

Fact Sheet

Quick Reference Guide for Standard Plans

A Quick Reference Guide for Providers

This fact sheet is designed to give providers a single source for information about Standard Plans

VERIFICATION OF ELIGIBILITY AND PLAN

Providers can verify beneficiary eligibility and NC Medicaid 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**
navinet.navimedix.com, Provider Services: 888-738-0004, (TTY 866-209-6421)
- **Carolina Complete Health**
network.carolinacompletehealth.com, Provider Services: 833-552-3876,
NCCH_Provider@carolinacompletehealth.com, Provider Relations: NetworkRelations@cch-network.com
- **Healthy Blue**
provider.healthybluenc.com, Provider Services: 844-594-5072,
AMH@healthyblue.com, Provider Relations: NC_Provider@healthybluenc.com
- **UnitedHealthcare**
uhcprovider.com, Provider Services: 800-638-3302, Provider Relations: 800-349-1855 (TTY: 711), carolinaspream@uhc.com

- **NC Medicaid Provider Playbook**

medicaid.ncdhhs.gov/providers/provider-playbook-medicare-managed-care

PRIOR AUTHORIZATIONS

- **AmeriHealth Caritas:** Online Provider Portal: amerihealthcaritasnc.com/provider/resources/prior-authorizations, Phone: 833-900-2262, Pharmacy: 866-885-1406
- **Carolina Complete Health:** Online Provider Portal: provider.carolinacompletehealth.com, Availity Essentials: 833-552-3876 / Pharmacy: Phone 833-585-4309, Cover My Meds Portal, Fax completed [Prior Authorization Forms](#) to 833-404-2393
- **Healthy Blue:** Online Provider Portal: provider.healthybluenc.com/north-carolina-provider/prior-authorization, Phone: 844-594-5072, Pharmacy: 844-594-5072
- **UnitedHealthcare:** Online: UHCProvider.com, Pharmacy: Phone: 855-258-1593, Online: CoverMyMeds: covermymeds.com/main/prior-authorization-forms/optumrx, SureScripts: [/providerportal.surescripts.net/ProviderPortal/optum/login](https://providerportal.surescripts.net/ProviderPortal/optum/login)

CLAIMS

- **AmeriHealth Caritas** Online: navinet.navimedix.com, Phone: 888-738-0004
- **Healthy Blue:** Online availity.com, Phone: 800-594-5072
- **Carolina Complete Health** Online: network.carolinacompletehealth.com/claims
Phone: 833-552-3876
- **UnitedHealthcare** Online: uhcprovider.com, Phone: 800-638-3302

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 TRANSPORTATION & AMBULANCE TRANSPORTATION

AmeriHealth Caritas, Carolina Complete Health, Healthy Blue and UnitedHealthcare ModivCare Health Care Provider Line: 855-397-3606 ModivCare Transportation Provider Line: 855-397-3604

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

STANDARD PLAN QUICK REFERENCE GUIDE LOCATION

- **AmeriHealth Caritas**

<https://www.amerihealthcaritasnc.com/provider/forms>

- **Carolina Complete Health**
network.carolinacompletehealth.com/content/dam/centene/carolinacompletehealth/pdfs/CCHN-Current-PDF-QRG-Form.pdf
- **Healthy Blue**
provider.healthybluenc.com/docs/gpp/NC_CAID_QuickReferenceGuide.pdf
- **UnitedHealthcare**
uhcprovider.com/content/dam/provider/docs/public/commplan/nc/training/NC-Medicaid-QRG.pdf

