Provider Quick Reference Guide for Standard Plans

VERIFICATION OF ELIGIBILITY AND PLAN

- **NCTracks:** Providers will be able to verify member eligibility and managed care enrollment through the NCTracks Recipient Eligibility Verification function available in the Provider Portal

- **Real Time Eligibility Verification Method:**
  1. Log into the NCTracks Provider Portal
  2. Follow the Eligibility > Inquiry navigation
  3. Populate the requested provider, recipient and time period information

- **NCTracks Call Center:** 800-688-6696

PROVIDER PORTAL / PROVIDER SERVICES & SUPPORT

- **AmeriHealth Caritas:** https://navinet.navimedix.com / **Provider Services:** 888-738-0004; (TTY): 1-866-209-6421)

- **Carolina Complete Health:** https://network.carolinacompletehealth.com / **Provider Services:** 833-552-3876; NCCH_Provider@carolinacompletehealth.com / **Provider Relations:** NetworkRelations@cch-network.com

- **Healthy Blue:** https://provider.healthybluenc.com / **Provider Services:** 844-594-5072; AMH@healthyblue.com / **Provider Relations:** NC_Provider@healthybluenc.com

- **United Healthcare:** https://www.uhcprovider.com / **Provider Services:** 800-638-3302 / **Provider Relations:** 800-349-1855 (TTY: 711); carolinasprteam@uhc.com

- **WellCare:** https://provider.wellcare.com / **Provider Services:** 866-799-5318; https://www.wellcarenc.com/providers/medicaid.html / **Provider Relations:** NCProviderRelations@Wellcare.com; Phone: 984-867-8637 (TTY: 711)

- **NC Medicaid Provider Playbook:** https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care

- **AHEC Practice and Support:** practicesupport@ncahec.net

PRIOR AUTHORIZATIONS

- **AmeriHealth Caritas: Online:** Provider Portal / **Phone:** 833-900-2262 / **Pharmacy:** 866-885-1406

- **Carolina Complete Health: Online:** Provider Portal (http://provider.carolinacompletehealth.com) / Availity Essentials / **Phone:** 833-552-3876 / **Pharmacy:** Phone 833-585-4309, Cover My Meds Portal, Fax completed Prior Authorization Forms to 1-833-404-2393

- **Healthy Blue: Online:** Provider Portal / **Phone:** 844-594-5072 / **Pharmacy:** 844-594-5072

- **United Healthcare: Online:** UHCProvider.com / **Pharmacy: Phone:** 855-258-1593 **Online:** CoverMyMeds: https://www.covermymeds.com/main/prior-authorization-forms/optumrx/; SureScripts**:** https://providerportal.surescripts.net/ProviderPortal/optum/login

- **WellCare: Online:** Provider Portal / **Phone:** 866-799-5318 / **Pharmacy**: Fax: 800-678-3189 **or** SureScripts**:** https://providerportal.surescripts.net/providerportal/

CLAIMS

- **AmeriHealth Caritas: Online:** https://navinet.navimedix.com / **Phone:** 888-738-0004

- **Healthy Blue: Online:** www.availity.com / **Phone:** 800-594-5072

- **Carolina Complete Health: Online:** http://network.carolinacompletehealth.com/claims **Phone:** 833-552-3876

- **United Healthcare: Online:** https://www.uhcprovider.com / **Phone:** 800-638-3302

- **WellCare: Online:** https://www.wellcarenc.com/providers/medicaid/claims.html / **Phone:** 866-799-5318

Two Claims Submission Fact Sheets are available on the Provider Playbook, under Programs and Services, that address filing managed care claims.

- Managed Care Claims Submission: What Providers Need to Know – Part 1

- Managed Care Claims and Prior Authorization Submission: Frequently Asked Questions - Part 2

NON-EMERGENCY MEDICAL & AMBULANCE TRANSPORTATION

- **AmeriHealth Caritas, Carolina Complete Health, Healthy Blue, United Healthcare:** ModivCare Health Care Provider Line: 855-397-3606 / ModivCare Transportation Provider Line: 855-397-3604

- **WellCare:** MTM Inc 1-877-598-7602 mtm-inc.net

If you are helping a member arrange transportation, call the PHP Member Services line on the member's Medicaid ID card.

PHP QUICK REFERENCE GUIDE LOCATION

- **AmeriHealth Caritas:** https://www.amerihealthcaritasnc.com/assets/pdf/provider/provider-reference-guide.pdf
- **Carolina Complete Health:** https://network.carolinacompletehealth.com/content/dam/centene/carolinacompletehealth/pdfs/CCHN-Current-PDF-QRG-Form.pdf
- **Healthy Blue:** https://provider.healthybluenc.com/docs/gpp/NC_CAID_QuickReferenceGuide.pdf
- **United Healthcare:** https://www.uhcprovider.com/content/dam/provider/docs/public/commplan/nc/training/NC-Medicaid-QRG.pdf
- **WellCare:** https://www.wellcarenc.com/providers/medicaid.html