



Feb. 4, 2019

**Process to Notify PHP to Reinstate Provider Payments**

**Section V.D.2.j.**

**Finance**

NC Medicaid’s Finance department(s) will provide ad hoc letterhead notifications to one or more PHPs with instructions to cease specific offsets to provider payments that were previously communicated to the PHP. Each PHP who receives such a notice should acknowledge receipt of the Department’s instruction.

**Office of Compliance and Program Integrity**

NC Medicaid’s Office of Compliance and Program Integrity will provide memorandum or letter notification to PHPs when provider payments should be reinstated. The notification will include provider name, address, and NPI; reinstatement date; and reinstatement reason for the identified provider. NOTE: When the credible allegation has ended without confirmation the PHP will be notified to reinstate provider payments.

**Provider Operations**

The Provider Data Contractor (PDC) will send a secure provider file to the PHPs daily. The provider file will consist of numeric Action Reason Codes (ARCs) that will identify suspended and terminated providers. The PHP Provider File Companion Guide contains the ARCs and PHP action for each provider on the file. When the adverse ARC is ended, the PHP can reinstate provider payments. The following table contains a subset of ARCs from the Companion Guide that will notify the PHP to reinstate provider payments.

From Value	Initial PDC File Sent to PHP	PHP Contracted Provider Eligible in Network (Subsequent PDC Files)	PHP Contracted in Network Provider Suspended PHP Status (Subsequent PDC Files)	PHP Contracted in Network Provider Terminated PHP Status (Subsequent PDC Files)
1, 2, 10, 24	Medicaid Eligible	No Action	Can Remove Suspension	Can Remove Termination
4, 26, 50	Not Medicaid Eligible - Suspended Medicaid Participation	Suspend Provider	No Action	No Action
5	Not Medicaid Eligible	Terminate Provider	No Action	No Action
6, 7, 8, 11, 12, 13, 15, 16, 20, 23, 32, 41, 44, 48, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70	Not Medicaid Eligible	Terminate Provider	Terminate Provider	No Action

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES**

9, 51	Medicaid Eligible	No Action	No Action	No Action
25	Not Medicaid Eligible - Suspended Medicaid Participation	No Action	No Action	No Action

**Version**

DATE	SECTION UPDATED	CHANGE