## **NC Medicaid Provider Operations**

**Credentialing Committee Stakeholder Meeting #6** 

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**September 24, 2025** 





# **Introduction / Opening**

### **Agenda**

- Introduction / Opening
- Brief Recap of Credentialing Committee Initiative
- Credentialing Committee Bylaws Update
- Member Recruitment & Onboarding
- Project Timeline
- Frequently Asked Questions
- Resources
- Stakeholder Feedback / General Q & A
- Wrap-Up / Adjourn

# **Credentialing Committee Initiative Recap**

Introduced the Credentialing Committee Initiative and its Purpose

Discussed upcoming NCQA-driven changes to provider applications

Discussed importance of becoming NCQA compliant

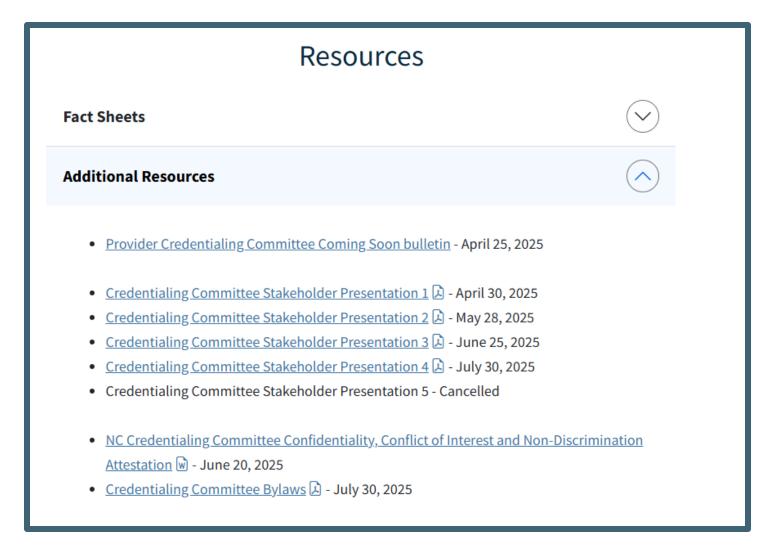
Outlined committee member structure and roles/responsibilities

Introduced and posted bylaws for public comment period

Addressed member onboarding and recruitment activities

Shared resources and communications

## **Credentialing Committee Bylaws Update**



- Bylaws posted for public comment period on June 20, 2025
- Feedback considered and bylaws approved and published on July 30, 2025

## **Member Recruitment & Onboarding**

#### **Training**

- Committee roles and responsibilities
- NCTracks access and Credentialing Committee portal walkthrough

Session 1	Session 2	Session 3
Wednesday, September 24	Tuesday, September 30	Thursday, October 2

#### **Project Timeline**

April 30

First Stakeholder Meeting

June 1

Member
Recruitment begins

June 20

Draft Bylaws posted for public comment

July 30

Bylaws finalized and published

September 1

NCTracks Portal Development

Mid-September

Member Training & Onboarding Begins

September 24

Last Stakeholder Meeting

October 1

Medical Director begins approving clean apps

October 1

New Provider
Application Changes
take effect

October 8

First Credentialing Committee meeting

#### **Frequently Asked Questions**

- If provider approvals by the Credentialing Committee will not apply to Delegated entities, what happens in the interim?
  - Due to the Delegated Credentialing project being placed on pause, the Credentialing Committee will continue to handle provider approvals directly until further notice.
- How will the Medical Director interface with peer reviewers or stakeholder liaisons regarding disputed credentialing decisions?
  - ❖ The Medical Director will work with peer reviewers as decisions come up for review; and if the provider disagrees with the committee's decision, they have a right to go through the appeal process that currently exists.
- Will the NCTracks Credentialing portal be accessible to public Stakeholders for transparency?
  - No, access is strictly entrusted to voting and non-voting members who are elected to perform committee duties.

### Frequently Asked Questions (Continued)

- How will the bylaws be reviewed and updated and who has the authority to propose future amendments?
  - The bylaws will be reviewed annually and updated as applicable. Although recommendations by providers will be considered, final decisions will be made by the voting Committee members who are in office during that period.
- What are the appeal rights for practitioners that receive an adverse decision from the Committee?
  - ❖ Information regarding appeal rights are offered under the links and resources page of this presentation.
- How will NC Medicaid handle oversight and mandate provider activities?
  - Mandates and oversight of providers will remain the same.
- How can I learn more about the project, its processes, expectations, and determining criteria?
  - Please refer to the NC Medicaid Credentialing Committee page and NCTracks Announcements for additional information and resources.

#### Links & Resources

- NC Medicaid Credentialing Committee
- NC Medicaid Credentialing Committee Bylaws
- Provider Credentialing Committee Tab in NCTracks
- Upcoming NC Medicaid Upcoming Provider Changes
- NCTracks Provider Enrollment
- NCID
- NCTracks User Guides & Fact Sheets
- ■NC Statute 108C-3
- Provider Data Collection FAQs

- NCTracks Provider Page
- NC Medicaid Help Center
- GDIT Call Center Contact Information
- NC Medicaid Provider Page
- Medicaid.providerombudsman@dhhs.nc.gov
- Exclusion Sanction Questions FAQs
- Appeals and Grievance
- New National Practitioner Data Bank (NPDB)

# Stakeholder Feedback / General Q & A

# Wrap-Up / Adjourn