

# NC Medicaid Managed Care Provider Playbook

NC Medicaid

## Day One Provider Quick Reference Guide

### VERIFICATION OF ELEGIBILITY AND PLAN

- **NCTracks** — Providers can verify eligibility and managed care enrollment through the NCTracks Recipient Eligibility Verification function available in the Provider Portal
- **Real Time Eligibility Verification Method**
  - a. Log into the NCTracks Provider Portal [nctracks.nc.gov/ncmmisPortal/loginAction?flow=PP](https://nctracks.nc.gov/ncmmisPortal/loginAction?flow=PP)
  - b. Follow the Eligibility > Inquiry navigation
  - c. Populate the requested provider, recipient and time period information
- **NCTracks Call Center:** 800-688-6696

### QUALITY AND PROVIDER PORTAL / PROVIDER SERVICES AND SUPPORT

**AmeriHealth Caritas** — [navinet.navimedix.com](https://navinet.navimedix.com) **Provider Services:** 888-738-0004 (TTY: 1-866-209-6421)

**Carolina Complete** — [network.carolinacompletehealth.com](https://network.carolinacompletehealth.com) **Provider Services:** 833-552-3876 - Option 3,  
[NCCH\\_Provider@carolinacompletehealth.com](mailto:NCCH_Provider@carolinacompletehealth.com) **Provider Relations:** [NetworkRelations@cch-network.com](mailto:NetworkRelations@cch-network.com)

**Healthy Blue** — [provider.healthybluenc.com](https://provider.healthybluenc.com) or [availity.com](https://availity.com) **Provider Services:** 844-594-5072, [AMH@healtyblue.com](mailto:AMH@healtyblue.com)

**United Healthcare** — [uhcprovider.com](https://uhcprovider.com) **Provider Services:** 800-638-3302, [UHCprovider.com/NCcommunityplan](https://UHCprovider.com/NCcommunityplan)  
**Provider Relations:** 800-349-1855 (TTY: 711), [carolinasprteam@uhc.com](mailto:carolinasprteam@uhc.com)

**WellCare** — [provider.wellcare.com](https://provider.wellcare.com) **Provider Services:** 866-799-5318, [wellcare.com/NC](https://wellcare.com/NC)  
**Provider Relations:** [NCProviderRelations@Wellcare.com](mailto:NCProviderRelations@Wellcare.com) Phone: 984-867-8637 (TTY: 711)

**NC Medicaid Provider Playbook** — [medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care](https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care)

**AHEC Practice and Support** — 919-445-3508, [Practicesupport@ncahec.net](mailto:Practicesupport@ncahec.net)

### PRIOR AUTHORIZATIONS

**AmeriHealth Caritas** — **Online:** Provider Portal, **Phone:** 833-900-2262, **Pharmacy:** 866-885-1406

**Carolina Complete** — **Online:** Provider Portal, **Phone:** 833-552-3876, **Pharmacy:** 833-585-4309

**Healthy Blue: Online** — Provider Portal, **Phone:** 844-594-5072, **Pharmacy:** 844-594-5072

**United Healthcare** — **Online:** [UHCProvider.com](https://UHCProvider.com), **Pharmacy: Phone:** 855-258-1593 **Online:** CoverMyMeds  
([covermymeds.com/main/prior-authorization-forms/optumrx](https://covermymeds.com/main/prior-authorization-forms/optumrx)), SureScripts ([providerportal.surescripts.net/ProviderPortal/optum/login](https://providerportal.surescripts.net/ProviderPortal/optum/login))

**WellCare** — **Online:** Provider Portal, **Phone:** 866-799-5318, **Pharmacy:** Fax - 800-678-3189 or SureScripts  
([providerportal.surescripts.net/providerportal](https://providerportal.surescripts.net/providerportal))

## CLAIMS

**AmeriHealth Caritas** — Online: [navinet.navimedix.com](http://navinet.navimedix.com), Phone: 888-738-0004

**Healthy Blue** — Online: [availability.com](http://availability.com), Phone: 800-594-5072

**Carolina Complete** — Online: [network.carolinacompletehealth.com](http://network.carolinacompletehealth.com), Phone: 833-552-3876 - Option 3, then 2

**United Healthcare** — Online: [uhcprovider.com](http://uhcprovider.com), Phone: 800-638-3302

**WellCare** — Online: [wellcare.com/en/North-Carolina/Providers/Medicaid/Claims](http://wellcare.com/en/North-Carolina/Providers/Medicaid/Claims), Phone: 866-799-5318

Two Claims Submission Fact Sheets are available on the Provider Playbook that address filing managed care claims. [medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care](http://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care)

## NON-EMERGENCY MEDICAL TRANSPORTATION & NON-EMERGENCY AMBULANCE TRANSPORTATION

- AmeriHealth Caritas, Carolina Complete, Healthy Blue and United Healthcare — ModivCare Health Care Provider Line: 855-397-3606, ModivCare Transportation Provider Line: 855-397-3604
- WellCare — MTM Provider Line: 877-598-7602

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

## PROVIDER OMBUDSMAN

NC Medicaid Managed Care Provider Ombudsman — Phone: 866-304-7062, Email: [Medicaid.ProviderOmbudsman@dhhs.nc.gov](mailto:Medicaid.ProviderOmbudsman@dhhs.nc.gov)

## HEALTH PLAN QUICK REFERENCE GUIDES

**AmeriHealth Caritas** — [amerihealthcaritasnc.com/assets/pdf/provider/provider-reference-guide.pdf](http://amerihealthcaritasnc.com/assets/pdf/provider/provider-reference-guide.pdf)

**Carolina Complete** — [network.carolinacompletehealth.com/content/dam/centene/carolinacompletehealth/pdfs/CCHN-Current-PDF-QRG-Form.pdf](http://network.carolinacompletehealth.com/content/dam/centene/carolinacompletehealth/pdfs/CCHN-Current-PDF-QRG-Form.pdf)

**Healthy Blue** — [provider.healthybluenc.com/docs/gpp/NC\\_CAID\\_QuickReferenceGuide.pdf](http://provider.healthybluenc.com/docs/gpp/NC_CAID_QuickReferenceGuide.pdf)

**United Healthcare** — [uhcprovider.com/content/dam/provider/docs/public/commplan/nc/training/NC-Medicaid-QRG.pdf](http://uhcprovider.com/content/dam/provider/docs/public/commplan/nc/training/NC-Medicaid-QRG.pdf)

**WellCare** — [wellcare.com/North-Carolina/Providers/Medicaid](http://wellcare.com/North-Carolina/Providers/Medicaid)

