

DAY ONE PROVIDER QUICK REFERENCE GUIDE

VERIFICATION OF ELIGIBILITY AND PLAN

- **NCTracks:** Providers will be able to 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: <https://www.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

PROVIDER PORTAL / PROVIDER SERVICES

- **AmeriHealth Caritas:** <https://navinet.navimedix.com> / **Provider Services:** 888-738-0004
- **Carolina Complete:** <https://network.carolinacompletehealth.com> / **Provider Services:** 833-552-3876
- **Healthy Blue:** <https://provider.healthybluenc.com> or <https://www.availity.com> / **Provider Services:** 844-594-5072
- **United Healthcare:** <https://www.uhcprovider.com> / **Provider Services:** 800-638-3302
- **WellCare:** <https://provider.wellcare.com> / **Provider Services:** 866-799-5318
- **NC Medicaid Provider Playbook:** <https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care>

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 / **Pharmacy:** **Phone:** 855-258-1593 **Online:** CoverMyMeds: <https://www.covermymeds.com/main/prior-authorization-forms/optumrx/>; SureScripts: <https://providerportal.surescripts.net/ProviderPortal/optum/login>; Pharmacy Resources and Physician Administered Drugs: UHCprovider.com
- **WellCare:** **Online:** Provider Portal / **Phone:** 866-799-5318 / **Pharmacy:** Fax: 800-678-3189 or SureScripts: <https://providerportal.surescripts.net/providerportal/>

CLAIMS

- **AmeriHealth Caritas:** **Online:** <https://navinet.navimedix.com> / **Phone:** 888-738-0004
- **Healthy Blue:** **Online:** www.availity.com / **Phone:** 844-594-5072
- **Carolina Complete:** **Online:** <https://network.carolinacompletehealth.com>
- **United Healthcare:** **Online:** <https://www.uhcprovider.com> / **Phone:** 800-638-3302
- **WellCare:** **Online:** <https://www.wellcare.com/en/North-Carolina/Providers/Medicaid/Claims> / **Phone:** 866-799-5318

Two Claims Submission Fact Sheets are available on the Provider Playbook at:

<https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care> that address filing managed care claims.

NON-EMERGENCY MEDICAL TRANSPORTATION & NON-EMERGENCY AMBULANCE TRANSPORTATION

- **AmeriHealth Caritas, Carolina Complete, Healthy Blue, United Healthcare:**
ModivCare Health Care Provider Line: 855-397-3606 / ModivCare Transportation Provider Line: 855-397-3604
- **WellCare:**
One Call Health Care Provider Line: 877-598-7602 / One Call Transportation Provider Line: 877-598-7640

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

PROVIDER OMBUDSMAN

Medicaid Managed Care Provider Ombudsman:

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

PHP QUICK REFERENCE GUIDE LOCATION

- **AmeriHealth Caritas:** <https://www.amerihhealthcaritasnc.com/assets/pdf/provider/provider-reference-guide.pdf>
- **Carolina Complete:** <https://network.carolinacompletehealth.com/content/dam/centene/carolinacompletehealth/pdfs/CCHN-Current-PDF-QRG-Form.pdf>
- **Healthy Blue:** https://provider.healthybluenc.com/docs/gpp/NC_CAID_QuickReferenceGuide.pdf
- **United Healthcare:** <https://www.uhcprovider.com/content/dam/provider/docs/public/commplan/nc/training/NC-Medicaid-QRG.pdf>
- **WellCare:** <https://www.wellcare.com/North-Carolina/Providers/Medicaid>