

Day One Provider Quick Reference Guide for Tailored Plans

VERIFICATION OF ELIGIBILITY AND PLAN

- **NCTracks** — Providers can verify eligibility and managed care enrollment through the NCTracks Recipient Eligibility Verification function available in the secure Provider Portal.
- **Real Time Eligibility Verification Method**
 - a. Log into the [NCTracks Provider Portal](#)
 - b. Follow the Eligibility > Inquiry navigation
 - c. Populate the requested provider, recipient and time period information
- **NCTracks Call Center:** 800-688-6696

QUALITY AND PROVIDER PORTAL / PROVIDER SERVICES AND SUPPORT

Alliance Health — <https://alliancehealth.okta.com> **Provider Services:** 855-759-9700

Eastpointe — www.eastpointe.net **Provider Services:** 888-977-2160

Partners — partnersbhm.org/tailoredplan/providerconnect **Provider Services:** 877-398-4145

Sandhills — <https://alphaplusshc.com/portallogin> **Provider Services:** 855-777-4652

Trillium — <https://www.ncinno.org/> **Provider Services:** 855-250-1539

Vaya — providers.vayahealth.com/provider-portal **Provider Services:** 866-990-9712

NC Medicaid Provider Playbook — medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care

AHEC Practice and Support — 919-445-3508, Practicesupport@ncahec.net

PRIOR AUTHORIZATIONS

Alliance Health — **Online:** <https://www.alliancehealthplan.org/tp/providers/clinical-resources/>,
Phone: 855-759-9700, **Pharmacy:** 855-759-9300

Eastpointe — **Online:** www.eastpointe.net, **Phone:** 888-977-2160, **Pharmacy:** 800-913-6190

Partners — **Online:** partnersbhm.org/tailoredplan/providers/providerconnect/ **Phone:** 877-398-4145, **Pharmacy:** 877-817-2184

Sandhills — **Online:** <https://alphaplusshc.com/portallogin>, **Phone:** 800-241-1073,

Pharmacy: 888-846-1062

Trillium — Online: www.trilliumhealthresources.org, **Phone:** 855-250-1539 **Pharmacy:** 833-726- 7628

Vaya — Online: providers.vayahealth.com/authorization-billing, **Phone:** 828-225-2785 ext.1513,
Pharmacy: 866-990-9712

**All pharmacy lines will go live on Sept. 1, 2023.*

CLAIMS

Alliance Health — Online: <https://alliancehealth.okta.com>, **Phone:** 919-651-8500

Eastpointe — Online: www.eastpointe.net, **Phone:** 888-977-2160

Partners — Online: <https://id.partnersbhm.org/>, **Phone:** 704-842-6486

Sandhills — Online: www.support.sandhillscenter.org, **Phone:** 855-777-4652

Trillium — Online: <https://www.ncinno.org/>, **Phone:** 855-250-1539

Vaya — Online: <https://providers.vayahealth.com/provider-portal/>, **Phone:** 828-225-2785 x 1259

NON-EMERGENCY MEDICAL TRANSPORTATION & NON-EMERGENCY AMBULANCE TRANSPORTATION

Alliance Health, Sandhills, Trillium and Vaya — ModivCare Health Care Provider Line: 855-397-3606, ModivCare Transportation Provider Line: 855-397-3604

Eastpointe — Transportation Provider Line: 252-270-8601

Partners — Transportation Provider Line: 855-397-3604

**If you are helping a member arrange transportation, call the PHP Member Services line on the member's Medicaid ID card.*

PROVIDER OMBUDSMAN

NC Medicaid Managed Care Provider Ombudsman —

Phone: 866-304-7062, **Email:** Medicaid.ProviderOmbudsman@dhhs.nc.gov

PHP QUICK REFERENCE GUIDE LOCATION

- **Alliance Health :** <https://www.alliancehealthplan.org/providers/network/provider-quick-reference-guide/?swpmtx=4b06e772e09b52200fe6111acc0674d8&swpmtxnonce=e69c49951c>
- **Eastpointe :** <https://www.eastpointe.net/providers/>
 - *Fact sheet can be found under the Eastpointe Contact Fact Sheet tab*
- **Partners :** <https://www.partnersbhm.org/wp-content/uploads/partners-health-management-quick-reference-guide.pdf>
- **Sandhills :** <https://www.sandhillscenter.org/for-providers/>
 - *Fact sheet can be found under the Quick Reference Guide – Excel File tab*

- **Trillium** : <https://www.trilliumhealthresources.org/sites/default/files/docs/Medicaid-Transformation-Provider/Trillium-Tailored-Plan-Quick-Reference-Guide.pdf>
- **Vaya** : <https://providers.vayahealth.com/resources/vaya-quick-reference-guide/>

