NC Department of Health and Human Services

COVID-19 Testing:
Reporting under Secretarial Order #2

Office Hours, (Revised Time) 11:00-11:30
September 3, 2020
Updates and Reminders

Reminder: Link to COVID-19 Testing: Nursing Home Reporting Portal

https://ncgov.servicenowservices.com/csm_nh


• Lessons Learned: To register, please follow the Starter Kit.
  − Starter Kit will help users trying to register sidestep the 2 main reasons some users have had difficulty.

• Materials now available on NC Medicaid COVID Provider Status Reporting Page

• Special Bulletin will be released soon.

Upcoming Activities and Timelines

Voluntary: Tuesday, 9/8/2020: 8a-5p Customer Support
https://global.gotomeeting.com/join/221178565
Or just call:
(571) 317-3122
Access Code: 221-178-565

Mandatory: Registration to use Portal.


Your Help Button: Medicaid.ProviderReimbursement@dhhs.nc.gov
Update on Secretarial Order No. 2 and CMS-3401-IFC

- Secretarial Order No. 2 still in effect.
- Department is examining in light of recent federal requirements (which do not cover all nursing homes)
- *COVID-19 Testing: Nursing Home Reporting* Portal is the reporting platform for Secretarial Order No. 2 reporting only.
- Please direct all questions about federal requirements to DHSR.
Today’s Session

1. Communicating (an error or anything else) reporting.
   - Users can’t modify submissions directly once submitted.
   - State team will modify based on written request.
   - Modifications can be requested through Medicaid.ProviderReimbursement@dhhs.nc.gov
   - OR (preferably) through Portal itself.

2. Confirming your submissions (“cases”).
   - Once you press “submit” for a report, you’ll see it reflected as a “case” on your home page.
   - Each submission = its own “case.”
Tour
Questions and Answers