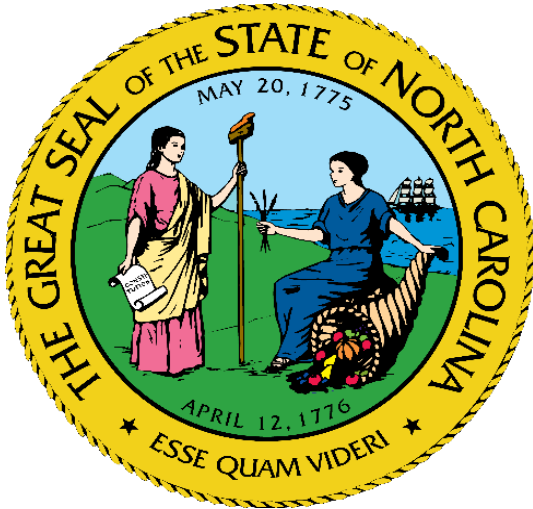


Virtual Office Hours

NC Medicaid Initiatives & Updates

March 6, 2025

Susan Sartain – Provider Relations Representative
Serja Goram, MBA – Provider Relations Representative
Michael Herrera – Provider Relations Supervisor



RCC (Relay Conference Captioning)

Participants can access real-time captioning for this webinar here:

AGENDA

- Children & Family Specialty Plan Update
- MFA required for all NCTracks Users
- Federal Medicaid Enrollment Fee Increases to \$730 for CY 2025
- Ordering, Prescribing, or Referring Provider Updates
- Notification Required for Change in Ownership (CHOW)
- Delegated Enrollment & Credentialing
- Credentialing Committee
- Maintaining accurate NCTracks provider record
- Education transcripts no longer required for NC Medical Board licensed providers
- Telehealth Services
- Provider Ombudsman
- Provider Resources
- Important Links
- Coming Attractions
- Q & A

Children & Families Specialty Plan Goes Live – December 1, 2025



- **New Statewide Initiative:** - Administered by Blue Cross – *Healthy Blue Together*
- **Designed for children, youth, and families**
- **Replaces traditional Foster Care program**
 - **Expands services beyond foster children**
 - **Includes at-risk children, former foster youth, and families working toward reunification**
- **Integrated & coordinated Care**
 - **Combines physical and behavioral health services**
 - **Broad access to physical, behavioral, and long-term services**
- **Prevention-Focused**
 - **Family-centered care to reduce foster care entry/re-entry**

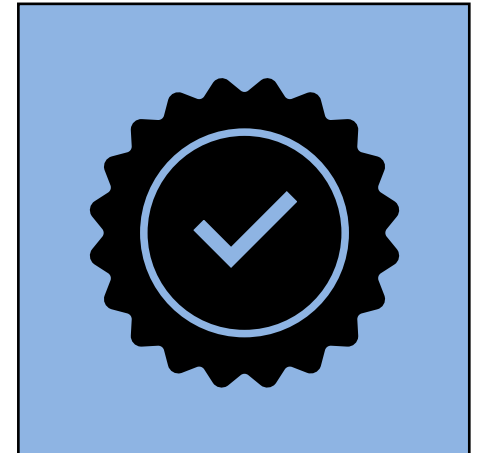
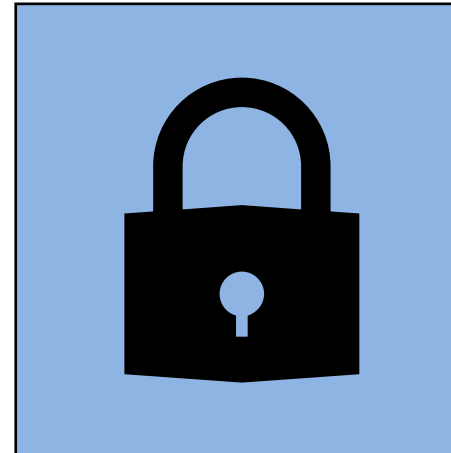
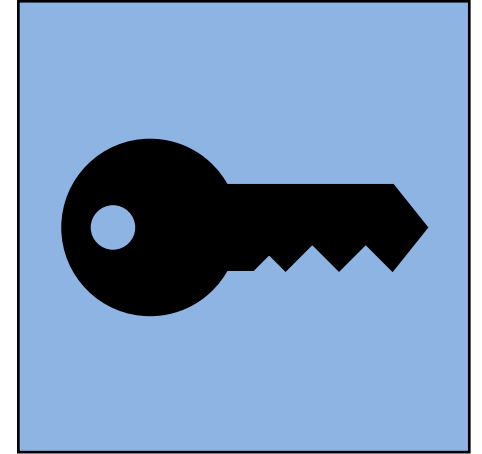
[CFP FAQs](#)
[CSFP home](#)

Updated Multi-Factor Authentication (MFA) Requirements for All NCTracks Users

NCTracks is changing the User Login process, implementing MFA updates for all users in 2025.

This transition will occur in phases – **users will be contacted via email** when their account is scheduled to change to MFA.

The notification you receive will outline the steps to be taken in order to update your profile.



Important Note: All profiles will be managed through myncid.nc.gov. If you encounter issues during login or authentication, please contact the DIT helpdesk at **919-754-6000**, and select Option 1.

Federal Fee Increase for Medicaid Enrollment

- Effective: **January 1, 2025**
- Increase from \$709 to \$730 for the 2025 calendar year
- Applies to:
 - Re-enrollment
 - Adding a new owner/site location
 - Re-verification

[Federal Fee and NC Application Fee FAQs page](#)



Ordering, Prescribing, or Referring (OPR) Providers

Updates Available!



Billing Providers Should Verify:

- The enrollment status of the Individual:
 - Ordering;
 - Prescribing;
 - Referring Providers

Federal Regulation Guidelines for Ordering, Prescribing or Referring Providers
NC Medicaid

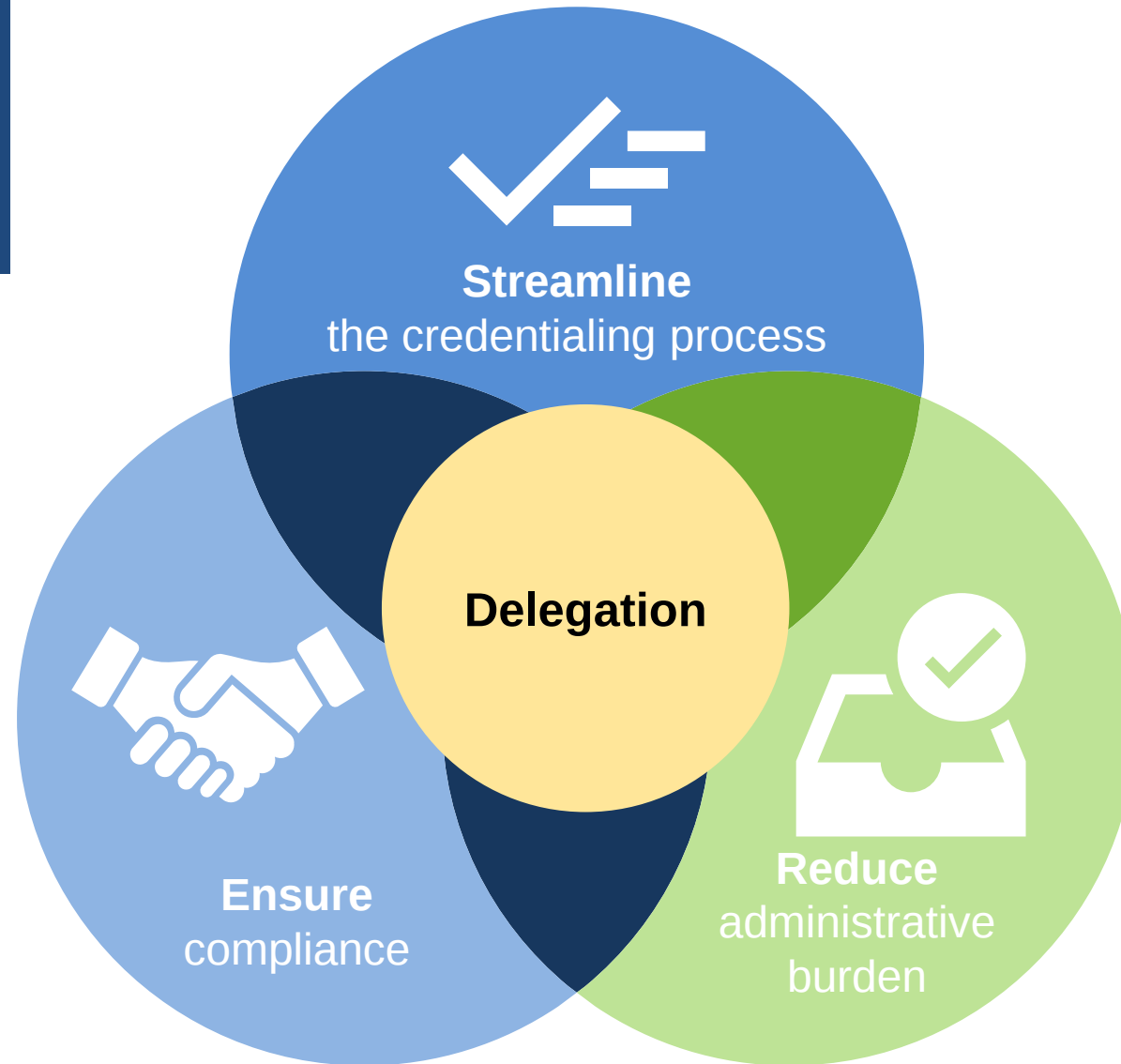
A hand is holding a dark grey rectangular card in front of a sunset background. On the card is a large, yellow, circular arrow icon, which consists of two curved arrows forming a circle, one pointing clockwise and the other counter-clockwise. The background shows a sunset over a body of water with mountains in the distance.

Notification Required for Change in Ownership (CHOW)

- Provider to notify Department at least 30 days prior to CHOW
- [Provider Change of Ownership Disclosure Form](#)
- Former and new owners must make changes to NC Tracks enrollment record

[Change of Ownership \(CHOW\) FAQs](#)

Delegated Enrollment & Credentialing



Credentialing Committee



Ensure Transparency

By partnering with providers and stakeholders to share important information and updates



Comply with standards

Set by NC Medicaid and NCQA for participation in the Medicaid program



Maintain a network

Of qualified, ethical, and competent healthcare providers for NC Medicaid beneficiaries

Keeping NCTracks Provider Record Updated – Why it Matters

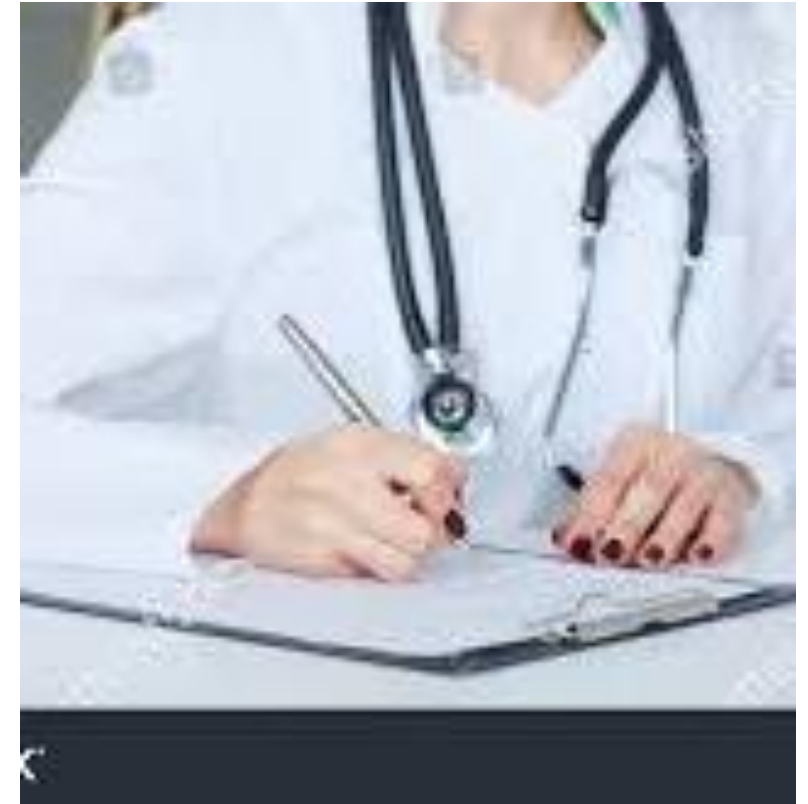


- **NCTracks is official Source of Truth for Medicaid**
 - Provider's responsibility to keep records accurate and updated
 - Ensures contractual compliance and efficient operations
- **Downstream Effects of Outdated Data**
 - Claims denials and payment delays
 - Incorrect provider directories
 - Disrupted patient access to care
 - Inaccurate reporting from NCTracks
- **Patient Impact**
 - Difficulty in locating in-network providers
 - Patients may contact outdated or unavailable providers
 - Access to oral interpretation services

Education Transcripts No Longer Required for North Carolina Medical Board Licensed Providers

- **Effective Jan. 8, 2025**
- **School transcripts no longer required for NCMB-licensed providers**
- **Reduces administrative burden and simplifies enrollment**
- **Aligns with NCQA compliance standards**
- **NCMB's Primary Source Verification (PSV) confirms education and training**
- **NCTracks will use state license agencies for verification when applicable**

[Education Transcripts](#) [PSV FAQs](#)



Telehealth Services

- **New Federal Law & Compliance**

- **Providers must now report:**

- ❖ **Telehealth services offered**
 - ❖ **Office website availability**
 - ❖ **American Sign Language (ASL) support**



- **Changes to NCTracks**

- **NCTracks currently doesn't collect this information during enrollment**
 - **The NC Division of Health Benefits (DHB) is working with GDIT to update the system**
 - **Not all covered services are available, e.g. eye and dental exams**

- **Timeline**

- **Updates go live in NCTracks by July 1, 2025**

NC Medicaid Provider Ombudsman

- **Initially created to support providers transitioning to Managed Care**
 - **Consists of Provider Operations and DHB Call Center teams**
 - **Inquiry responses are delivered via Service Now email**
- **Most important resource for providers looking to resolve issues with PHPs, NCTracks, and/or provider enrollment**
- **Should only be used as an escalation measure **AFTER** contacting Health Plans and utilizing online Help Center for assistance**

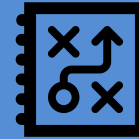




BENEFICIARY
MATERIALS
WEBPAGE



NC MEDICAID
PROVIDER
WEBPAGE



PROVIDER PLAYBOOK
FOR MEDICAID
MANAGED CARE



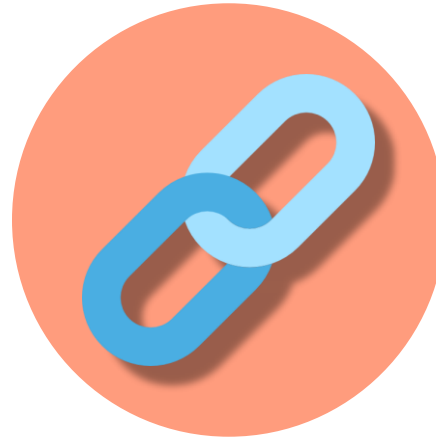
NC MEDICAID
PROVIDER
BULLETIN

PROVIDER RESOURCES



NC AHEC MEDICAID
MANAGED CARE
WEBPAGE

Helpful Links



[NC Medicaid Help Center](#)

[Provider Change of Ownership Disclosure Form](#)

[Change of Ownership FAQs](#)

[NC Medicaid Enrollment Reminders](#)

[NC Medicaid Provider Recredentialing](#)

[NPI Registry](#)

[Provider Applicant Required Documentation](#)

[Children and Families Specialty Plan FAQs](#)

[OPR Federal Regulations](#)

[Tailored Plan Fact Sheets](#)

[NC Medicaid Health Plan Lookup Tool](#)

[License & Accreditation FAQs](#)

[Change OA Application](#)

[Exclusion Sanction Questions FAQs](#)

[Health Plan Contact Information](#)

Medicaid.providerombudsman@dhhs.nc.gov

[Transcripts for NC Medical Board Providers](#)

[Service Location Changes](#)

Sneak Preview for the Next VOH...

- Guest Speaker: DHB Quality Management Team – Topic: TBA
- A glimpse at common enrollment errors and how to address them
- More Telehealth Updates

A graphic featuring a bright spotlight shining down from the top center onto the text "COMING Soon". The word "COMING" is in a bold, white, sans-serif font, and "Soon" is in a larger, white, cursive script font. The background is a gradient of blue, and the spotlight creates a bright white circle at the top and a soft glow on the text.

COMING
Soon

Questions?

