



NC Department of Health and Human Services

Provider Reviews, Audits and Investigations in Medicaid Managed Care

**NC Medicaid
Office of Compliance & Program Integrity**

November 12, 2019

PREVIOUSLY SUBMITTED QUESTIONS

**PLEASE ENTER ALL QUESTIONS INTO THE CHATBOX AND SEND
ONLY TO:**

AADMIN_FOR_QUESTIONS --

Objective

Providers will obtain information on reviews, audits, and investigations in Medicaid Managed Care.



Agenda

- **Introductions**
- **Statutory authority**
- **Provider responsibilities**
- **Fraud, waste & abuse prevention**
- **Conclusion & questions**



Statutory Authority for Investigations in Medicaid Managed Care

“To ensure the effective use & management of public resources in the delivery of services to Medicaid Managed Care members, the PHP shall also increase awareness within its organization & across provider network of methods to prevent, detect & report potential fraud, waste & abuse....PHPs comply with all applicable federal state laws & regulations...”

Article 51, Chapter 1 G.S. 42 C.F.R. part 455 & 42.C.F.R. § 438.608

Provider Responsibilities

- **Comply with all federal & state regulations.**
- **Monitor to confirm services were received**
- **Self report & return overpayments**
- **Report changes in status**
- **Review exclusion lists**
- **Conduct regular QA & self audits**

Provider Responsibilities

- **Submit proper claims for services which are medically necessary**
- **Offer training on fraud, waste & abuse (FWA) and reporting**
- **Improve standard of care for beneficiaries**
- **Identify gaps in services and needs**
- **Participate in collaborative efforts to implement Medicaid Managed Care going forward**



Provider Fraud Waste & Abuse (FWA) Prevention

- **Compliance programs meet 42 CFR § 438.608 requirement**
- **Policy & procedures meet Deficit Reduction Act (DRA) of 2005**
- **Written policies & procedures regarding False Claims Act.**
- **Cooperate and comply with reviews, audits and investigations**

PHP & Provider Investigation Coordination

- **PHPs will have special investigations units**
- **PHPs will have a TIP line to report FWA**



Provider Reviews, Audits and Investigations in Managed Care



Contact Information

**Office of Compliance & Program Integrity
NC Medicaid / Division of Health Benefits
2501 Mail Service Center
Raleigh, NC 27699-2501**

Office: 919-527-7700

Fax: 919-831-1808

Provider Resources

- **Medicaid Contact Center at (888) 245-0179**
- **Medicaid.Transformation@dhhs.nc.gov**
- **NCTracks Call Center at (800) 688-6696**
- **Provider Playbook: Medicaid Managed Care**
<https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care>

Your Live Questions Answered

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Opportunities for Engagement

DHHS values input and feedback and is making sure stakeholders have the opportunity to connect through a number of venues and activities.

Ways to Participate

- Regular webinars, conference calls, meetings, and conferences
- Comments on periodic white papers, FAQs, and other publications
- Regular updates to website:
<https://www.ncdhhs.gov/assistance/medicaid-transformation>
- Comments, questions, and feedback are all very welcome at
Medicaid.Transformation@dhhs.nc.gov
- Provider Resources: <https://Medicaid.ncdhhs.gov/providers>

Providers will receive education and support during and after the transition to managed care.



Upcoming Events

Managed Care Publications

Questions and Answers:

- Provider Specific Questions
- General Provider Frequently Asked Questions

Readiness Resources:

- **Provider Playbook: Beneficiary Materials**
 - <https://medicaid.ncdhhs.gov/provider-playbook-medicaid-managed-care/provider-playbook-beneficiary-materials>
- **Provider Playbook: Readiness**
 - <https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care/provider-playbook-readiness>
- **Provider Playbook: Training Courses**
 - <https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care/provider-playbook-training-courses>
- **Provider Resources**
 - <https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care/provider-resources>
- **Virtual Office Hours**
 - <https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care/virtual-office-hours>

Other Upcoming Events

Virtual Office Hours Sessions:

- TBD

Provider/PHP Meet and Greet:

- TBD

Look out for more information on upcoming events and webinars distributed regularly through special provider bulletins.

<https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care>

Provider Playbook Resources

Document Title/Topic	Document Type
Contracting with Health Plans	Fact Sheet
Early Intervention Services in Medicaid Managed Care	Fact Sheet
Eligibility for Newborns: What Providers Need to Know	Fact Sheet
Medicaid Transformation: Beneficiary Enrollment & Timelines	Fact Sheet
Medicaid Transformation: Overview	Fact Sheet
Non-Emergency Medical Transportation (NEMT)	Fact Sheet
Overview of the Beneficiary Experience in NC Medicaid Managed Care for Medicaid Providers	Fact Sheet
Searching the Enrollment Broker Provider Directory, September 2019	Fact Sheet
Beneficiary Enrollment Materials	Beneficiary Materials
Beneficiary Outreach Materials	Beneficiary Materials

Provider Playbook Resources (continued)

Document Title/Topic	Document Type
MCT 101: Provider Transition to NC Medicaid Managed Care	Training
MCT 102: Provider Payment and Contracts	Training
MCT 103: Value Based Payments and Quality Measurement in Medicaid Managed Care	Training
MCT 104: Provider Policies	Training
MCT 105: Beneficiary Policies	Training
MCT 106: Behavioral Health Services: Standard Plans and Transition Period	Training
MCT 107: Contracting with AMH Practices	Training
MCT 108: Clinical Policies	Training
MCT 109: Healthy Opportunities	Training
MCT 110: Overview of Long-Term Services and Supports Populations	Training
MCT 111: Care Management for Long-Term Services and Supports Populations	Training
MCT 112: Supporting the LTSS Community through the Transition to Managed Care	Training
MCT 113: Care Management under BH I/DD Tailored Plans: Information for Providers	Training
MCT 114: NC's Transition to Managed Care: Crossover	Training

**PLEASE CONTINUE TO SEND
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**THANK YOU FOR JOINING THE
VIRTUAL OFFICE HOURS
DISCUSSION!**