

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:**
 1. Log into the [NCTracks Provider Portal](#)
 2. Follow the Eligibility > Inquiry navigation
 3. Populate the requested provider, recipient and time period information
- **NCTracks Call Center:** 800-688-6696

PROVIDER SERVICES AND SUPPORT

Alliance: [Provider Central - Alliance Health \(alliancehealthplan.org\)](#) **Provider Services:** 855-759-9700

Partners: [Providers - Partners Health Management \(partnersbhm.org\)](#) **Provider Services:** 877-398-4145

Trillium: [Tailored Plans - Information for Providers | Trillium Health Resources](#) **Provider Services:** 855-250-1539

Vaya: [Provider Support & Services \(vayahealth.com\)](#) **Provider Services:** 866-990-9712

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

NCAHEC Practice Support: 919-445-3508, Practicesupport@ncahec.net

PRIOR AUTHORIZATIONS

Alliance — Online: [Clinical Resources - Alliance Health \(alliancehealthplan.org\)](#) **Phone:** 855-759-9700, **Pharmacy:** 855-759-9300

Partners — Online: [Prior Authorization Submissions - Partners Health Management \(partnersbhm.org\)](#) **Phone:** 877-398- 4145, **Pharmacy:** 877-817-2184

Trillium — Online: [Prior Authorization Services | Trillium Health Resources](#) **Phone:** 855-250-1539
Pharmacy: 855-250-1539

Vaya — Online: [Prior Authorization | Vaya Providers \(vayahealth.com\)](#) **Phone:** 800-893-6246 ext.1513, **Pharmacy:** 800-540-6083

**All pharmacy lines went live on June 1, 2024.*

CLAIMS

Alliance — Online: [Claims Information and Resources - Alliance Health \(alliancehealthplan.org\)](https://www.alliancehealthplan.org)
Phone: 855-759-9700

Partners — Online: [Claims and Rates Information - Partners Health Management - Provider Knowledge Base \(partnersbhm.org\)](https://www.partnersbhm.org) Phone: 704-842-6486

Trillium — Online: [For Providers | Trillium Health Resources](https://www.trilliumhealth.com) Phone: 855-250-1539

Vaya — Online: [Claims | Vaya Providers \(vayahealth.com\)](https://www.vayahealth.com), Phone: 828-225-2785 ext.1259

NON-EMERGENCY MEDICAL TRANSPORTATION & NON-EMERGENCY AMBULANCE TRANSPORTATION

Alliance — ModivCare: 855-759-9600

Partners — ModivCare: 855-397-3604

Trillium — ModivCare: 877-685-2415

Vaya — ModivCare: 855-397-3614

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

TP QUICK REFERENCE GUIDE LOCATION

- **Alliance** : <https://www.alliancehealthplan.org/providers/network/provider-quick-reference-guide/?swpmtx=4b06e772e09b52200fe6111acc0674d8&swpmtxnonce=e69c49951c>
- **Partners** : <https://www.partnersbhm.org/wp-content/uploads/partners-quick-reference-guide.pdf>
- **Trillium** : <https://www.trilliumhealthresources.org/sites/default/files/docs/Medicaid-Transformation-Provider/Trillium-Tailored-Plan-Quick-Reference-Guide.pdf>
- **Vaya** : https://providers.vayahealth.com/wp-content/uploads/2024/06/Vaya_quick_reference_guide_OOC_20240524.pdf

PROVIDER OMBUDSMAN

NC Medicaid Managed Care Provider Ombudsman

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

