Fact Sheet
Delegated Enrollment/Credentialing

What is Delegated Enrollment/Credentialing?

Delegated enrollment/credentialing is when one organization authorizes another to carry out the enrollment and credentialing activities of its health care practitioners. Enrollment establishes the provider's eligibility to bill a particular payer. Credentialing verifies the qualifications and competence of the provider. One of the key benefits of delegated credentialing is the improved efficiency of the credentialing process.

The North Carolina Department of Health and Human Services (NCDHHS) offers a Multi-payer System which enrolls/credentials providers for NC Medicaid, the Division of Mental Health, Developmental Disabilities and Substance Use Services, the Division of Public Health, the Office of Rural Health, and all the managed care health plans serving NC Medicaid.

Our delegation agreements will be open to qualifying North Carolina hospitals and large health care systems only. When there is an approved delegation agreement, and the enrollment and credentialing activities performed by the entity meet all National Committee for Quality Assurance (NCQA) standards, federal, and state regulations, NCDHHS allows for a single enrollment/credentialing experience into all the payers of NC Medicaid. **The expected launch date is March 2026.**

HOW TO BECOME A NORTH CAROLINA DELEGATED ENTITY?

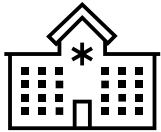| Prove that you follow NCQA standards and State and Federal requirements – sign delegation agreement	▶	Maintain Standardized Provider Onboarding and Monitoring Processes	▶	Pass Pre-Delegated Audit (comparable to NCQA audit)

WHY WOULD NCDHHS BE INTERESTED IN DELEGATED CREDENTIALING?

NCDHHS strives to be at the forefront of new initiatives to aid provider enrollment and minimize administrative burden. Delegated credentialing will allow hospitals and large health care systems employing a large number of individual providers to:
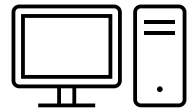
- Manage delegation for large volumes of individual providers
- Reduce administrative burden
- Accommodate program growth
- Expedite individual Provider Enrollment and Credentialing

- Improve efficiency of the credentialing process

- Increase practitioner satisfaction

- Remove the NC Application fee for their individual providers

- Support centralized credentialing

AS A DELEGATED ENTITY, HOW DO I ENROLL PROVIDERS?

- Providers enroll in delegated entity System
- Delegated Entity performs Credentialing
- Delegated entity sends provider roster to NCTracks system
- Delegated entity reconciles roster from NCTracks
- NCTracks system returns load report to delegated entity

WHAT ARE DELEGATED ENTITIES RESPONSIBLE FOR?

Delegated entities are responsible for completing the below functions when onboarding new individual providers that will participate with NCDHHS programs. These functions should occur at initial enrollment, re-enrollment, or reverification of an individual provider, as well as intermediately during maintenance updates, in accordance with state, federal and NCQA requirements.

Additionally, delegated entities will be responsible for uploading individual provider rosters (reporting new providers, provider changes, and provider terminations within one business day of separation), as well as submitting to a pre-delegated and annual audit, and ongoing oversight.

For more information, please see the NCQA Credentials Verification Organization Certification webpage.

Function	Enrollment or Credentialing	Delegated Entity Responsibility
NPI Validation	Enrollment	✓
USPS Address Validation	Enrollment	✓
Criminal Background Review/Monitoring	Credentialing	✓
Verification of Malpractice Insurance	Credentialing	✓
Education/Board Certification Verification	Credentialing	✓
Work History Verification	Credentialing	✓
Initial and Ongoing Sanction Review: • Medicaid and Children's Health Insurance Program State Information Sharing System (MCSIS)/Adverse Action Reports (AAR) • List of Excluded Individuals/Entities (LEIE) • Office of Inspector General (OIG) • System of Award Management (SAM) • National Practitioner Data Bank (NPDB) • License Board Sanctions	Credentialing	✓
Primary Source Verification of Licensures, Accreditations, Certifications	Credentialing	✓

WHEN WILL DELEGATED ENROLLMENT/CREDENTIALING BE AVAILABLE?

The launch date is tentatively March 2026. More information and updates will be made available as a date is confirmed.