NC Medicaid Managed Care
Provider Playbook

NC Medicaid

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

NCDHHS Medicaid Enterprise Systems

Session Law 2017-57 authorized NCDHHS to procure a new modular Medicaid Enterprise technology system to replace certain functions of our NCTracks system. 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) modular solution.

The new PDM/CVO solution will coordinate enrollment, credentialing, and ongoing provider data management for NCDHHS. It will be used by the Division of Health Benefits (NC Medicaid), 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?

Fall 2021: Released RFP → Feb 2023: Awarded PDM/CVO Contract to Optum → Implementation Planning for PDM/CVO Launch → Launch PDM/CVO

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.

- Mitigate reimbursement errors caused by outdated provider data.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** for enrolled providers and authenticated users to chat directly with a customer care representative

- **Provider search feature** to provide 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** to provide 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 site visit information

- **Enrollment and revalidation support** through a call center to instruct providers in the application, revalidation, maintenance and recertification processes

- **Administrative Action support to** receive, review, verify and update provider information submitted during provider enrollment, revalidation and maintenance

NCDHHS RESPONSIBILITIES

NCDHHS awarded a contract to Optum to implement the PDM/CVO solution. As the PDM/CVO vendor, Optum will ensure that the PDM/CVO will:

- Improve provider enrollment for NC Medicaid and NCDHHS through a centralized credentialing process.

- Establish outreach, education, and engagement opportunities for providers.

- Align North Carolina's credentialing process with NCQA and CMS standards and consistently apply enrollment and credentialing standards across all providers.

- Allow providers to continue to operate their businesses with minimal interruption during the transition.

PROVIDER RESPONSIBILITIES

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

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 Optum, 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 NC TRACKS?

The provider enrollment activities within NCTracks will be decommissioned when the new PDM/CVO system is ready for implementation. At that time, all provider enrollment activities will take place using Optum's PDM/CVO platform. Existing data will be converted and loaded into the new system.

HOW WILL THE MANAGED CARE PLANS ENGAGE WITH THE NEW PDM/CVO SYSTEM?

The PDM/CVO will credential all providers for NC Medicaid managed care and NC Medicaid Direct. There will be no additional credentialing performed by the managed care plans. The PDM/CVO will provide centralized credentialing to be used by all NCDHHS programs.

WHAT IF I HAVE QUESTIONS?

More details about the PDM/CVO are available on the PDM/CVO Webpage.

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