

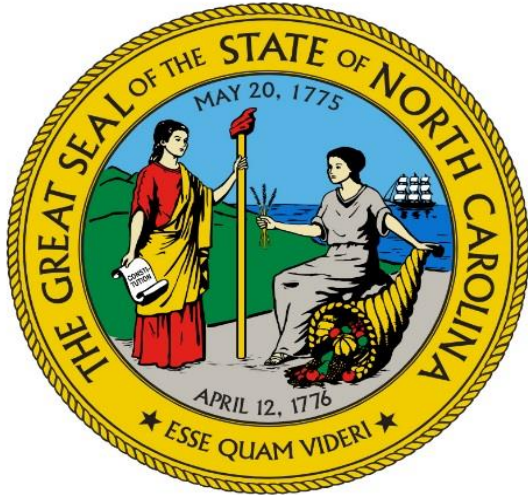
NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

Credentialing Committee Stakeholder Meeting #3

NC Division of Health Benefits Provider Operations

June 25, 2025

- **LaRhonda Cain-Fearrington, Manager, Stakeholder Engagement**
- **Serja Goram, MBA - Provider Relations Representative**
- **Michael Herrera, Provider Relations Supervisor**



MEETING AGENDA
Credentialing Committee Initiative Stakeholder Engagement Session #3
Wednesday, June 25
2:00pm – 3:00pm

Registration:
https://us06web.zoom.us/webinar/register/WN_amYqu0VjR1qYAbKPE0peWg

Meeting Objective

Continue external stakeholder engagement on the Credentialing Committee initiative. The session will provide project updates including a recap and other important information to include the committee’s bylaws, fiscal agent roles and responsibilities, deeper dive into committee structure, stakeholder input, and will conclude with next steps.

Agenda	
Topics	Presenter
Welcome and opening remarks	LaRhonda Cain-Fearrington
Brief recap of Credentialing Committee Initiative	Michael Herrera
Additional Provider Enrollment Updates	Michael Herrera
Why NCQA Compliance Matters	Michael Herrera
Credentialing Committee Bylaws Update	Michael Herrera
Fiscal Agent Roles and Responsibilities	Michael Herrera
Credentialing Committee Structure	Serja Goram
Credentialing Committee Responsibilities	Serja Goram
Stakeholder Feedback	Serja Goram
Resources	Serja Goram
Wrap Up, Thank you, Adjourn	LaRhonda Cain-Fearrington

Credentialing Committee Recap



Introduced the Credentialing Committee and its purpose



Reviewed the initiative rollout timeline



Shared details on provider review scheduling



Discussed upcoming changes to provider applications



Outlined committee members and their roles/responsibilities

Additional Provider Enrollment Updates

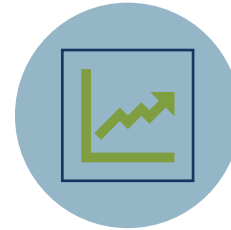
- Committee collaboration with NCTracks
- Review of the Race, Ethnicity, and Language
- National Practitioner Data Bank (NPDB)
- Attestations
- Exclusions
- Affects Organizations and Individual Providers



Why National Committee for Quality Assurance (NCQA) Compliance Matters



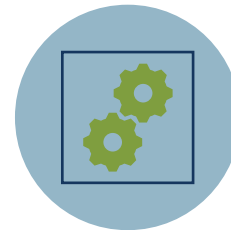
Aligns provider credentialing process with nationally recognized best practices



Improves efficiency by reducing administrative burden



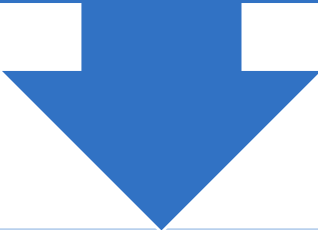
Consolidates provider data across multiple payers



Key component of Medicaid Transformation

Credentialing Committee Bylaws Update

Bylaws serve as a foundational document that guides committee operations



Included in the Bylaws

Purpose	Scope	Provider types for peer review representation	Eligibility criteria	Terms and rotation	Participation expectations	Documentation and record keeping	Policy review
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Fiscal Agent (GDIT) - Roles & Responsibilities



**DOCUMENTING MEETINGS
AND COMMITTEE
DECISIONS**



**ENSURING ADHERENCE TO
NCQA AND NC MEDICAID
STANDARDS**



**TRACKING OUTCOMES AND
PROVIDING SUPPORT FOR
AUDITS**



**CONTINUING TO ASSIST
WITH PROVIDER
ENROLLMENT ACTIVITIES**

Credentialing Committee Structure

Voting Members

Medical Director (Chair)

- 2 - DHB representatives
- 1 - representative from each pre-paid Health Plan Entities
- 1 – representative from DHHS Division of Mental Health
- 1 – representative from DHHS Office of Rural Health
- 1 - representative from DHHS Division of Public Health
- 1 – representative from Tribal Option

Non-Voting Members

Credentialing Supervisor

Credentialing Coordinator

Appeals Coordinator

Peer Experts (as needed)

50% majority is needed for approval



Credentialing Committee Responsibilities

Review

- Review provider credentials in medium-risk and high-risk categories.

Ratify

- Clean applications (those without issues) are ratified by the committee without need for further review.

Meet

- Meet weekly to make recommendations and determinations regarding enrollment and credentialing decisions for the identified providers.

Stakeholder Feedback

Will this process override current laws governing NC Medicaid enrollment?

Will the Credentialing Committee cause delays in provider data transmission?

Will the re-verification/ Recredentialing time-frame be changed from 5 years to 3 years to align with NCQA standards?

How many representatives from DMH and DPH will be part of the Credentialing Committee?

Is there a plan of collecting quality of care issues prior to going to the committee?

Who owns the responsibility of representation in any legal situation or litigation?

Are these paid positions or volunteer (or a part of another paid position)?

How does one apply to be a peer reviewer?

What does the appeal process look like?

Is the Credentialing Committee part of the new PDM/CVO solution?

How does NPDB relate to a group provider?

What metrics will determine whether a provider meets credentialing or recredentialing standards?

Stakeholder Feedback – Comment and Input

“

Establish staggered terms to balance institutional memory and fresh perspectives.
Differentiate term limits for voting vs advisory roles.
Allow reappointment after a break to retain talent without creating stagnation.

”

"I would argue that the committee should include individuals. Some members with a credentialing background".

"The committee should have a variety of clinical backgrounds included appropriate to the types of practitioners that are being credentialed".

“

Tenure in any committee is a wise decision, especially for the Medical Director.

”

Any new comments or questions?



Contact

Medicaid.credcommittee.stakeholders@dhhs.nc.gov

Resources

- [Credentialing Committee Fact Sheet](#)
- [Credentialing Committee Web Page](#)
- [NC Medicaid Bulletins & Other Communications \)](#)

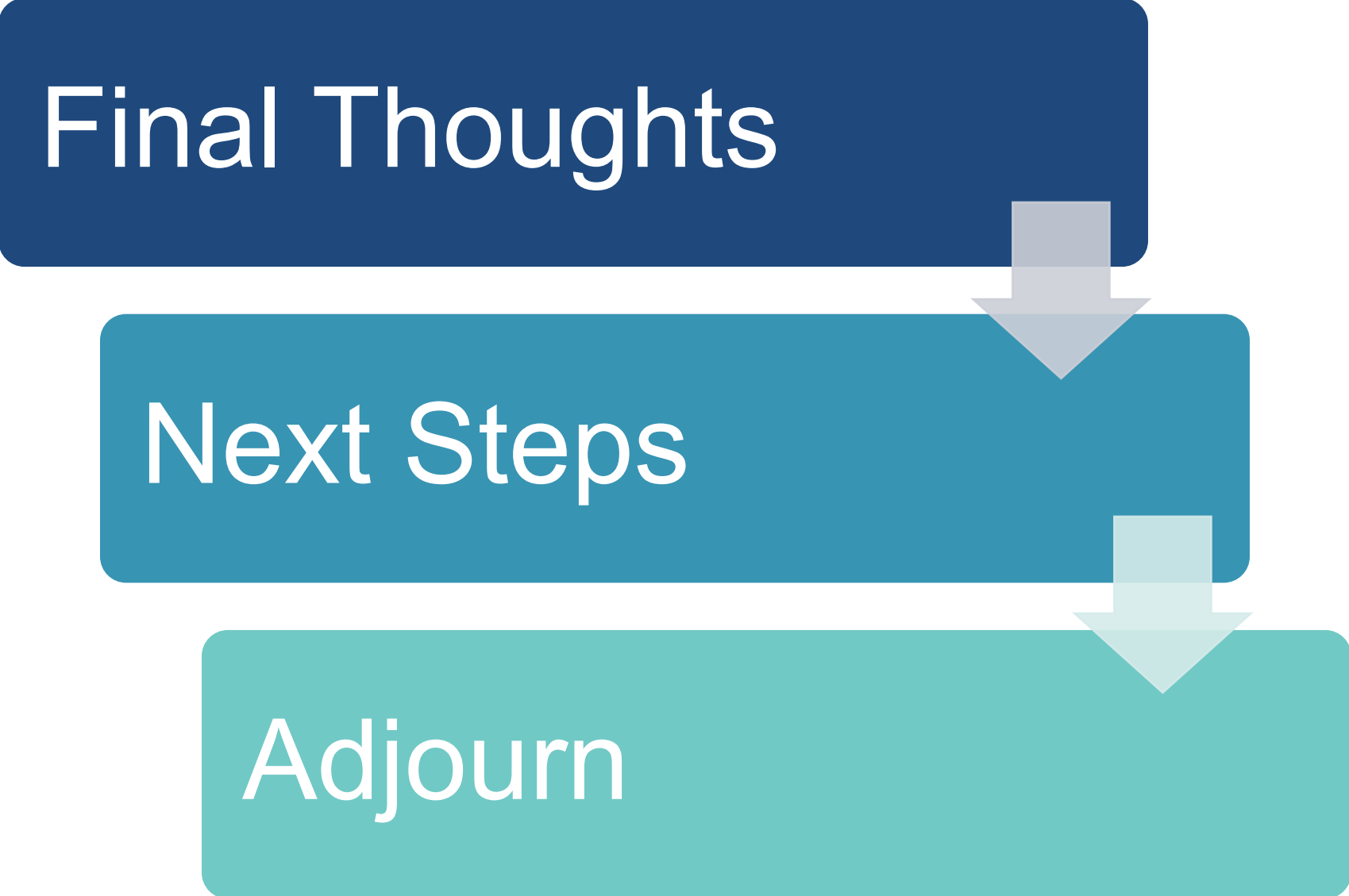
Upcoming Meetings/Webinars

- [Next stakeholder engagement meeting – July 30, 2025](#)
- Register: NC Medicaid Provider Operations and NC AHEC Virtual Office Hours: September 4, 2025

Archive of Previous Meetings/Webinars

- [NC Medicaid Managed Care Hot Topics Webinar Series: May 15, 2025](#)
- [Introduction to the NCDHHS DHB Credentialing Committee Initiative \(Stakeholder Meeting #1\): April 30, 2025](#)
- [NC Medicaid Provider Operations and NC AHEC Virtual Office Hours: March 6, 2025](#)

Final Thoughts



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Next Steps

Adjourn

