NC Medicaid Managed Care
Provider Data Contractor Questions and Answers

How does the Provider Data Contractor (PDC) assist North Carolina and the Medicaid Managed Care process?
The PDC is not performing credentialing on behalf of North Carolina. The PDC provides primary source data to the health plans to assist in their network eligibility determinations. Credentialing is primary source verification of a health care practitioner's education, training, work experience, license, etc. A variety of resources are used to verify the information.

How was my information collected?
The enrollment information you provided to NCTracks has been forwarded to the PDC. NC Medicaid asked the PDC to use primary sources to collect additional information from various primary sources to supplement your overall data profile.

Will all my health plans (payers) get this information or do I need to call the plans to contact you for my credentialing information?
The North Carolina State Medicaid Program will share this information with the Health Plans that participate in the NC Medicaid Managed Care . If you participate in any other plan outside of Medicaid, then you need to contact the respective plans and follow their process. The PDC data are only intended to be used for North Carolina Medicaid provider enrollments.

How can I make sure to stay in compliance and in-network with the health plans?
NC Medicaid is sharing your information with the health plans daily. Please make sure your information is properly submitted to NCTracks. Complete a Managed Change Request to update your information.

How do I change my information in NCTracks?
Go to www.nctracks.nc.gov and use your login credentials to complete a Managed Change Request to update your information.

I recently acquired a degree/training; where do I need to submit this information? What is the process to get this corrected if needed?
Contact the NC PDC helpdesk at 877-236-3198 or email NCProviderData.HelpDesk@wipro.com with your information.

How do I update information related to my Board Certifications? What is the process to get this corrected if needed?
Contact the NC PDC helpdesk at 877-236-3198 or email NCProviderData.HelpDesk@wipro.com with your information and the Board Name.

I do not have CDS certification, and I would like to know how to get one.
North Carolina does not currently require CDS. The following states have the CDS program and you can apply through the respective websites: DC, IN, LA, MD, NJ, NM, SC, TX, MA, AZ, IL, AL, WV. North Carolina is not one of the CDS states and you do not need to have CDS certificate yet if operating within North Carolina. Drug Enforcement Administration is enough if you are a prescribing provider.

I don't have the Drug Enforcement Administration (DEA) certification and I would like to know how to get one.
Please visit https://www.dea.gov.

My license was recently renewed and it is not reflected by my Payer.
NC PDC verifies the license through the State license Board websites. Please check your Board's website and make sure your information is properly updated. If the information is not correct, then contact the State Licensing agency. NC PDC cannot update this information on your behalf.

I do not have any sanctions but I was marked as a sanctioned provider. How can I correct my status?
NC PDC verifies the **OIG sanction** and **SAM sanction** using your first name, last name and Social Security number. Please contact OIG at https://oig.hhs.gov or SAM https://www.sam.gov/SAM, respectively, to have this information corrected. NC PDC will automatically pull the information and correct the applicable record in its database.

I don't have any liability malpractice but I was marked as having a malpractice action in my record. How can I get this corrected?
NC PDC verifies malpractice using your first name, last name and Social Security number. Please contact the National Practitioner Data Bank (NPDB) at https://www.npdb.hrsa.gov/hcorg/aboutQuerying.jsp to have this information corrected. NC PDC will automatically pull the information and correct the record in its database.

Where do I send my latest liability information?
Contact the NC PDC helpdesk at 877-236-3198 or email NCProviderData.HelpDesk@wipro.com with your information.

My liability limits are different than the one provided in the database. How can I update the information?
Contact the NC PDC helpdesk at 877-236-3198 or email NCProviderData.HelpDesk@wipro.com with your information.

I am not accredited; how can I get accredited to the Joint Commission on Accreditation of Healthcare Organizations (JACHO)?
Please contact https://www.jointcommission.org.

I am accredited through X, how can I get that information included on my record?
Contact the NC PDC helpdesk at 877-236-3198 or email NCProviderData.HelpDesk@wipro.com with your information and the accrediting agency information.