

NC Medicaid Provider Operations

Credentialing Committee Stakeholder Meeting #6

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NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits



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

Resources

Fact Sheets



Additional Resources



- [Provider Credentialing Committee Coming Soon bulletin](#) - April 25, 2025
- [Credentialing Committee Stakeholder Presentation 1](#) - April 30, 2025
- [Credentialing Committee Stakeholder Presentation 2](#) - May 28, 2025
- [Credentialing Committee Stakeholder Presentation 3](#) - June 25, 2025
- [Credentialing Committee Stakeholder Presentation 4](#) - July 30, 2025
- Credentialing Committee Stakeholder Presentation 5 - Cancelled
- [NC Credentialing Committee Confidentiality, Conflict of Interest and Non-Discrimination Attestation](#) - June 20, 2025
- [Credentialing Committee Bylaws](#) - July 30, 2025

- 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

Wednesday, September 24

Session 2

Tuesday, September 30

Session 3

Thursday, October 2

Project Timeline



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