will be terminated. If that location is the provider's only location, **their record will also be terminated**

**Note: It can take 2+ weeks for an MCR to process**

# Updating the Provider Record

# Updating The Provider Record

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## **NCTracks: Official Source of Truth for Medicaid Providers**

- NCTracks is the official system of record for NC Medicaid provider data
- Providers are responsible for maintaining **accurate and up-to-date information**
- Accurate records support:
  - Contractual compliance
  - Timely claims processing
  - Efficient Medicaid operations

# Updating The Provider Record



## Risks of Outdated Provider Information:

- Inaccurate reporting and data integrity issues within NCTracks
- Incorrect provider directory listings
- Claims denials and payment delays
- Disruptions in care coordination and service delivery

# Updating The Provider Record



## Beneficiary Impact:

- Difficulty locating in-network providers
- Beneficiaries may spend valuable time trying to contact providers who are no longer available or accepting patients
- Barriers to accessing oral interpretation and other support services
- Delays in accessing needed services

# Links & Resources

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[How to Add or Update Accreditation on the Provider Profile in NCTracks](#)

[How to Add or Update Credentials](#)

[‘How to add a service/taxonomy’ user guide](#)

[Post-Enrollment National Accreditation Update](#)

[Innovations Waiver Providers – Updated Service and National Accreditation Requirements](#)

[Program Specific Clinical Coverage Policies](#)

[Providers: Risks of Not Accurately Reporting on Your NCTracks Provider Record](#)

[NCTracks 2026 Provider Training Schedule](#)

[NCTracks User Guides & Trainings](#)

[NC Medicaid Provider Page](#)

[Link to Access Provider Permission Matrix via Quick Links](#)

[Spring 2026 Quarterly Provider Update \(Provider Directory API\)](#)

[NC Medicaid Bulletins](#)

NC Medicaid Provider Ombudsman: for provider inquiries, concerns, complaints regarding health plans

- [Medicaid.ProviderOmbudsman@dhhs.nc.gov](mailto:Medicaid.ProviderOmbudsman@dhhs.nc.gov)
- Phone: 866-304-7062