Application Fax Line:

Attention CAP Unit at NC Medicaid  1+(919) 715-0052

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NCDHHS, Division of Health Benefits

Willing & Qualified Provider Application Packet Template

Case Management &

Care Advisement

**Agency Name:**

**Agency Contact Information:**

**Willing & Qualified**

**CAP Waiver Provider**

**Application**

**Case Management &**

**Care Advisement**

**Enrollment as a Medicaid Provider**

1. **Approved NC Medicaid Provider Approval Letter or Application in Progress Status:**
   * Placed behind this section of the packet.

**Agency Experience:**

1. **The types of HCBS rendered and how those services were rendered.**
2. ***List the service types provided and their rendering (i.e. in-person and home-based):***
3. **The number of years rendering those services.**
4. ***List each service type and the number of years providing it:***
5. **The locations those service(s) were rendered.**
6. ***List the counties served in NC within the last two (2) or three (3) years (within 50 miles of participants’ zip codes):***
7. **The number of individuals served by services rendered.**
8. ***The current number of individuals served:***
9. ***The total number of individuals served within the last two (2) or three (3) years:***
10. **The number of years working directly with the target population with chronic and severe physical disabilities. For CAP/C ages 0 through 20. For CAP/DA ages 18-64 with physical disabilities and ages 65 or older.**
11. ***The total number of years operating business in NC:***
12. **The number of waiver participants wishing to serve.**
13. ***The number based on your business plan:***
14. **References.**
15. ***Name, email address, phone number, and business name or association:***
16. ***Name, email address, phone number, and business name or association:***
17. ***Name, email address, phone number, and business name or association:***

**Connection to Service Area**

1. **The physical location of the central office.**
2. ***Main office address (must be in NC):***
3. ***Information on home office communication and engagement with main office:***

* ***Work From Home Policy***
* Placed behind this section of the packet.

1. **Farthest expected distance from a participants’ zip code to the office. The office may be public or home-based (must be within 50 miles of participant’s zip code).**
2. ***Farthest expected distance between provider and participant (in miles):***
3. ***Addresses of all additional office locations (including home-offices):***
4. **The number of years serving the catchment area.**
5. ***The collective number of years providing services in the area:***
6. ***List the services provided and the number of years each service has been provided in the area:***

**If you are seeking to increase the area you serve, list the areas you are applying to serve.**

1. ***Counties you are requesting to serve:***

**Financial Stability**

1. **Solvency Statement.**

* ***A signed statement that includes available funds, debt, and an estimated time business could continue if there is a cashflow issue:***



**Documents:**

* **Financial Statements**
* Placed behind this section of the packet.
  + **Balance Sheet/Year-to-Date Income Statement**
* Placed behind this section of the packet.
  + **Tax Filing**
* Placed behind this section of the packet.

**Policies & Procedures**

1. **Accepting Referrals**
   * Placed behind this section of the packet.
2. **Conducting Assessments**
   * Placed behind this section of the packet.
3. **Developing and Approving Person-Centered Service Plan**
   * Placed behind this section of the packet.
4. **Monitoring Health, Safety, and Well-being**
   * Placed behind this section of the packet.

1. **Performing Home Visits**
   * Placed behind this section of the packet.
2. **Managing Critical Incidents**
   * Placed behind this section of the packet.
3. **Knowing the Signs of Fraud, Waste, Abuse and When to Make a Report**
   * Placed behind this section of the packet.
4. **Administrating Services That are Free of Seclusion and Restrictive Interventions** 
   * Placed behind this section of the packet.
5. **Rendering Services That are Free from Conflict**
6. ***If multiple business lines: An explanation of the separation of multiple business lines:***
7. ***If providing multiple Medicaid services: An explanation of the separation of service lines:***
8. ***If a CAP CME: An explanation of the separation of service and staffing:***

* **Conflict of Interest Policy**
* Placed behind this section of the packet.
  + **Monitoring Policy**
* Placed behind this section of the packet.
  + **Grievance Policy**
* Placed behind this section of the packet.

1. **Advisory Board**
   * Placed behind this section of the packet.
2. **Marketing Strategy**
   * Placed behind this section of the packet.
3. **Communication Plan** 
   * Placed behind this section of the packet.
4. **Required Case Manager Training as listed in policy (3K-1, 6.3.1 and 3K-2, 6.8)**
   * Placed behind this section of the packet.
5. **Electronic Visit Verification (EVV)**
   * Placed behind this section of the packet.

**\*Policies must be within guidelines of regulating body.**

**\*\*All documents provided must be unique to your agency.**

**\*\*\*Your policy should not be a direct copy of DHHS policy.**

**Qualified Staff**

1. **The number of and discipline of professional and supportive staff.**
2. ***List each job title and number of employees in the position:***
3. **The qualification of each staff.**

* **Job Descriptions**
  + Placed behind this section of the packet.
* **Employee Resumes or Application Listing Their Previous Experience**
  + Placed behind this section of the packet.

1. **The timeframe to run background checks on each staff and what is done when the background check is received (criminal and health registry).**

* **Background Check Policy**
  + - Placed behind this section of the packet.

1. **An attestation that currently hired staff have passed the required background checks.**
2. ***A signed statement that all current employees have undergone and passed the required background checks:***



**Have and create systems for automated programs now and in the future**

1. **A description of virtual office.**
2. ***The schedule of training and staff completion:***

* **Work From Home Policy**
* Placed behind this section of the packet.

1. **Cyber security.**
2. ***The schedule of training and staff completion****:*

* **IT Policies**
* Placed behind this section of the packet.
* **IT Monitoring Policy**
* Placed behind this section of the packet.
* **SOC II Checklist or Certificate**
* Placed behind this section of the packet.

1. **HIPAA requirements.**
2. ***The schedule of training and staff completion:***

* **HIPAA Policy**
* Placed behind this section of the packet.

1. **Safeguarding of PII/PHI and ePHI.**
2. ***The schedule of training and staff completion****:*

* **Privacy Safeguards Policy**
* Placed behind this section of the packet.