

# North Carolina Medicaid Special Bulletin



An Information Service of the  
Division of Medical Assistance

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**September, 2015**

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**Attention:  
All Providers**

## **Auto-Assignment Initiative Increased Enrollment of Medicaid and NCHC Beneficiaries with Community Care of NC (CCNC) Providers**

*Providers are responsible for informing their billing agency of information in this bulletin.  
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N.C. Division of Medical Assistance (DMA) will launch a statewide effort to increase the number of Medicaid and N.C. Health Choice (NCHC) beneficiaries enrolled in the Community Care of North Carolina (CCNC) managed care program. An eligible population of Medicaid and NCHC beneficiaries will be auto-assigned to a CCNC Primary Care Provider (PCP) when the beneficiary has not made a choice and when there is no valid reason for exemption from the program. Beneficiaries will be sent a letter with instructions on how to change their assigned PCP if desired. It is anticipated that eligible Medicaid and NCHC beneficiaries will be assigned to a CCNC PCP in their county of residence **beginning** September 2015.

CCNC is an enhanced primary care case management program which provides patient-centered, community- and evidence-based healthcare. DMA strongly supports this special program's goals to improve quality and access to care; manage appropriate utilization of services; and maintain cost-effectiveness through care coordination with medical homes.

It is expected that providers work together to ensure access to care for assigned beneficiaries during this initiative. CCNC PCPs must remember that they are contractually obligated to coordinate care for assigned beneficiaries. This may include providing services or authorizing another provider to treat assigned beneficiaries. There will be instances in which a beneficiary is not assigned to the correct PCP.

To ensure that auto-assigned Medicaid and NCHC beneficiaries receive medical care without delay, consider the following guidelines:

- For beneficiaries newly linked to the practice, PCPs are reminded of the appointment availability expectations for all participating CCNC providers.
- For beneficiaries who will be changing their assigned PCP, consider giving a CCNC/Carolina Access (CA) Referral Authorization for needed medical services until the assignment is corrected.
- Providers are reminded that DMA policy allows use of the NPI of the beneficiary's assigned CCNC PCP as the CCNC/CA Referral Authorization on a claim. Entering the referral in NCTracks is allowed, but not required at this time.
- **If the beneficiary has been assigned to the wrong PCP, refer them to the DMA Call Center at 1-888- 245-0179 to correct the assignment.**

### **Community Care of NC/CA Override Reminders**

- If providers are unable to obtain a CCNC/CA Referral Authorization from the assigned PCP of record prior to rendering treatment, an override may be requested.
- The assigned PCP should be contacted prior to requesting the override.

**Submitting an Override Request:**

- **Telephone** – The provider can call NCTracks at 1-800-688-6696 to request an override for future dates of service, or if the beneficiary is in the provider's office waiting for treatment.
- **Fax** – The provider can fax the Override Request Form to NCTracks at 1-855-710-1964. Providers may fax the override request form for past dates of service
- A copy of the DMA CA Override Request Form can be found on the [NCTracks Provider Policies, Manuals, Guidelines and Forms](#) page.
- Providers may contact NCTracks at 1-800-688-6696 to check on the status of a pending override request.

**Provider Record Reminders**

- Providers who are listed as accepting new patients in NCTracks are likely to receive auto-assigned beneficiaries.
- Providers are encouraged to verify that the information on their provider record is up to date and accurate, including counties served, enrollment limits, and other restrictions.
- If changes need to be made, providers may submit a Managed Change Request in NCTracks.
- For more information on submitting Managed Change Requests, review the [Provider User Guide and Training section](#) of the NCTracks website.
- [Regional consultants](#) can also provide guidance on submitting Managed Change Requests.

With cooperation in the provider community, beneficiaries will have access to quality medical services through care coordination with medical homes. For more information on CCNC/CA, visit DMA's [CCNC/CA web page](#) or contact a [regional consultant](#).

**Note:** Due to auto assignment, a patient may be assigned to a new practice. If you are contacted by the new provider's office for an authorization, please provide authorization to the new practice. This will reduce the need for providers to contact DMA and request an override.

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