

Fact Sheet

Tailored Care Management NC Medicaid Direct / Managed Care Enrollee Report

How to read and use the new enrollee report delivered monthly to your Provider Portal inbox.

WHAT IS THE ENROLLEE REPORT?

To assist with identifying NC Medicaid beneficiaries currently assigned to a Tailored Care Management (TCM) entity, NCDHHS generated a new Tailored Care Management (TCM) Enrollee Report.

The report, initially made available on April 10, 2023, is delivered each month to the NCTracks Secure Provider Portal Message Inbox the Monday before the second checkwrite of the month.

WHAT INFORMATION IS SHOWN ON THE ENROLLEE REPORT?

The TCM Medicaid Direct/Managed Care Enrollee Report (TCM enrollee report) contains a list of all NC Medicaid beneficiaries assigned to the TCM Provider's National Provider Identifier (NPI) and contains:

- NPI/Atypical ID
- Provider name (i.e., Tailored Care Management entity)
- Service location address to which the beneficiary is assigned
- Beneficiary Medicaid Identification Number
- Beneficiary Name
- Beneficiary Address
- Beneficiary Phone Number
- Beneficiary Language Request
- Current Beneficiary Admin County Name
- Date of birth
- Active (Y or N) (if member is currently enrolled in NC Medicaid and assigned to a TCM Provider)

- Assignment program (i.e., Med-Dir for NC Medicaid Direct)
- Effective date (of assignment)
- End date (of assignment)
- Last office visit to Primary Care Provider (PCP) (based on paid claims from the billing NPI)
- Total visits with PCP (based on paid claims for the past 12 months)
- Prepaid Health Plan (PHP) Name (This field will be blank for NC Medicaid Direct beneficiaries)
- Assigned PCP Entity
- Assigned PCP Entity Doing Business As (DBA) Name

A beneficiary's NC Medicaid benefits or TCM assignment may terminate at the end of any given month. Providers must verify eligibility through the NCTracks Recipient Eligibility Verification function each month to ensure coverage and inform the beneficiary of any change prior to rendering services.

The TCM Enrollee Report identifies the most recent PCP office visit and total number of office visits paid to the identified NPI for the beneficiary's assigned PCP. This information allows TCM providers to confirm whether an active relationship exists with the beneficiary and a PCP. The dates and number of visits are based on paid claims when the identified PCP NPI in the enrollee report is used as the Billing NPI on a paid claim within the past 12 months.

WHAT IF A BENEFICIARY NEEDS TO MAKE AN UPDATE?

TCM providers actively caring for beneficiaries not showing as assigned to their practice/agency may help update their assignment by encouraging beneficiaries to initiate a TCM provider change.

- NC Medicaid Managed Care members may call the member services number for their assigned health plan on the back of their Medicaid cards and in their member handbook to change their TCM practice.
- NC Medicaid Direct beneficiaries may contact their Local Management Entity/Managed Care Organization (LME/MCO), who can share information on certified TCM providers by population served, age and geography.

WHAT IF I HAVE ADDITIONAL QUESTIONS?

Additional resources for providers can be found in the [NC Medicaid Help Center](#), the [Provider Playbook](#) and on the [NC Medicaid Transformation website](#).

For general provider inquiries and complaints regarding health plans, contact the Provider Ombudsman at Medicaid.ProviderOmbudsman@dhhs.nc.gov, or 866-304-7062. The Provider Ombudsman contact information is also published in each health plan's provider manual.

For questions related to your NCTracks provider information, please contact the NCTracks Call Center at 800-688-6696. To update your information, please log into the NCTracks provider portal to verify your information and submit a Manage Change Request (MCR).

