

MAC DESK GUIDE

Time billed to MAC must be directly related to Medicaid covered services under North Carolina's state plan

SIS CODE 340:

REFERRAL, COORDINATION AND MONITORING OF MEDICAID SERVICES

- Use this code when making referrals for, coordinating, and/or monitoring the delivery of Medicaid services on behalf of clients.
- Use this code when linking the individual and family with Medicaid service providers to plan, carry out and maintain a health service plan.
 - Examples: Coordinating necessary medical, mental health or substance abuse services for clients covered by Medicaid that benefit from care coordination services;
 - Preparing documentation for a case to be reviewed by interdisciplinary staff planning meetings, case planning meetings, etc.;
 - Gathering information for facilitating prior authorizations;
 - Providing follow-up contact to ensure that an individual has received the prescribed Medicaid services.

SIS CODE 343:

ARRANGING TRANSPORTATION SERVICES FOR CLIENT TO ACCESS MEDICAID SERVICES

- Use this code when arranging for or scheduling specific support provisions, such as transportation services, which are necessary for an individual or family to access Medicaid services.
 - Example: Scheduling or arranging transportation services that assist the individual or family to access necessary care or treatment by health/mental health care providers.
- This category does not include the provision of the actual transportation service as a direct service.
- It does not include activities that contribute to the actual billing of transportation as a medical or dental service.
- It does not include accompanying an individual to Medicaid services as an administrative activity.

SIS CODE 342:

OUTREACH FOR MEDICAID SERVICES (Regardless of Client Eligibility Status)

- Use this code when performing activities that inform individuals about Medicaid, how to access Medicaid services, the importance of accessing medical, mental health, aging, functional/developmental disability, and alcohol and drug services and the importance of maintaining a routine place for health care.
- Activities include bringing persons into the Medicaid system for the purpose of determining eligibility and arranging for the provision of Medicaid services.
 - Examples: Developing, disseminating or presenting Medicaid outreach materials to inform individuals about Medicaid services and where to obtain services;
 - Informing individuals and their families on how to effectively access, use, and maintain participation in all health/mental health resources under the federal Medicaid Program.

SIS CODE 341:

FACILITATING AN APPLICATION FOR THE MEDICAID PROGRAM (Regardless of Client Eligibility Status)

- Use this code when assisting an individual or family to make application for Medicaid or referring them to the appropriate agency to make application, as well as assisting an individual to maintain Medicaid eligibility.
 - Examples: Verifying an individual's current Medicaid eligibility status for the purpose of the Medicaid eligibility process;
 - Assisting individuals or families to gather information/documents for Medicaid program application.

Note: All codes include related paperwork, clerical activities or staff travel required to perform these activities.