



DMA Provider Services
Medicaid and NCHC Providers

October 2016



Purpose and Agenda

Purpose

To address changes effective November 1, 2016 which impact Medicaid and NCHC providers

Agenda

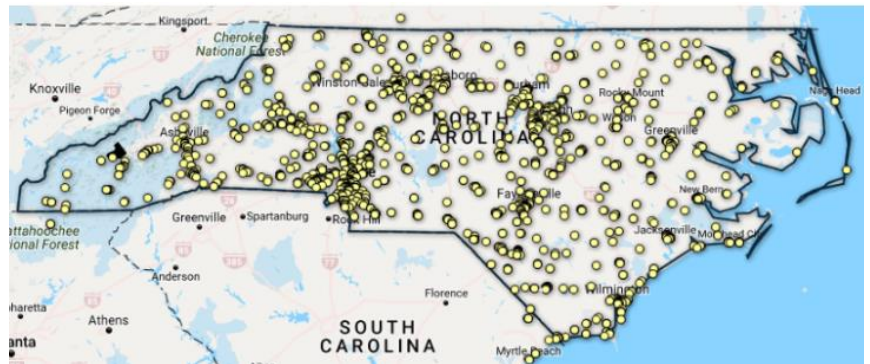
- Rendering Provider Service Location
- OPR Requirement
- Incident-to Billing
- CCNC/CA
 - Payment Authorization
 - Auto Assignment
- Provider Affiliation
- Resources



Medicaid Changes

• Rendering Provider Location for Claims

- The address of all locations where a rendering/attending provider performs services must be listed under their individual NPI in NCTracks.
- Claims will pend with EOB 04526 – RENDERING LOCATOR CODE CANNOT BE DERIVED
- Add service locations by submitting a Managed Change Request (MCR) under the provider's individual NPI.
 - Effective dates matter!



Medicaid Changes

• Ordering, Prescribing, & Referring (OPR) Provider Requirement

- Failure to enroll in N.C. Medicaid or NCHC will cause claims to pend for 90 days.
- Any NPI on a claim will be validated
 - If no action is taken by the provider to enroll after 90 days, the claim will deny.



Medicaid Changes

- **Ordering, Prescribing, & Referring (OPR) Provider Requirement**
 - NCTracks will deny a claim when an NPI is required but not submitted for:
 - ordering provider
 - referring provider
 - operating provider
 - September OPR Special Bulletin
 - <http://dma.ncdhhs.gov/document/2016-medicaid-bulletins-and-index>



Medicaid Changes

Example 1:

A Medicaid beneficiary is admitted to the hospital; however, the attending/rendering provider is not enrolled in Medicaid.

Consulting physicians are called in to provide care under the order of the attending/rendering physician. (A consulting physician could be, but is not limited to, surgeons, pathologist, hospitalist, etc.). Lab tests are ordered. It is determined that the beneficiary needs surgery.



Medicaid Changes

Example 2:

The beneficiary is given an order for a DME product by a physician who is not enrolled in Medicaid.

The beneficiary takes the order to a Durable Medical Equipment (DME) supplier that is enrolled in Medicaid.



Medicaid Changes

Example 3:

An NC Health Choice (NCHC) beneficiary is given a prescription by a doctor who is not currently enrolled in NCTracks as a NCHC provider.

The beneficiary takes the prescription to the pharmacy to be filled. The pharmacy is enrolled in both the Medicaid and NCHC programs.



Medicaid Changes

Example 4:

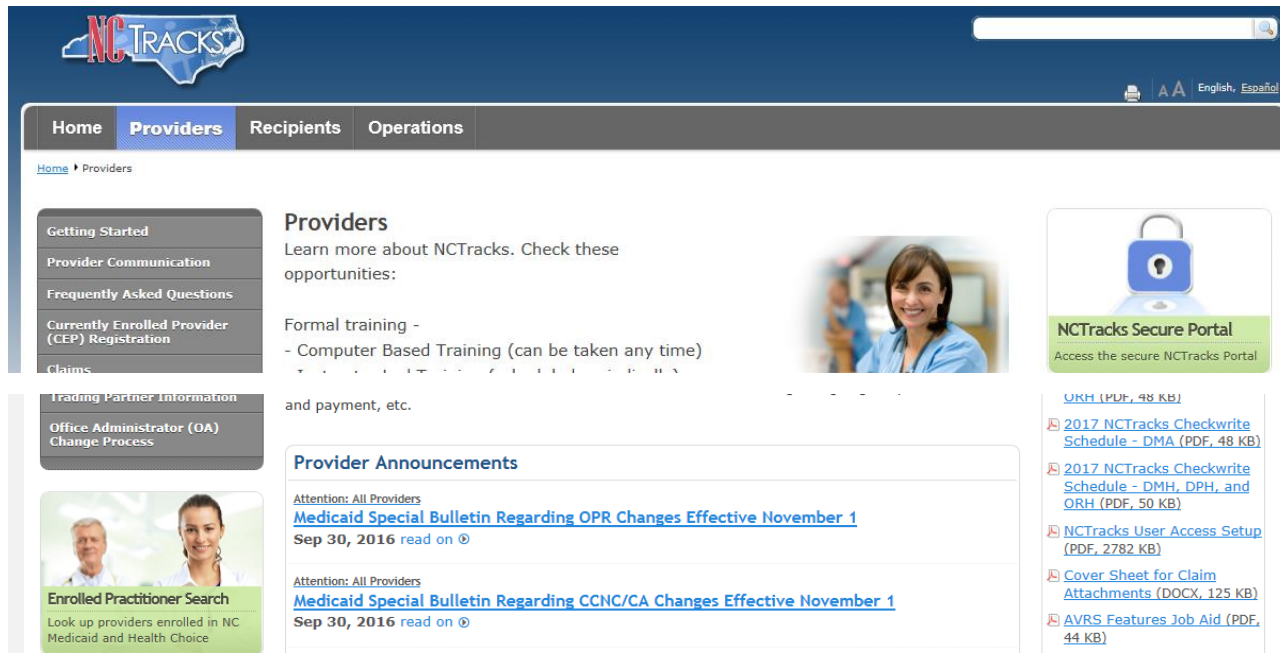
A Medicaid beneficiary visits her CCNC/CA medical home for a well exam and is seen by a Nurse Practitioner who is not enrolled with Medicaid.

The Nurse Practitioner orders labs, which are sent to an independent lab for processing. Upon receipt of the results, the Nurse Practitioner refers the patient to a specialist for additional care.



OPR Resources

- NCTracks Enrolled Practitioner Search
 - www.nctracks.nc.gov
 - Choose 'Enrolled Practitioner Search'



The screenshot displays the NCTracks website interface. The top navigation bar includes 'Home', 'Providers', 'Recipients', and 'Operations'. The 'Providers' section is active, showing a sidebar with links like 'Getting Started', 'Provider Communication', and 'Enrolled Practitioner Search'. The main content area features a 'Providers' heading, a list of opportunities, and 'Provider Announcements'. A green arrow on the left points to the 'Enrolled Practitioner Search' link in the sidebar.

Providers
Learn more about NCTracks. Check these opportunities:

Formal training -
- Computer Based Training (can be taken any time)

and payment, etc.

Provider Announcements

Attention: All Providers
[Medicaid Special Bulletin Regarding OPR Changes Effective November 1 Sep 30, 2016](#) read on @

Attention: All Providers
[Medicaid Special Bulletin Regarding CCNC/CA Changes Effective November 1 Sep 30, 2016](#) read on @

Enrolled Practitioner Search
Look up providers enrolled in NC Medicaid and Health Choice

NCTracks Secure Portal
Access the secure NCTracks Portal

[UKH \(PDF, 48 KB\)](#)

[2017 NCTracks Checkwrite Schedule - DMA \(PDF, 48 KB\)](#)

[2017 NCTracks Checkwrite Schedule - DMH, DPH, and ORH \(PDF, 50 KB\)](#)

[NCTracks User Access Setup \(PDF, 2782 KB\)](#)

[Cover Sheet for Claim Attachments \(DOCK, 125 KB\)](#)

[AVRS Features Job Aid \(PDF, 44 KB\)](#)



- NCTracks Enrolled Practitioner Search
 - www.nctracks.nc.gov

Home Providers Recipients Operations

Home > Providers > Provider Enrollment > Enrolled Practitioner Search

Getting Started

Provider Communication

Frequently Asked Questions

Currently Enrolled Provider (CEP) Registration

Claims

Prior Approval

Provider Enrollment

Getting Started

Supporting Information

Terms and Conditions

Enrolled Practitioner Search

Provider Re-credentialing/Re-verification

Provider Policies, Manuals, Guidelines and Forms

Provider User Guides and Training

ICD-10

Enrolled Practitioner Search

The Enrolled Practitioner Search feature allows NCTracks providers to inquire about other providers enrolled in N.C. Medicaid and Health Choice (NCHC).

This feature provides the capability to validate provider information for billing, attending, referring, rendering, ordering, and prescribing providers.

Search criteria include the NPI, license number, or name of the provider.

The response includes the NPI, provider name, health plan(s), address, taxonomy, and license number. Multiple rows will be returned for providers with more than one taxonomy or health plan.

The response only includes individual providers who are actively enrolled in N.C. Medicaid and/or Health Choice (NCHC) on the date of inquiry.

Note: The Enrolled Practitioner Search feature does not allow the user to search for an Organization's NPI.

Information contained in this database is maintained by the individual provider and subject to change daily.

Enrolled Practitioner Search
Look up providers enrolled in NC Medicaid and Health Choice

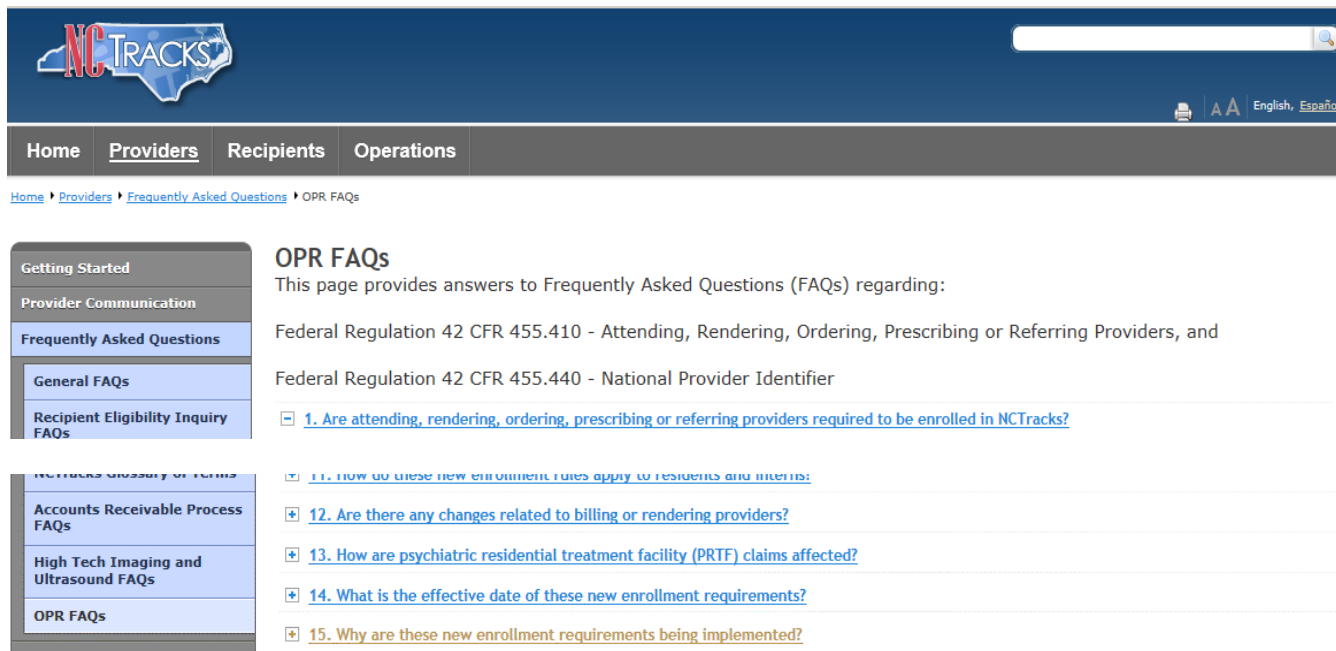
Quick Links

- [Enrolled Practitioner Search Job Aid \(PDF, 658 KB\)](#)
- [Special Medicaid Bulletin re: Attending, Rendering, Ordering, Prescribing, and Referring Providers](#)

OPR Resources

- NCTracks provider portal

- www.nctracks.nc.gov
- Choose 'Frequently Asked Questions'
- Choose 'OPR'



The screenshot shows the NCTracks provider portal website. The header features the NCTracks logo, a search bar, and language options (English, Español). The navigation menu includes Home, Providers, Recipients, and Operations. The breadcrumb trail is Home > Providers > Frequently Asked Questions > OPR FAQs. The main content area is titled "OPR FAQs" and provides answers to frequently asked questions regarding Federal Regulation 42 CFR 455.410 and 42 CFR 455.440. A list of five questions is displayed, each with a plus sign icon to expand the answer.

OPR FAQs
This page provides answers to Frequently Asked Questions (FAQs) regarding:

Federal Regulation 42 CFR 455.410 - Attending, Rendering, Ordering, Prescribing or Referring Providers, and
Federal Regulation 42 CFR 455.440 - National Provider Identifier

- 1. Are attending, rendering, ordering, prescribing or referring providers required to be enrolled in NCTracks?
- 11. How do these new enrollment rules apply to residents and interns?
- 12. Are there any changes related to billing or rendering providers?
- 13. How are psychiatric residential treatment facility (PRTF) claims affected?
- 14. What is the effective date of these new enrollment requirements?
- 15. Why are these new enrollment requirements being implemented?



- **Email questions about the OPR Requirement to:**
 - DMA.OPRTeam@dhhs.nc.gov



Medicaid Changes

- **“Incident to” billing**

- All mid-level providers must enroll with Medicaid and NCHC, including:
 - Physician Assistants (PAs)
 - Nurse Practitioners (NPs)
 - Certified Registered Nurse Anesthetists (CRNAs)
 - Certified Nurse Midwives (CNM)
- Services rendered by these provider types are no longer billable under supervising physician



Medicaid Changes

- **CCNC/CA Payment Authorizations**

- Effective with dates of service beginning November 1, 2016, providers will not be required to:
 - Enter CCNC/CA payment authorization on claim
 - Enter CCNC/CA payment authorization into NCTracks provider portal
 - Request CCNC/CA overrides



Medicaid Changes

- **CCNC/CA Payment Authorizations**

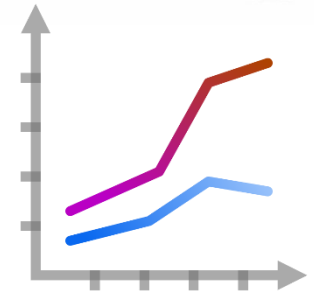
- For dates of service prior to November 1, 2016, claims will continue to require one of the following:
 - CCNC/CA payment authorization NPI on the claim
 - CCNC/CA payment authorization in the NCTracks provider portal
 - CCNC/CA override



Medicaid Changes

• CCNC/CA Goals

- Improve the health of Medicaid/NCHC population while controlling costs
- Enroll with a “medical home”
- Engage CCNC networks for care management services
- Collaborate with local systems.



Medicaid Changes

- **NC DHHS Agreement for Participation as a CCNC/CA Provider**
 - Provide Primary Care and Patient Care Coordination services to each enrollee
 - Promptly arrange referrals for medically necessary health care services that are not provided directly and document referrals for specialty care in the medical record.
- Some clinical coverage policies require care coordination through CCNC/CA medical home



Medicaid Changes

• Auto Assignment

- Algorithm to match beneficiaries to provider based on:
 - Age and Gender restriction
 - New patient indicator
 - PCP/Beneficiary county of residence not exceed 35 miles
 - Most recent twelve month medical history of the beneficiary with the CCNCCA PCP



• Provider Record Maintenance

- Report changes with an MCR
 - Enrollment limit, age/gender restriction, accepting new patient indicator, etc.



Medicaid Changes

• Provider Affiliations

- Attending/rendering providers must be affiliated with the billing provider shown on the claim.
- If there is no affiliation, the claim will pend.
- Add affiliations by submitting an MCR under the provider's individual NPI.
 - Effective dates matter!
 - Will process immediately once MCR is submitted.



Timeline

EFFECTIVE DATE	CHANGE
November 1, 2016	<p><u>Rendering Provider Service Location</u> requirement</p> <ul style="list-style-type: none">• Claim pends if NCTracks cannot find a rendering provider service location match to the billing provider NPI on the claim. <p><u>OPR Requirement</u> Implementation</p> <ul style="list-style-type: none">• Claim pends if any NPI on claim cannot be validated• Claim denies if a required ordering, referring, or operating NPI is omitted from the claim. <p><u>Incident-to Billing</u> becomes obsolete</p> <p><u>CCNC/CA Payment Authorization</u> no longer required for claims adjudication</p>
February 6, 2017	<p><u>Provider Affiliation</u> requirement</p> <ul style="list-style-type: none">• Claim pends if the individual provider is not affiliated with the billing NPI on the claim





Provider Portal Login

The NCTracks Web Portal contains information that is private and confidential.

Only users of legal age or with parental consent authorized by the North Carolina Medicaid Management Information Systems (NC MMIS) may utilize or access NCTracks Web Portal for approved purposes. Any unauthorized use, inappropriate use, or disclosure of this system or any information contained therein is prohibited and may result in revocation of access and/or legal action. If you are not an authorized individual, this private and confidential information is not intended for you. If you are not authorized to access this content, please click '**Cancel**'.

NC MMIS retains the right to monitor, record, distribute, or review any user's electronic activity, files, data, or messages. Any evidence of illegal or actionable activity may be disclosed to law enforcement officials.

By continuing, you agree that you are authorized to access confidential eligibility, enrollment and other health insurance coverage information. Please read more in our [Legal](#) and [Privacy Policy](#) pages.

YOUR ACCOUNT

- All users are required to have an [NCID](#) to log in to secure areas.
- Passwords are case-sensitive. Please ensure your Caps Lock key is off.

Your account does not have access to the provider portal.

User ID (NCID):

[Forgot Login](#)

Password:

[Forgot Password](#)



Resources

NC TRACKS

Home **Providers** Recipients Operations

Home ▸ Providers

Getting Started

- Provider Communication
- Frequently Asked Questions
- Currently Enrolled Provider (CEP) Registration
- Claims
- Prior Approval
- Provider Enrollment
- Provider Re-credentialing/Re-verification
- Provider Policies, Manuals, Guidelines and Forms
- Provider User Guides and Training
- ICD-10
- Dental Services
- Pharmacy Services
- Trading Partner Information
- Office Administrator (OA) Change Process

Providers

Learn more about NCTracks. Check these opportunities:

Formal training -

- Computer Based Training (can be taken any time)
- Instructor Led Training (scheduled periodically)


Register for formal training in SkillPort, on the secure provider portal

Informal training -

- User Guides (step-by-step guides on how to perform various portal functions)
- Fact Sheets (brief documents outlining key information about various topics)

To access, click on the Provider User Guides and Training link on the left and watch for announcements about new resources.

Providers of services from the **Division of Mental Health/Developmental Disabilities/Substance Abuse Services** should contact their [LME/MCO](#) to obtain information regarding eligibility, claims status and payment, etc.



NCTracks Secure Portal
Access the secure NCTracks Portal

Password Help

NCID
NCID Self Services

Quick Links

- [NCTracks Issues List \(XLSX, 41 KB\)](#)
- [NCTracks Contact Information \(PDF, 115 KB\)](#)
- [2016 NCTracks Checkwrite Schedule - DMA \(PDF, 47 KB\)](#)
- [2016 NCTracks Checkwrite Schedule - DMH, DPH, and ORHCC \(PDF, 48 KB\)](#)
- [NCTracks User Access Setup \(PDF, 2782 KB\)](#)

www.nctracks.nc.gov



Resources

- **CSRA**
 - 800-688-6696
 - www.nctracks.nc.gov
 - Field Representatives
- **DMA**
 - <http://dma.nc.ncdhhs.gov/providers>
- **CCNCCA Providers**
 - DMA Managed Care Consultants



Questions

Region 1	Region 2	Region 3	Region 4	Region 5
Melanie Whitener	Tiffany Ferguson-Cline	LaRhonda Cain	Chandra Lockley	Rosemary Long
P: 828-304-2345	P: 704-636-9000	P: 919-855-4067	P: 919-855-4066	P: 910-374-3476
F: 828-304-2346	F: 704-636-9003	F: 919-715-8548	F: 919-715-8548	F: 910-738-7349
melanie.whitener@dhhs.nc.gov	tiffany.ferguson-cline@dhhs.nc.gov	larhonda.cain@dhhs.nc.gov	chandra.lockley@dhhs.nc.gov	rosemary.long@dhhs.nc.gov
Alexander	Alleghany	Beaufort	Alamance	Bladen
Buncombe	Anson	Bertie	Camden	Brunswick
Burke	Ashe	Cumberland	Caswell	Carteret
Caldwell	Avery	Dare	Chatham	Columbus
Catawaba	Cabarrus	Edgecombe	Chowan	Craven
Cherokee	Davidson	Guilford	Currituck	Duplin
Clay	Davie	Harnett	Durham	Greene
Cleveland	Forsyth	Hyde	Franklin	Hoke
Gaston	Mecklenburg	Lee	Gates	Jones
Graham	Rowan	Martin	Granville	Lenoir
Haywood	Stanly	Montgomery	Halifax	New Hanover
Henderson	Stokes	Moore	Hertford	Onslow
Iredell	Surry	Nash	Johnston	Pamlico
Jackson	Union	Randolph	Northampton	Pender
Lincoln	Watagua	Rockingham	Orange	Pitt
Macon	Wilkes	Tyrrell	Pasquotank	Richmond
Madison	Yadkin	Washington	Perquimans	Robeson
McDowell		Wilson	Person	Sampson
Mitchell			Vance	Scotland
Polk			Wake	Wayne
Rutherford			Warren	
Swain				
Transylvania				
Yancey				

OPR Questions: dma.oprteam@dhhs.nc.gov

