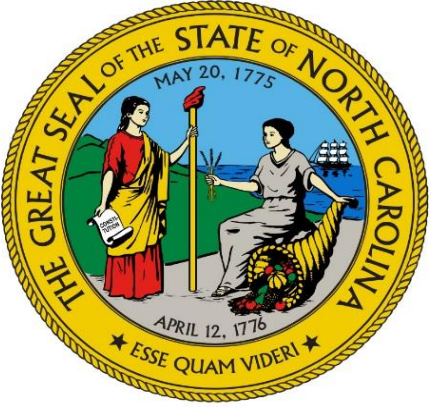




Credentialing Committee Stakeholder Meeting #4

NC Medicaid Provider Operations

LaRhonda Cain-Fearrington
Manager, Stakeholder Engagement

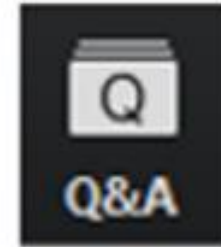
Serja Goram, MBA
Provider Relations Representative

Michael Herrera
Supervisor, Provider Relations

July 30, 2025

Logistics for Today's Webinar

Question during the live webinar



Audio questions are an option during the Q&A portion of today's webinar

Slides and Recording for Today's Webinar

Slides Available

[NC Medicaid Credentialing Webpage](#)

Slides and Recording Available

[NC AHEC Medicaid Managed Care Special Topics](#)

MEETING AGENDA

- Welcome and logistics – Chris Weathington
- Introduction / Opening – LaRhonda Cain-Fearrington
- Brief recap of Credentialing Committee Initiative – LaRhonda Cain-Fearrington
- Credentialing Committee Bylaws Update – Michael Herrera
- Member Recruitment & Onboarding – Michael Herrera
- Previous Frequently Asked Questions – Serja Goram
- Resources – Serja Goram
- Stakeholder Feedback / Q&A – Serja Goram
- Wrap Up – Chris Weathington

NC Medicaid Credentialing Committee – Fall 2025

Credentialing Committee Recap

Introduced the Credentialing Committee and its purpose

Reviewed the initiative and implementation timeline

Discussed upcoming NCQA-driven changes to provider applications

Outlined committee member structure and their roles/responsibilities

Introduced Bylaws and posted for public comment

Stakeholder Meeting Series

NC Medicaid Credentialing Committee – Fall 2025

Credentialing Committee Bylaws Update

Bylaws serve as a foundational document that guides committee operations



Included in the Bylaws

Purpose	Scope	Provider types for peer review representation	Eligibility criteria	Terms and rotation	Participation expectations	Documentation and record keeping	Policy review
---------	-------	---	----------------------	--------------------	----------------------------	----------------------------------	---------------

Public Review comment period ended July 22

Thank you to those that submitted related questions & feedback. Comments will be considered.

NC Medicaid Credentialing Committee – Fall 2025



Voting Member Recruitment

Submit the following information for voting member **and** their proxy:

- Name
- Email/Phone
- Confidentiality, Conflict of Interest, Non-Discrimination attestation form

Medicaid.credcommittee.stakeholders@dhhs.nc.gov

Deadline: August 25, 2025

NC Medicaid Credentialing Committee – Fall 2025

Credentialing Committee Medical Director

“GDIT's Medical Director is a seasoned pediatrician with decades of experience in both clinical practice and medical leadership. This physician has built a career centered on the health and well-being of children, especially in the areas of child abuse and pediatrics. She has provided direct care in a variety of health care settings, ranging from public health roles to private practice and she has led specialized teams focused on critical child protection issues.

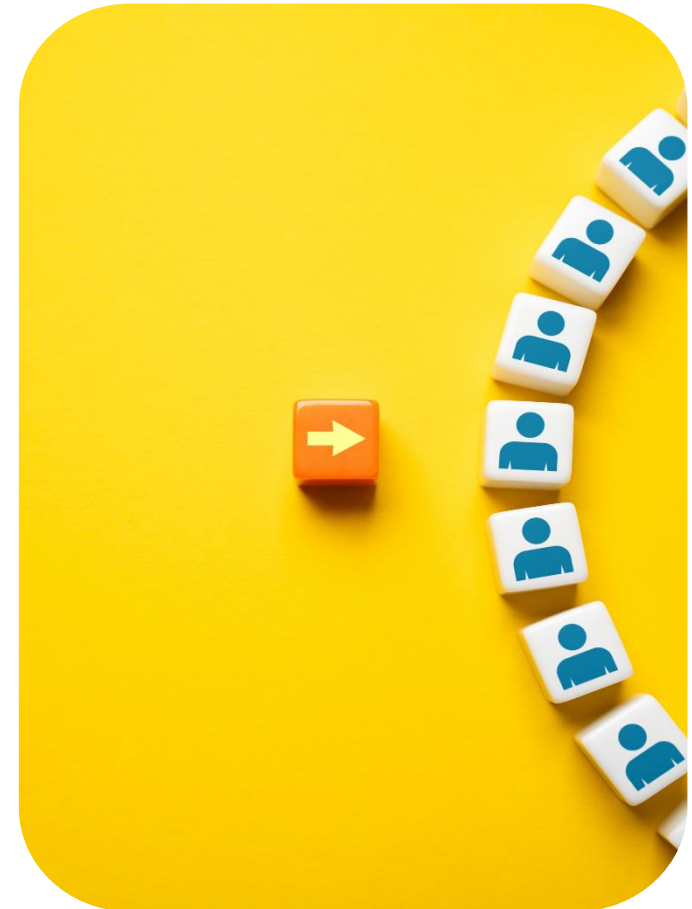
Over the years, she has balanced clinical work with a passion for medical education, helping train future physicians while also developing a deep expertise in child sexual abuse evaluations. Her commitment to healthcare extends beyond individual patient care to broader policy and system-level improvements, where she has taken on leadership roles that integrate technology with medical practice.

Serving as Deputy Medical Director at GDIT, she is at the forefront of health care delivery for NC Medicaid Direct programs. GDIT partners with the Medicaid program to leverage technology and evidence-based care to meet the evolving needs of underserved populations. Her focus is on providing compassionate, expert medical care that aligns with state and federal guidelines while also continuously improving to ensure high-quality service. The Medical Director's collaborative approach ensures that Medicaid recipients receive the healthcare services they need, delivered with integrity, respect and a deep sense of responsibility for everyone's well-being.”

NC Medicaid Credentialing Committee – Fall 2025

Member Onboarding

- **Medical Director appointed**
- **Member Training**
 - Overview of Credentialing Committee
 - Compliance Form
 - Credentialing Committee Portal (NCTracks)
 - Policies/Procedures
 - Bylaws & Expectations
 - Quorum
 - Other applicable onboarding topics as necessary
 - Peer Reviewer – Role & Recruitment



NC Medicaid Credentialing Committee – Fall 2025

Frequently Asked Questions

1

Will the Credentialing Committee review individual providers only?

No. The Credentialing Committee will review applications for every type of Medicaid provider.

2

Will the Credentialing Committee impact provider turnaround time with updating status in NCTracks?

Delays in transmission of provider enrollment file data are not expected.

3

What metrics will determine whether a provider meets credentialing or recredentialing standards?

Credentialing and recredentialing standards are not changing and are based on current NCQA, Federal, and State guidelines.

[Medicaid Credentialing Committee Questions & Answers](#)

Resources & Engagement Opportunities

March 6, 2025	<u>NC Medicaid Provider Operations and NC AHEC Virtual Office Hours</u>
April 30, 2025	<u>Credentialing Committee Stakeholder Meeting #1</u>
May 15, 2025	<u>NC Medicaid Managed Care Hot Topics Webinar Series</u>
May 28, 2025	<u>Credentialing Committee Stakeholder Meeting #2</u>
June 25, 2025	<u>Credentialing Committee Stakeholder Meeting #3</u>
August 27, 2025	<u>Credentialing Committee Stakeholder Meeting #5</u>
September 4, 2025	<u>NC Medicaid Provider Operations & NC AHEC Virtual Office Hours</u>

[Credentialing Committee Fact Sheet](#)

[Credentialing Committee Web Page](#)

[Bulletins & Other Announcements](#)

Medicaid.credcommittee.stakeholders@dhhs.nc.gov

NC Medicaid Credentialing Committee – Fall 2025

FEEDBACK

We want your feedback!

Email us at:

Medicaid.credcommittee.stakeholders@dhhs.nc.gov

- Unmute yourself and ask a question
- Write your question/comment in chat

Final
Thoughts



Next Steps

