



NC Department of Health and Human Services

COVID-19 Testing: Reporting under Secretarial Order #2

Office Hours, (Revised Time) 11:00-11:30

September 3, 2020

Updates and Reminders

Reminder: Link to COVID-19 Testing: Nursing Home Reporting Portal

https://ncgov.servicenowservices.com/csm_nh

- **Testing activity for 8/17/2020-8/23/2020 and 8/24/2020-8/30/2020 must be reported by COB, September 8, 2020.**
- **Lessons Learned: To register, please follow the Starter Kit.**
 - Starter Kit will help users trying to register sidestep the 2 main reasons some users have had difficulty.
- **Materials now available on NC Medicaid COVID Provider [Status Reporting Page](#)**
- **Special Bulletin will be released soon.**

Upcoming Activities and Timelines

Voluntary: Tuesday, 9/8/2020: 8a-5p Customer Support

<https://global.gotomeeting.com/join/221178565>

Or just call:

(571) 317-3122

Access Code: 221-178-565

Mandatory: Registration to use Portal.

For help: <https://files.nc.gov/ncdma/covid-19/COVID-19-Testing-Nursing-Home-Reporting-Portal-Starter-Kit-Released-8-24-2020.pdf>

Mandatory: All testing activity for weeks 8/17/2020-8/23/2020 and 8/24/2020-8/30/2020 must be submitted by COB 9/8/2020.

Your Help Button: Medicaid.ProviderReimbursement@dhhs.nc.gov

Update on Secretarial Order No. 2 and CMS-3401-IFC

- **Secretarial Order No. 2 still in effect.**
- Department is examining in light of recent federal requirements (which do not cover all nursing homes)
- *COVID-19 Testing: Nursing Home Reporting Portal* is the reporting platform for Secretarial Order No. 2 reporting only.
- Please direct all questions about federal requirements to DHSR.

Today's Session

1. Communicating (an error or anything else) reporting.

- Users can't modify submissions directly once submitted.
- State team will modify based on written request.
- Modifications can be requested through Medicaid.ProviderReimbursement@dhhs.nc.gov
- OR (preferably) through Portal itself.

2. Confirming your submissions (“cases”).

- Once you press “submit” for a report, you'll see it reflected as a “case” on your home page.
- Each submission = its own “case.”

Tour

Questions and Answers