

Provider Data Management/Credentialing Verification Organization (PDM/CVO)

NCDHHS Medicaid Enterprise Systems

Enacted in Session Law 2017-57, the NC General Assembly authorized NCDHHS to procure modular replacement systems that align NC Medicaid technologies and the CMS sponsored Medicaid Information Technology Architecture (MITA) initiative. The new system, NC Medicaid Integrated Modular System (MIMS), will evolve the singular NCTracks system into a modular system with independent components (e.g. pharmacy, claims, finance, prior authorization) that stand alone yet integrate with other modules. As part of this effort, the provider enrollment, credentialing, and data management components of NCTracks will transition to a new Provider Data Management/Credentialing Verification Organization (PDM/CVO) solution.

The new PDM/CVO solution will coordinate enrollment, credentialing and ongoing provider data maintenance as a multi-payer system for NCDHHS. It will be used by NC Medicaid Direct and NC Medicaid Managed Care health plans, the Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS), the Office of Rural Health (ORH) and the Division of Public Health (DPH).

WHEN WILL THE PDM/CVO SOLUTION LAUNCH?

NCDHHS plans to launch the PDM/CVO by Winter 2024:

- Release PDM/CVO RFP: Fall 2021
- Award PDM/CVO RFP: Winter 2022
- Implementation Planning for PDM/CVO Launch: Winter 2022 – Winter 2023
- Launch PDM/CVO: By Winter 2024

PDM/CVO SOLUTION BENEFITS

The PDM/CVO will:

- Consolidate all provider data to create an accurate directory for credentialing and health plan enrollment functions, reducing administrative redundancy and burden.
- Simplify the enrollment, data maintenance, and revalidation process.
- Facilitate centralized credentialing on behalf of NCDHHS and NC Medicaid Managed Care plans.

- Mitigate reimbursement errors caused by outdated provider data.
- Align North Carolina's credentialing process with National Committee for Quality Assurance (NCQA) standards.

PDM/CVO SOLUTION FEATURES

Core Provider Services

- **Mailbox** where providers receive and respond to messages
- **Maintenance feature** that allows active and inactive providers to update and validate their provider records through direct data entry online, based on selected criteria
- **Interactive chat function** that enrolled providers and authenticated users use to chat directly with a customer care representative
- **Provider search feature** that provides both authenticated users and public users the ability to search for providers using a variety of criteria
- **Account administration portal** where users may add or remove provider account users and change user roles for all self-service functions
- **Resources** (e.g., links to relevant websites and key contact information)

Provider Enrollment and Management Customer Care

- **Interactive Voice Response System (IVRS)** to welcome and route incoming calls, convey educational alerts during hold times and queue providers until call center staff are available.
- **Customer Relationship Management (CRM) tool** to manage communication and correspondence with providers.
- **Self-Service Portal** that provides access to **current and historical record information** for provider enrollment maintenance and revalidation activities and other reference documents.
- **Pre- and post-enrollment onsite screening** and maintaining site visit information by staff acting on behalf of NCDHHS.
- **Enrollment and revalidation support** through a call center to instruct providers in the application, revalidation, maintenance, and recertification processes.
- **Administrative Action** Receive, review, verify and update provider information submitted during provider enrollment, revalidation and maintenance.

NCDHHS RESPONSIBILITIES

NCDHHS will oversee and closely monitor health plan utilization management policies to ensure beneficiaries receive needed services and that providers are paid appropriately. NCDHHS is soliciting the PDM/CVO vendor that will:

- Improve Multi-Payer services for Medicaid and Managed Care Organizations under a centralized credentialing process.
- Establish outreach, education, and engagement opportunities for providers through mass communication with all providers and targeted messaging to specific providers, as needed.
- Align North Carolina's credentialing process with NCQA standards and consistently apply enrollment and credentialing standards across providers.

PROVIDER RESPONSIBILITIES

The PDM/CVO will apply to providers in all Medicaid and NCDHHS programs: Medicaid, Health Choice, DMH/DD/SA, DPH and ORHC. NCDHHS is committed to ensuring providers can continue to operate their businesses with minimal interruption during the transition to the PDM/CVO.

While all providers must undergo enrollment and credentialing to deliver services for any NCDHHS program, those who are currently authorized when the PDM/CVO launches will be revalidated according to the current schedule.

Please note that credentialing requirements vary, depending on the type of service and the program, but all requirements can be verified using this centralized enrollment process.

In preparation for the transition to the new PDM/CVO, providers are encouraged to:

- **Maintain an accurate provider record.** Reviewing each provider record and correcting outdated information is essential to ensuring the information from the current NCTracks provider record transfers to the new system accurately.
- **Stay informed.** Review the NC Medicaid Provider webpage often and read all new Medicaid bulletins.
- **Participate in educational opportunities.** Respond to notifications of engagement, participating in webinars and other events meant to fully prepare providers for the new system.

WILL ANY PROVIDER ENROLLMENT AND CREDENTIALING ACTIVITIES CONTINUE THROUGH NCTRACKS?

The Provider Operation activities within NCTracks will be decommissioned when the new PDM/CVO system is ready for implementation, currently expected to be around Winter 2024. All provider enrollment activities will take place using the new PDM/CVO platform. Existing data will be converted and loaded into the new system.

HOW WILL THE LME/MCOS ENGAGE WITH THE NEW PDM/CVO SYSTEM?

The PDM/CVO is designed to incorporate managed care organizations, including the NC Medicaid Direct and managed care plans into its functionality.

WHAT IF I HAVE QUESTIONS?

More details about the PDM/CVO are available on our website at:

<https://medicaid.ncdhhs.gov/providers>

Note: All media inquiries must be directed NCDHHS Press Office at news@ncdhhs.nc.gov or 919-855-4840.