



NC Department of Health and Human Services NC Medicaid

Medicaid Enterprise Systems (MES)
Provider Data Management / Credentialing Verification Organization
(PDM/CVO) Module Overview

August 2023



Journey to Modernization: PDM/CVO

NCDHHS Vision

To improve the health of North Carolinians through an innovative, whole-person centered, and well-coordinated system of care that addresses both the medical and non-medical drivers of health.

In 2017, Session Law 2017-57 authorized the replacement of current Medicaid Management Information System (MMIS) technologies with modular systems. As a result of this change, the following developments can be anticipated.

1. NC Medicaid Managed Care Transformation Roadmap will:
 - ✓ Ease the provider administrative burden
 - ✓ Modernize PDM/CVO technologies
 - ✓ Simplify and enable responsive access for Medicaid providers to participate in NC's Medicaid Program
2. PDM/CVO will:
 - ✓ Align with NC Medicaid Managed Care Transformation Roadmap
 - ✓ Streamline data intake and maintenance throughout provider lifecycle
 - ✓ Perform provider enrollment and credentialing on behalf of NCDHHS
 - ✓ Detect and prevent fraud, waste and abuse

Managed Care Commitments

Whole-Person
Care



Buy
Health



Local Care
Management

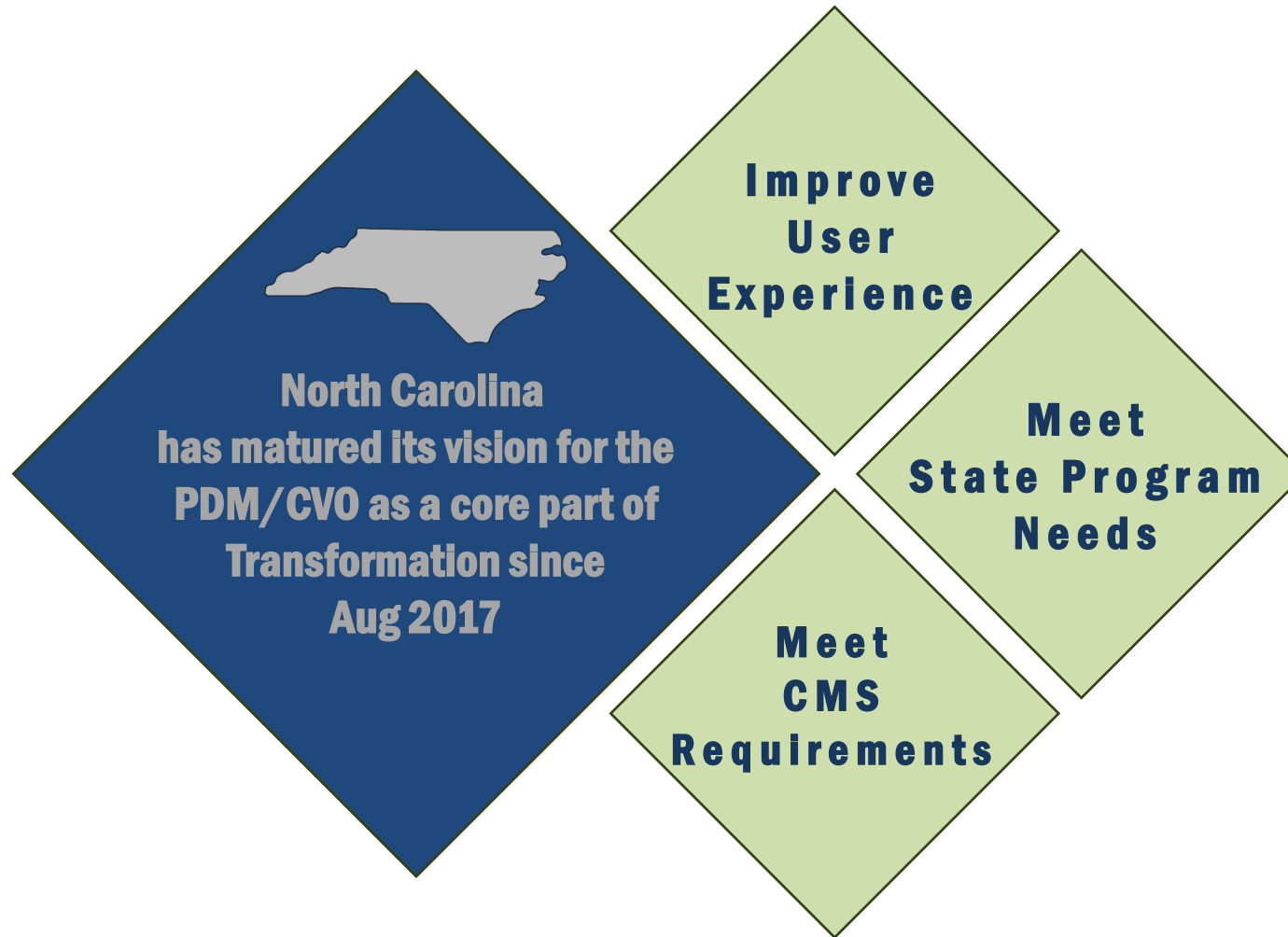


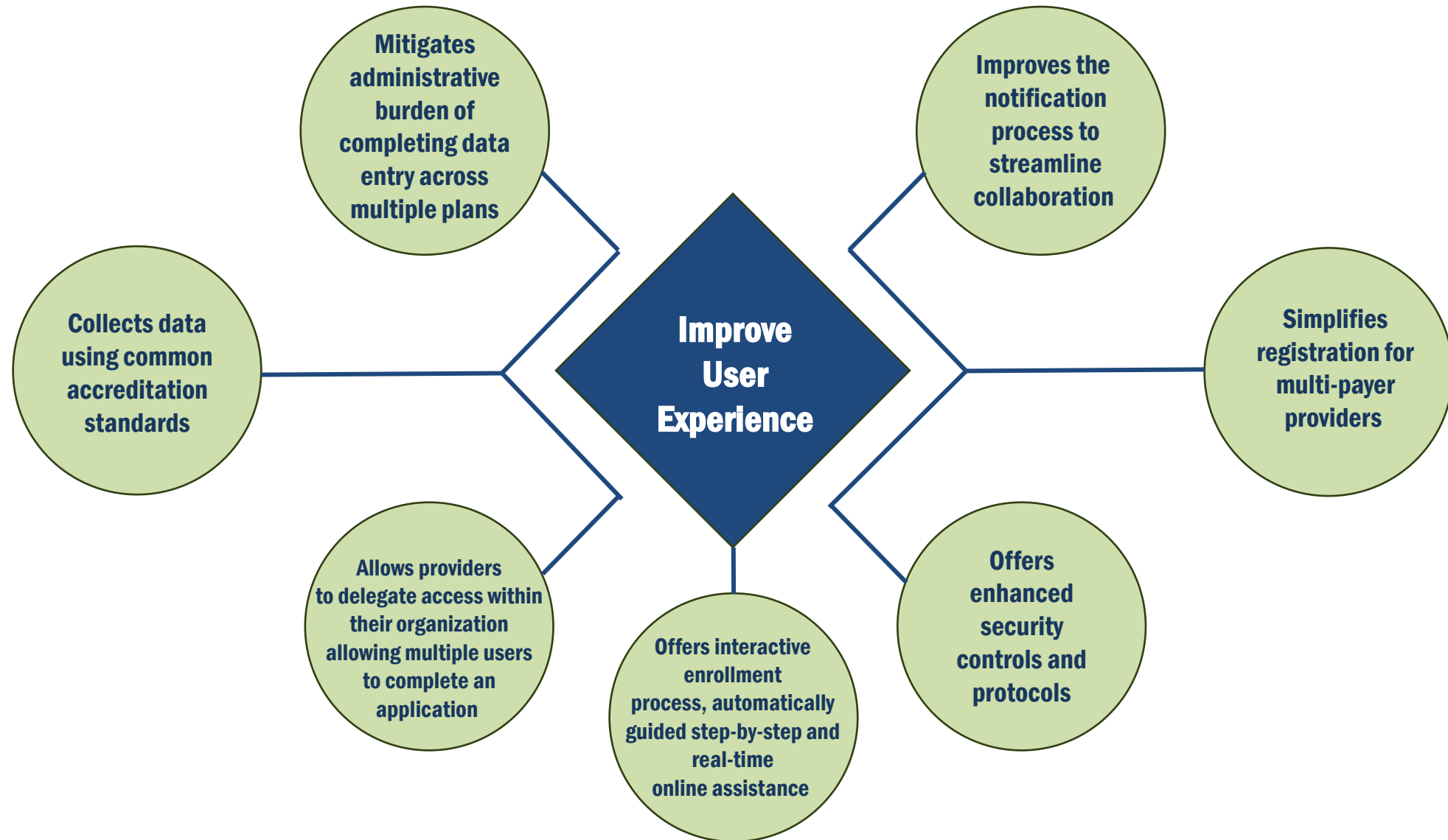
Member
Experience



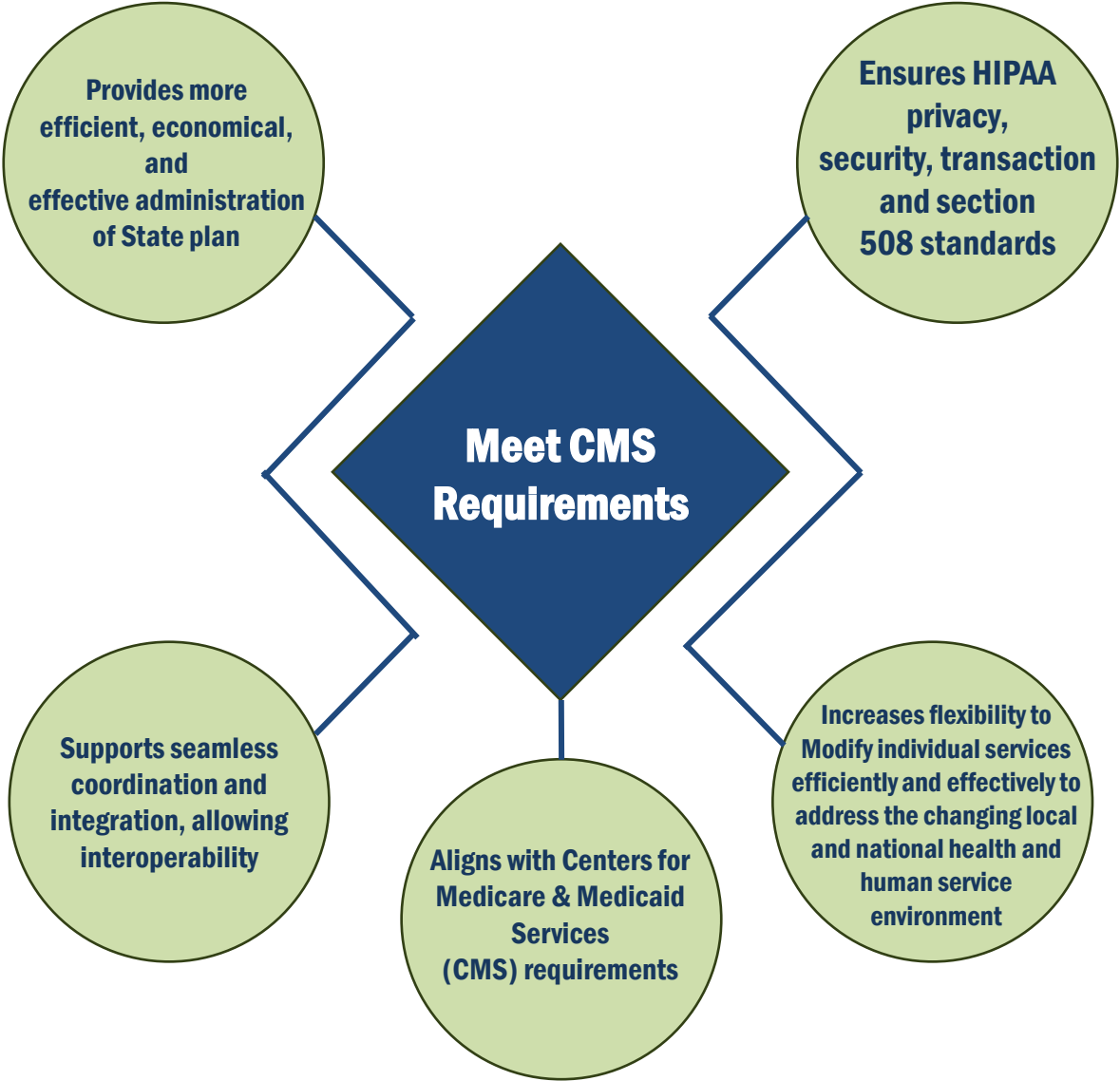
Provider
Access













PDM/CVO Module Introduction

Key Metrics (approximate numbers)



102,000

Actively enrolled individuals, organizations, and atypical providers



2,293

Applications received from newly enrolling providers
(monthly)



8,524

Managed change request applications
(monthly)



1,222

Providers are recredentialed/reverified
(monthly approximation)



136

Fingerprint-based background checks
(monthly)



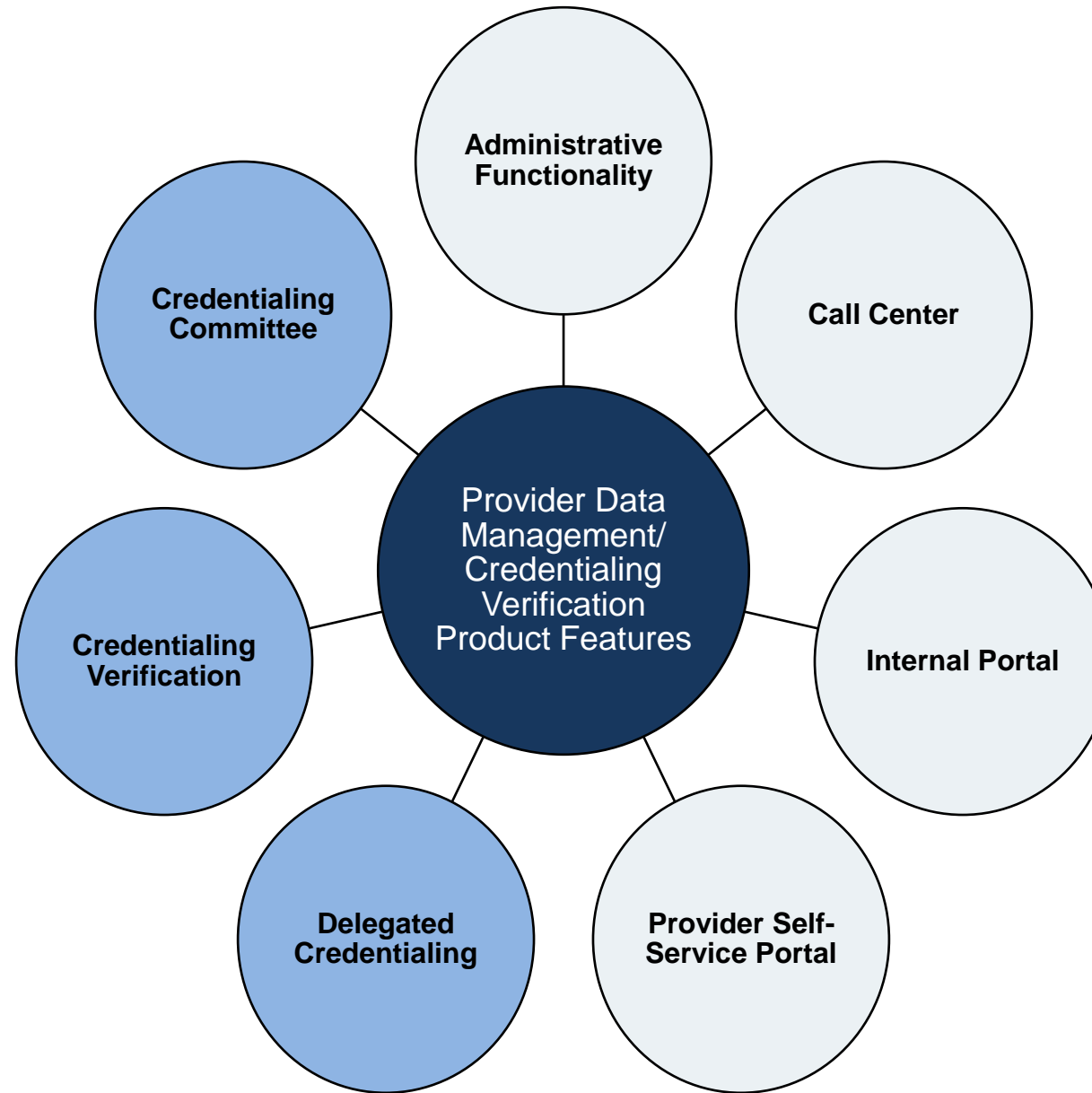
173

Site Visits / Screenings
(monthly)



1,989

Newly Enrolling Provider Trainings
(monthly)



Provider Data Management Product Features

Administrative Functionality

- Configure User Roles and Access Security
- Configure Business Rules
- Import and Export Provider Data
- Perform Mass Updates
- Provide Directory Service (API) to MES

Internal Portal

- Enroll and Disenroll Provider
- Inquire and Manage Provider Information
- Manage Provider Communication & Outreach
- Batch upload of delegated providers
- Manage Provider Grievances & Appeals
- Terminate Provider

Provider Self-Service Portal

- Register Provider
- Submit Application
- Process Application Fees
- Accept Grievances & Appeals

Call Center

- Interactive Voice Response System (IVRS)
- Customer Relationship Management (CRM) Tool
- Enrollment and Recredentialing Support

Credentialing Verification Organization Product Features

Credentialing Committee

- Download Provider Profile
- Update Provider Profile with Decision
- Notify Applicant of Decision
- Track Decision and Profile Histories
- Manage Meeting Schedules, Agendas and Minutes

Credentialing Verification

- Verify Primary Source
- Assess Risk
- Screen Provider (Federal, State, & External Databases)
- Manage Site Visit Data
- Manage Fingerprint Check Data
- Assemble Provider Profile
- Pre- and Post-delegation oversight

Delegated Credentialing

- Qualifying hospital systems will have the authority to credential their health care practitioners
- Required to follow all regulatory bodies under NC Medicaid including NCQA, CMS, and federal and state laws
- Auditing and oversight will take place



PDM/CVO Module Implementation

Acquired

- Defined business driven requirements and expected outcomes
- Procured solution from the vendor that provided best value, Optum

Configure & Test

- Coordinate with NC Medicaid providers to proactively communicate changes and solicit design input
- Selected vendor will configure the module to meet NC Medicaid needs
- Solicit testing input from various provider communities

Implement

- Train users and implement module
- Demonstrate that operations staff are implementation ready
- Ensure minimal disruption of services and smooth transition

Expected changes for providers at PDM/CVO full implementation



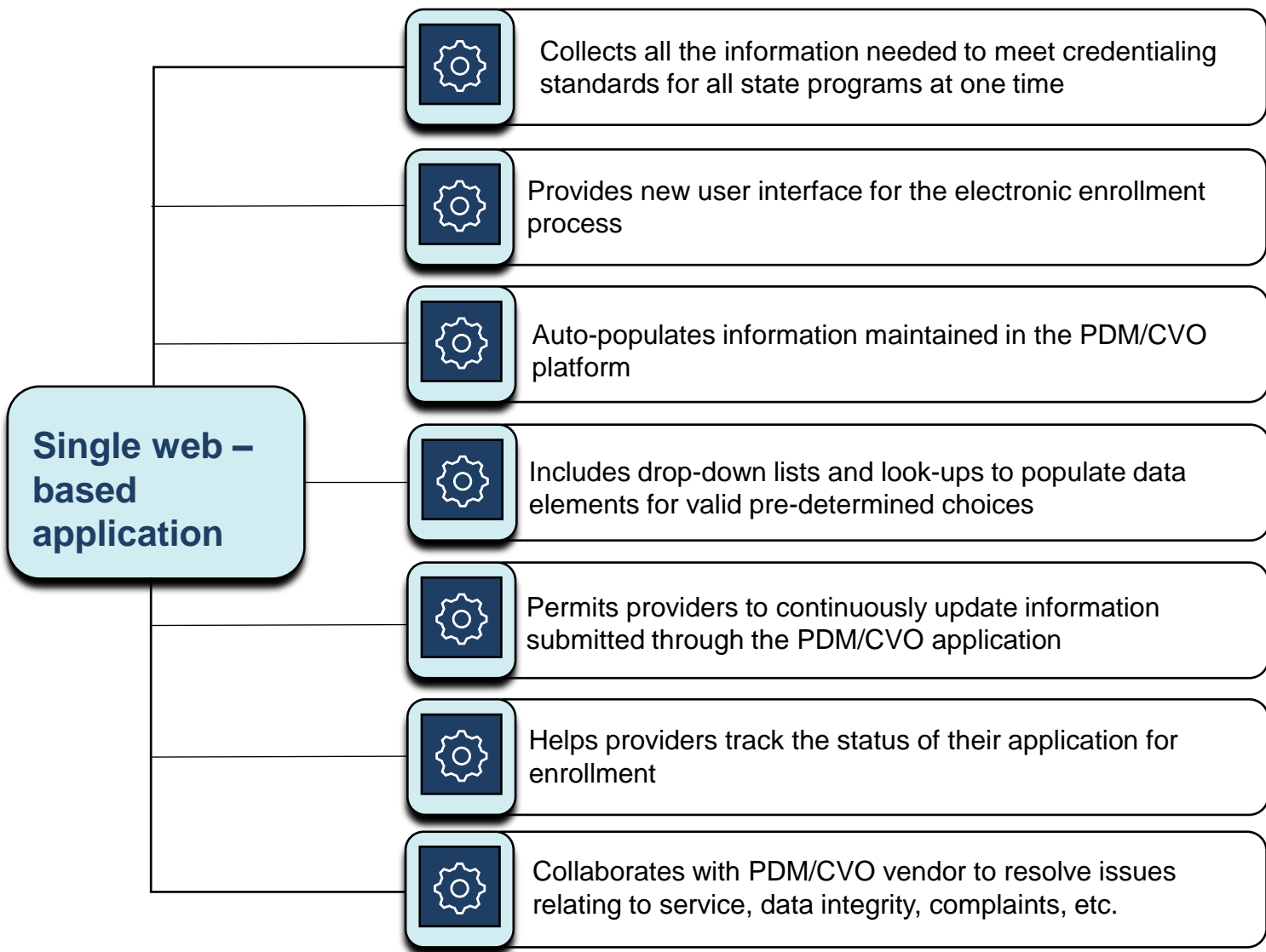
Notable Mentions

- Upon implementing the PDM/CVO, all current recredentialing due dates will remain unchanged.
- The PDM/CVO will offer delegated credentialing to qualifying hospital systems.



Communication

- Provider community will remain informed by way of webinars, arranging training and frequent communications.



Next Steps:

NCDHHS will engage in **provider-focused education** and **outreach** to help providers transition from the current Medicaid provider enrollment process to the transition period processes, and then to the entire centralized credentialing process under full implementation.

Communications include:

- Provider Association Webinars
- Ongoing Stakeholder Meetings
- Trainings
- Outreach to enrolled providers, associations, and other stakeholders
- NC Medicaid website for updates:
<https://medicaid.ncdhhs.gov/PDM-CVO>
- All PDM/CVO questions and/or requests for information can be sent to:
Medicaid.PDMCVO.Team@dhhs.nc.gov

