

NC Department of Health and Human Services (NC DHHS)

Division of Health Benefits (DHB)

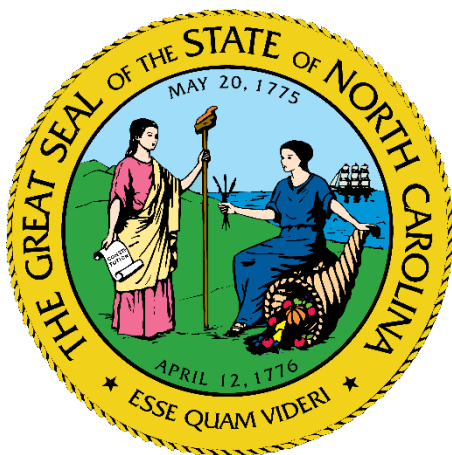
Meeting Agenda  
NCDHHS-DHB Credentialing Committee Initiative  
Stakeholder Engagement Session #2  
Wednesday, May 28, 2025, 2:00 PM – 3:00 PM

Join the meeting now  
Meeting ID: 241 438 825 536 3  
Passcode: Yo7Yq6JC

Dial in by phone  
[+1 984-204-1487,395145869#](#) United States, Raleigh  
[Find a local number](#)  
Phone conference ID: 395 145 869#  
Join on a video conferencing device  
Tenant key: [ncgov@m.webex.com](#)  
Video ID: 118 879 611 2  
[More info](#)

Meeting Objective
To continue engaging stakeholders with NC Medicaid’s efforts to implement a Credentialing Committee and provide opportunities for program partners to offer collaborative input on the project’s design.

Agenda	
Topics	Presenter
Welcome / Review of Agenda & Meeting Objective (3 min)	LaRhonda Cain, Manager of Stakeholder Relations
Project Recap (15 min) <ul style="list-style-type: none"><li>- Credentialing Committee Initiative</li><li>- Updates</li><li>- NCQA Driven Provider Application Updates</li></ul>	Susan Sartain, Provider Relations Representative
Project Milestones & Timeline (5 min)	Serja Goram, MBA, Provider Relations Representative
Looking Ahead at What’s Next (5 min)	Serja Goram, MBA, Provider Relations Representative
Project Communications & Resources (5 min)	Susan Sartain, Provider Relations Representative
Questions & Answers (10 min)	LaRhonda Cain, Manager of Stakeholder Relations



**NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES**

## **Credentialing Committee Stakeholder Meeting #2**

### **NC Division of Health Benefits Provider Operations**

**May 28, 2025**

**LaRhonda Cain, Manager, Stakeholder Engagement**

**Serja Goram, Provider Relations Representative**

**Susan Sartain, Provider Relations Representative**

# NC Medicaid Credentialing Committee Recap

**NCDHHS will establish a Provider Credentialing Committee that will render final decisions on submitted applications. These decisions will be based on information found during the credentialing process.**

Findings may include information disclosed by the provider as well as information discovered through background checks and continuous monitoring conducted independently of applications, **including NPDB checks.**

**Applies for all Division of Health Benefits (DHB), Division of Mental Health (DMH), Division of Public Health (DPH), Office of Rural Health (ORH), and all managed care health plan practitioners.**



# NC Medicaid Credentialing Committee Recap

The Credentialing Committee will:

- Meet once per week
- Pre-review practitioner's profiles for discussion at next meeting
- Ratify clean applications
- Maintain charter and bylaws (and any revisions) to ensure adherence to Medicaid, NCQA, Federal and State standards for participation

Applications with no findings will be ratified by the Credentialing Committee but will not be subject to further review

Initial

Re-enrollment

Maintenance  
(In the event the provider adds a credential, criminal disclosure, service location, etc.)

Recredentialing

Ongoing  
Monitoring

# National Practitioner Data Bank (NPDB) Checks

**Additional requirements to align with the standards set by the National Committee for Quality Assurance (NCQA)**

---

**NPDB checks for malpractice claims for individual providers is being added to the application process**

- Credentialing Committee is necessary in order to query this database
- Negative results, as determined by the bylaws, will go to the Committee for determination

# Provider Application Updates

Additional requirements to align with the standards set by the National Committee for Quality Assurance (NCQA)

[Bulletin - Upcoming Provider Application Changes](#)

## Individual Provider Attestation

New attestation and process for individual providers

- **Only required** for initial enrollment, re-enrollment, and re-verification
- Will **only** apply to new applications submitted after implementation
- An Office Administrator (OA) will complete the application but will not be able to submit it until it is **verified, signed, and attested to by the provider**

## Race, Ethnicity, and Languages Spoken by Practitioner

GDIT will capture provider's race, ethnicity, and spoken languages on individual provider enrollment applications.

- Will **only** apply to Individual and Atypical Individual providers for all application types
- Option will be available for provider to **opt out** of providing race, ethnicity, and language responses
- Race, ethnicity, and language responses will be **editable in the Provider Portal**

## Exclusion Sanction Questions

### Replaced Question (N)

*Is the enrolling provider currently engaged in the illegal use of drugs?*

### New Questions

- *Does the enrolling provider use any chemical substances that would in any way impair or limit the ability to practice medicine and perform the functions of the job with reasonable skill and safety?*
- *Does the enrolling provider have any reason to believe that they would pose a risk to the safety or well-being of patients?*
- *Is the enrolling provider unable to perform the essential functions of a practitioner in the area of practice even with reasonable accommodation?*

# Credentialing Committee Operations Portal

**A dedicated Operations Portal page is being developed within NCTracks**

This portal will serve as a central access point for committee members to review provider applications requiring credentialing decisions



**Coming Up:** Join us for an open floor discussion on Credentialing Committee member selection

## Key Features:

Committee members will be granted access via NCID – no access to enrollment tracking, provider notes, or other sensitive system areas

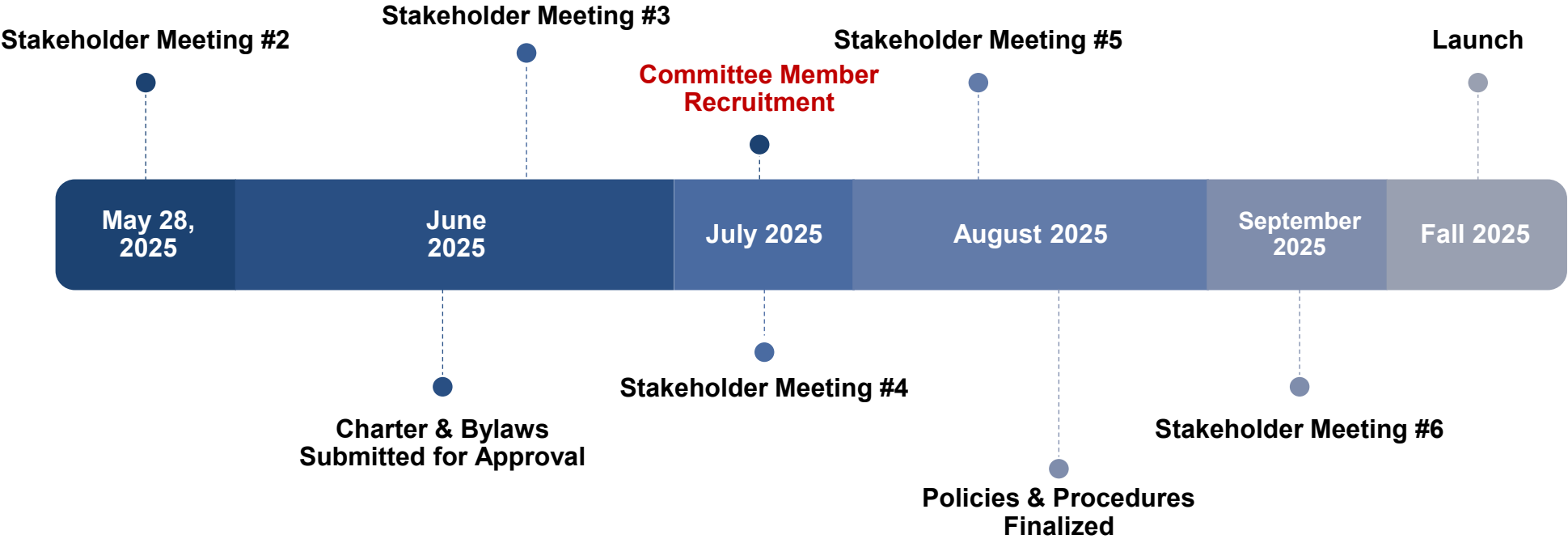
The portal will display the following fields for each application:

- Reference ID
- Type of Application
- Committee Date
- Credentialing Packet

The credentialing packet will have all PHI and identifying information redacted

This approach allows committee members to securely review complete applications in one location

# NC Medicaid Credentialing Committee Timeline



**Communications & Engagement:** Ongoing

\*Timeline subject to change



# Credentialing Committee

## FAQ

**What are the appeals rights for practitioners that receive an adverse decision from the Credentialing Committee?**

Providers will have full appeals rights for adverse decisions, just as they do today.

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

Delays in transmission of Provider Enrollment File data are not expected.

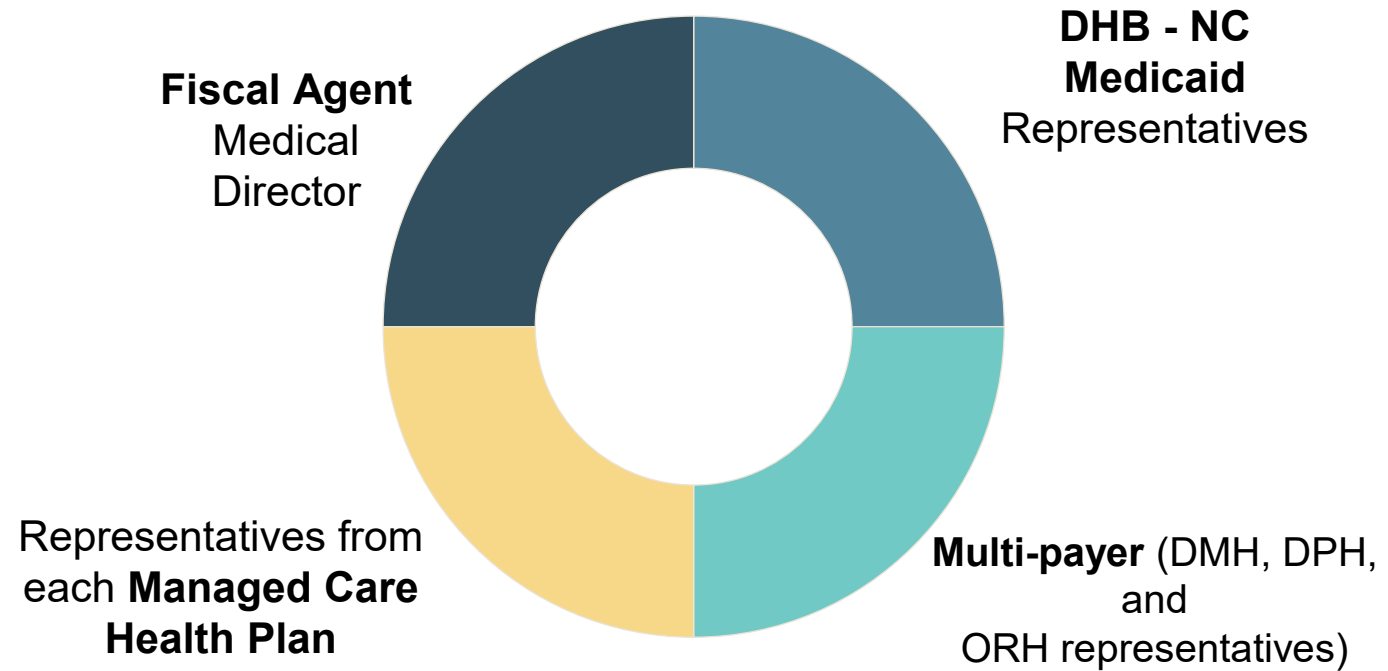
**Will there be any changes to the Provider Enrollment file that Health Plans currently receive and use to determine the Credentialing status of Medicaid providers?**

No changes will be made to current Provider Enrollment Files.

# Who makes up the Credentialing Committee?

The Credentialing Committee is comprised of voting and non-voting members

Non-voting members may include the Credentialing Coordinator, Peer Expert Specialists and Peer Expert Non-Physician Practitioners, as needed



# Credentialing Committee Members & Qualifications

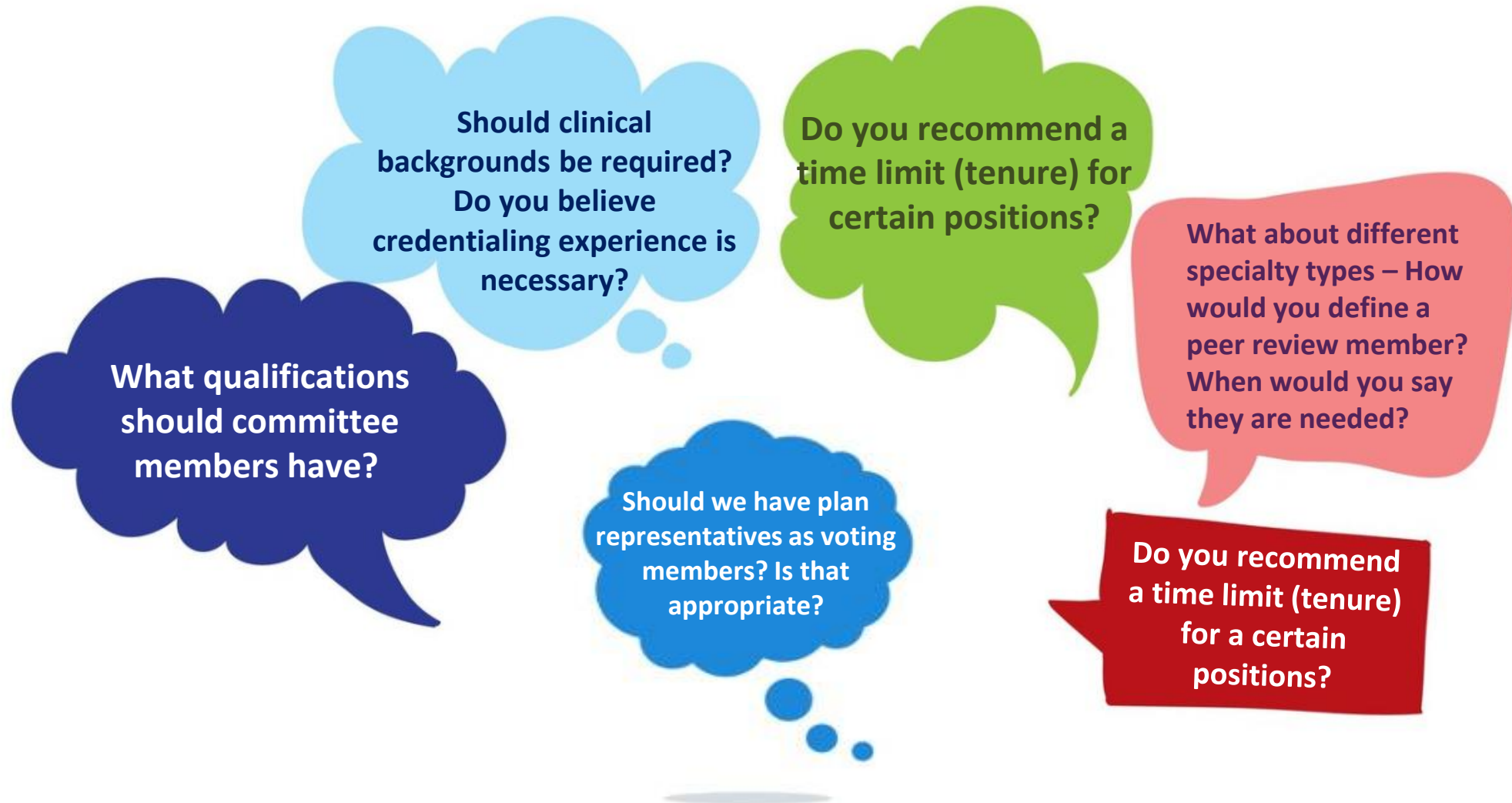
## Open Floor Discussion

Makeup of  
Credentialing  
Committee  
Members

Credentialing  
Committee  
Member  
Qualifications

Other  
Suggestions

# NC Medicaid Credentialing Committee – Fall 2025



## Learn more



### Resources:

- [Credentialing Committee Fact Sheet](#)
- [Credentialing Committee Web Page](#)
- [NC Medicaid Bulletins & Other Communications](#)

### Contact

- [Medicaid.credcommittee.stakeholders@dhhs.nc.gov](mailto:Medicaid.credcommittee.stakeholders@dhhs.nc.gov)

---

### Upcoming Meetings/Webinars:

- [Register: NC Medicaid Provider Operations and NC AHEC Virtual Office Hours: June 5, 2025](#)

### Archive of Previous Meetings/Webinars:

- [NC Medicaid Managed Care Hot Topics Webinar Series: May 15, 2025](#)
- [Introduction to the NCDHHS DHB Credentialing Committee Initiative \(Stakeholder Meeting #1\): April 30, 2025](#)
- [NC Medicaid Provider Operations and NC AHEC Virtual Office Hours: March 6, 2025](#)

# **Credentialing Committee Initiative**

## **Thank You and Additional Q&A**

