

NC Medicaid

Changes Impacting Behavioral Health Provider Organization Enrollment

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NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits



Agenda

- Introduction and Welcome
- Background
- Update to Risk Level for the 251S00000X Community/Behavioral Health Taxonomy
- Council on Quality and Leadership (CQL)
- Additional Changes to CIS, Innovations Waiver, and 1915i Services
- Providers enrolled in 251S00000X with no active services
- Provider Permission Matrix demonstration
- Provider Enrollment Status and Management Update
- Adding Services and Endorsements
- National Accreditation
- Links & Resources
- Q & A
- Closing Remarks/Thank You

Risk Level Change

251S00000X Community/Behavioral Health Agency Taxonomy

To align with [NC GS 108C-3\(g\)\(2\)](#),
the 251S00000X taxonomy will be classified as **High
Categorical Risk***

*Affects organizations providing **behavioral health (BH) services**, excluding providers with an accepted national accreditation active on their NCTracks record and individually enrolled licensed outpatient BH providers

High Categorical Risk triggers site visits and fingerprints for owners with a 5% or greater direct or indirect share

Addition of Council on Quality and Leadership (CQL)

● Impacted Community Intervention Services

- 1915(I) Individual and Transitional Support
- 1915(I) Individual Placement & Supports for MH&SU
- Ambulatory Withdrawal Management with extended on-site monitoring
- Ambulatory Withdrawal Management without extended on-site monitoring
- Child and Adolescent Day Treatment (CADT)
- Facility-based Crisis Service for Children & Adolescents
- Intensive In-Home
- Medically Monitored Inpatient Withdrawal Management Services
- Peer Support Services
- Mobile Crisis Management
- Diagnostic Assessment
- Multisystemic Therapy (MST)
- Psychosocial Rehabilitation
- Substance Abuse Comprehensive Outpatient Treatment
- Substance Abuse Medically Monitored Community Residential Treatment
- Substance Abuse Intensive Outpatient Program
- Substance Abuse Non-Medical Community Residential
- Community Support Team

Addition of Council on Quality and Leadership (CQL)

- Impacted Innovations Waiver Services
 - Benefits Counseling
 - Community Living and Support
 - Community Navigator
 - Community Networking
 - Community Transition (Agency w/ Choice Providers Only)
 - Crisis Services
 - Day Supports
 - Individual Goods & Services (Agency w/ Choice Providers Only)
 - Natural Supports Education (Agency w. Choice Providers Only)
 - Residential Supports
 - Respite (Provider Agencies and Facilities Only)
 - Supported Employment
 - Supported Living

Additional Changes to Community Intervention Service Types

- **Addition of NEW CIS to PPM and NCTracks – *Outpatient Behavioral Health Services provided by Direct-enrolled Providers (OPT)***
 - Organizations enrolling must have at least one individual provider affiliated to their organization within 90 days
- **Addition of National accreditation requirement within one year of enrollment for the *Professional Treatment Services in Facility-based Crisis Program – ADULT Service***
 - Accepted accrediting bodies: JCAHO, COA, CARF, CQL
- **Addition of NC DHSR (Division of Health Services Regulation) Mental Health license as enrollment criteria for *Psychosocial Rehabilitation***
- **Renamed and removed *Professional Treatment Services in Facility-based Crisis Program – CHILD Service* from PPM**
 - This service is now called *Facility-based Crisis Service for Children & Adolescents*

Additional Innovations Waiver and 1915i Services Added

Innovations Waiver Services Added:

- **Under 251S00000X:**
 - **Financial Support Services** with NEW Service Type *Innovations Waiver Program – Self Direction*
 - **Assistive Technology – Equipment and Supplies**
 - **Specialized Consultation Services**
- **Under 332U00000X (Home Delivered Meals):**
 - **Home Delivered Meals**
 - Requires appropriate approval to provide meal
 - Proof of subcontract with a Grade A kitchen certified OR inspection confirmation
- **Under 171WH0202X (Home Modifications):**
 - **Home Modifications** -- Requires a Business License or Business Permit or Secretary of State Filing confirming the business
- **Under 171WV0202X (Vehicle Modifications)**
 - **Vehicle Modifications** -- Requires a Business License or Business Permit or Secretary of State Filing confirming the business

NEW CIS under 251S00000X – requires accreditation within 1 year

- 1915i Community Living and Supports
- 1915i Respite
- 1915i Supported Employment

Providers enrolled in 251S00000X With No Active Service

Providers enrolled in 251S with no active service must take action:

- **Submit an MCR** to add a service to their record by Oct. 1, 2026, in order to maintain the taxonomy on their record
 - Failure to add service by Oct. 1, 2026, will lead to the taxonomy being end-dated
 - If the end-dated taxonomy is the only taxonomy for a location, that location will be terminated. If that location is the provider's only location, their record will also be terminated

Note: It can take 2+ weeks for an MCR to process

PPM Demonstration



Adding Services and Endorsements 251S00000X – Community/Behavioral Health Taxonomy



OVERVIEW: This presentation provides step-by-step instructions for viewing and adding Services and Endorsements for 251S00000X taxonomy code via a Manage Change Request application. Only authorized users can view or update provider taxonomies in NCTracks.

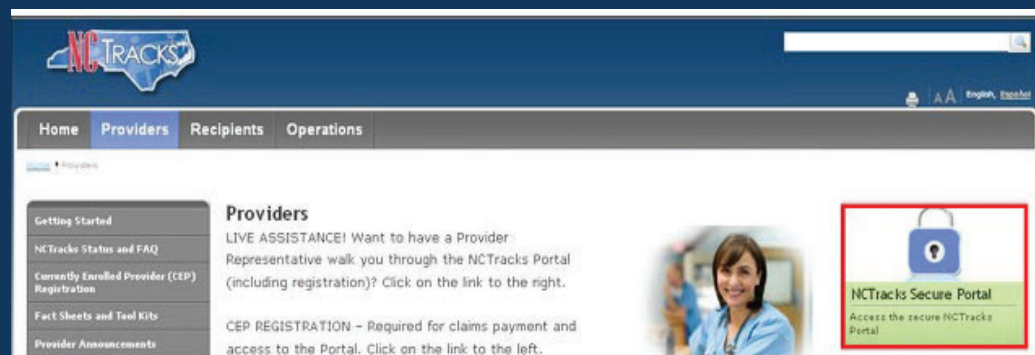
Note: Adding a new Service and Endorsement via a Manage Change Request is not an immediate process. A definite timeframe is unknown considering the National Accreditation requires review by NCTracks and approval by the State. If no National Accreditation is required the application will continue through normal processing.

Logging Into The Provider Portal

1. Navigate to www.nctracks.nc.gov.
2. The NCTracks Home page displays. Select the Providers tab at the top of the page.



3. The public Providers page displays. Select the NCTracks Secure Portal icon.



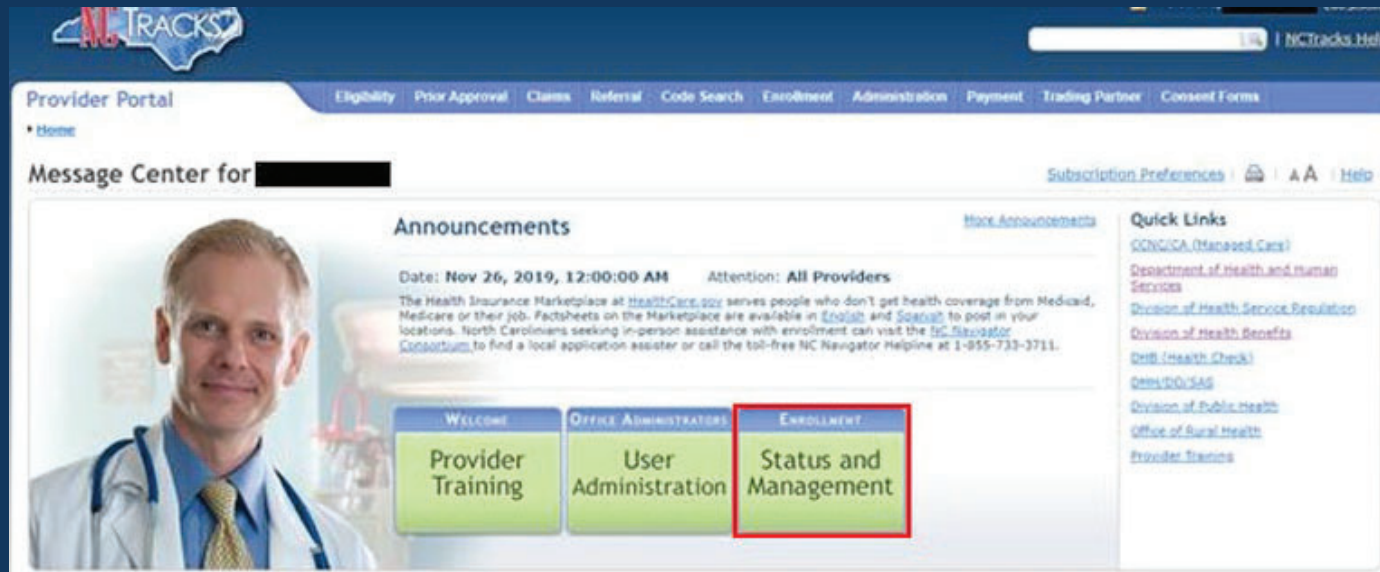
Logging Into The Provider Portal

4. The Provider Portal Login page displays. Enter the NCID and Password and select the Sign In button.

A screenshot of the MyNCID Sign In page. At the top center is the MyNCID logo, which features a blue padlock icon and the text "MyNCID" in a stylized font. Below the logo is the heading "Sign in to MyNCID" in a large, bold, black font. Underneath the heading is a "Username" label followed by a white text input field with a thin black border. Below the input field is a solid blue button with the text "Sign In" in white. Underneath the blue button is a white button with a blue border and the text "Create an Account" in blue. Below the white button is a blue hyperlink that reads "Trouble Signing in?". A horizontal line separates the login section from the footer section. The footer section contains the heading "Authorized use only" in bold, followed by a paragraph: "This is a government computer system for official business. Unauthorized access or misuse is prohibited and may result in criminal, civil, or administrative penalties." Below this paragraph are three blue hyperlinks: "Privacy Policy (opens in a new tab)", "Accessibility (opens in a new tab)", and "Terms of Use (opens in a new tab)". Another horizontal line follows. Below the line is the heading "Need immediate help?" in bold, followed by a blue hyperlink: "Contact NCDIT Support (opens in a new tab)". At the bottom of the page are two logos: the North Carolina state flag on the left and the official seal of the North Carolina Department of Health and Human Services on the right.

Logging Into The Provider Portal

1. The secure Provider Portal Home page displays. Select the Status and Management button.



Provider Enrollment Status and Management

1. To begin a new Manage Change Request, under the Manage Change Request section, select the radio button next to the NPI/Atypical ID to be changed and then select the Update button.

MANAGE CHANGE REQUEST

The following provider accounts associated with your NCID are active. Please select the account with which you would like to submit a Manage Change Request, then click 'Update'.

Select	NPI/Atypical ID	Name	ZIP Code	Begin Date	Status
☒			27502-1216	05/01/2012	Active
☐			27519-6462	01/30/2013	Active
☐			27701-3637	04/30/2012	Active
☐			27607-3073	05/07/2012	Active

Update

Note: If the Manage Change Request section reads 'No Data to Display', it is possible that a Manage Change Request has already been created and/or submitted, but not yet approved. Check the Submitted Applications and Saved Applications sections for a Manage Change Request/Enrollment that is already in process.

Requested Manage Change Request Type

1. Select MANAGE CHANGE REQUEST: Complete multiple changes or review your complete provider record option and then select the Next button.

Note: You will see different options on this page depending on your security role and/or provider type.

Requested Manage Change Request Type

Indicates a required field

Legend

MANAGE CHANGE REQUEST TYPE

Select the type of Manage Change Request you would like to complete.

NPI/Atypical ID: [REDACTED]

Name: [REDACTED]

ORGANIZATION PROVIDERS

- ☐ BACK-DATING - ABBREVIATE MANAGE CHANGE REQUEST
Provider back-dating¹
- ☐ EFT - ABBREVIATE MANAGE CHANGE REQUEST
Update Electronic Funds Transfer (EFT) Account Information¹
- ☐ METHOD OF CLAIM, ELECTRONIC TRANSACTIONS - ABBREVIATE MANAGE CHANGE REQUEST
Add/Update Method of Claim and Electronic Transactions and/or Billing Agent Information¹
- ☒ MANAGE CHANGE REQUEST
Complete multiple changes or review your complete provider record

¹Please have all information available, this application must be completed in one session.

Next >>

Navigating Within the Manage Change Request Application

1. The Organization Basic Information page displays, scroll down to the bottom of this page and select the Next button to continue to the Terms and Conditions page.

Important: DO NOT select the hyperlinks on the left side of the page to advance to the next page, as each page must be accessed/reviewed before the Manage Change Request can be submitted. Instead, select the Next button in the bottom right corner of each page to navigate through the pages.

The screenshot shows the 'Provider Portal' interface for 'Organization Basic Information'. The left sidebar contains a 'Provider Enrollment' menu with links like 'Organization Basic Information', 'Terms and Conditions', 'Identify Health Plan Services', etc. The main content area has sections for 'IDENTIFYING INFORMATION', 'Doing Business As (DBA)', and 'OWNERSHIP INFORMATION'. The 'IDENTIFYING INFORMATION' section includes fields for 'Organization Name', 'EIN: 22-2222222', 'NPI/Atypical Provider ID', and 'Month of Fiscal Year End: January'. The 'Doing Business As (DBA)' section has a 'Do you operate under a trade or company name?' question with 'Yes' selected, and fields for 'DBA Name' and 'Years Doing Business Under This Name: 2'. The 'OWNERSHIP INFORMATION' section has a 'Business Type' dropdown set to 'CORPORATION'. At the bottom, there is a 'REGISTERING WITH NC SECRETARY OF STATE' section with a 'Are you required by law to register with NC Secretary of State?' question, where 'No' is selected. A red box highlights the 'Next >' button in the bottom right corner, with a tooltip that says 'Please be sure to complete all required fields with valid content.' and a 'Save Draft' button.

Viewing Taxonomy Details

1. The Taxonomy Classification page displays active, suspended, and terminated taxonomy codes as well as a section to add new taxonomy codes. The taxonomy codes are listed on the dark blue bars, as shown in the following exhibit. To view the details of a taxonomy code, select the + (plus) sign to expand the view. Select the **NEXT** button to navigate to the Add Services and Endorsements page.

Note: Applicants must meet all program requirements and qualifications for which they are seeking enrollment before they can be enrolled as DHHS providers. Specific qualifications for each provider type are listed in the Provider Permission Matrix on the NCTracks Provider Enrollment page under the topic Quick Links.

The screenshot shows the NCTracks Provider Portal interface. The left sidebar contains a 'Provider Enrollment' menu with options like 'Organization Basic Information', 'Terms and Conditions', 'Health/Benefit Plan Selection', 'Ownership Information', 'Addresses', 'Taxonomy Classification' (selected), 'Add Services and Endorsements', 'Accreditation', 'CCNCGA', 'Hours of Operation', 'Services', 'Agency/Managing Employees', 'Pharmacy Information', 'Facilities Information', 'Method of Claim/Electronic Submission', and 'NC Minority Provider'. The main content area is titled 'Taxonomy Classification' and includes a 'Legend' dropdown. It contains a section for 'SCHOOL BASED HEALTH CENTER' with a question 'Is your organization a School Based Health Center (SBHC)?' and radio buttons for 'Yes' and 'No'. Below this is a section for 'TYPE, CLASSIFICATION AND AREA OF SPECIALIZATION' with instructions to select a Provider Type, Classification, and Area of Specialization from drop-down lists. The selected information is displayed in a table: Provider Type: AGENCIES, Classification: Community/Behavioral Health, Area of Specialization: None, Begin Date: 09/01/2014, Status: ACTIVE. An 'Edit' button is at the bottom right.

A modal dialog box with a light gray background. It contains the text 'Please be sure to complete all required fields with valid content.' in a light gray font. To the right of this text is a red-bordered button labeled 'Next >'. Below the text are two buttons: 'Save Draft' and 'Cancel Enrollment'.

Adding Service and Endorsements

NOTE: When selecting 251S00000X - Community/Behavioral Health, it's important to be aware of the National Accreditation requirements related to certain clinical service definitions. Please ensure all necessary documentation is submitted within the required timeframes to maintain compliance and accreditation status. For more detailed information, please refer to the [Program Specific Clinical Coverage Policies](#).

Add Services and Endorsements

 |  | [Help](#)

* indicates a required field

Legend

When selecting 251S00000X - Community/Behavioral Health, it's important to be aware of the National Accreditation requirements related to certain clinical service definitions. Please ensure all necessary documentation is submitted within the required timeframes to maintain compliance and accreditation status. For more detailed information, please refer to the [Program Specific Clinical Coverage Policies](#).

 TAXONOMY CLASSIFICATION - 251S00000X - COMMUNITY/BEHAVIORAL HEALTH

« Previous

Please be sure to complete all required fields with valid content.

Next »

Save Draft

Delete Draft

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Adding Services and Endorsements

1. To review available services expand the taxonomy header to add a CIS Service or Innovations Service.

Add Services and Endorsements

* indicates a required field

Legend

When selecting 251S00000X - Community/Behavioral Health, it's important to be aware of the National Accreditation requirements related to certain clinical service definitions. Please ensure all necessary documentation is submitted within the required timeframes to maintain compliance and accreditation status. For more detailed information, please refer to the [Program Specific Clinical Coverage Policies](#).

TAXONOMY CLASSIFICATION - 251S00000X - COMMUNITY/BEHAVIORAL HEALTH?

Which CIS SERVICES do you wish to provide for this taxonomy at this location?

Please confirm your selections or update information by clicking the to add a service, or to remove a service.

+ CIS SERVICES?

Which INNOVATIONS WAIVER PROGRAM do you wish to provide for this taxonomy at this location?

Please confirm your selections or update information by clicking the to add a service, or to remove a service.

+ INNOVATIONS WAIVER PROGRAM

« Previous

Please be sure to complete all required fields with valid content.

Next »

Save Draft

Delete Draft

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Adding Services and Endorsements

2. To add a new service, select the green plus sign to the right of the screen to enter or select the begin date for the Endorsing LME Services. Select **SAVE** to successfully add, or **CANCEL** to remove the service.

Provider Portal

Home > Provider Enrollment > Online Provider Enrollment Ap...

Provider Enrollment

NOTE: Data is not saved unless the 'Next' button is activated.
Contact CSRA Call center

- Organization Basic Information
- Terms and Conditions
- Health/Benefit Plan Selection
- Ownership Information
- Addresses
- Taxonomy Classification
- Add Services and Endorsements
- Accreditation
- CCNCICA
- Physician Extender Participation
- Hours of Operation
- Services
- Agency/Managing Employees
- Pharmacy Information
- Facilities Information
- Method of Claim/Electronic Submission
- NC Medicaid Provider

Add Services and Endorsements

* Indicates a required field

When selecting 251S00000X - Community/Behavioral Health, it's important to be aware of the National Accreditation requirements related to certain clinical service definitions. Please ensure all necessary documentation is submitted within the required timeframes to maintain compliance and accreditation status. For more detailed information, please refer to the [Program Specific Clinical Coverage Policies](#).

TAXONOMY CLASSIFICATION - 251S00000X - COMMUNITY/BEHAVIORAL HEALTH

Which CIS SERVICES do you wish to provide for this taxonomy at this location?

Please confirm your selections or update information by clicking the to add a service, or to remove a service.

Current Status	Service Name	Begin Date	Current End Date	Endorsing LME
	NEW 1915(I) INDIVIDUAL AND TRANSITIONAL SUPPORT			-
	NEW 1915(I) INDIVIDUAL PLACEMENT & SUPPORTS FOR MH&SU			-
	NEW ALCOHOL AND/OR DRUG ABUSE HALFWAY HOUSE SERVICES, PER DIEM			-
	NEW ALCOHOL AND/OR OTHER DRUG ABUSE SERVICES, NOT OTHERWISE SPECIFIED			-
	NEW AMBULATORY WITHDRAWAL MANAGEMENT WITH EXTENDED ON-SITE MONITORING			-
	NEW AMBULATORY WITHDRAWAL MANAGEMENT WITHOUT EXTENDED ON-SITE MONITORING			-
	NEW ASSERTIVE COMMUNITY TREATMENT TEAM (ACTT)			-
	NEW CHILD AND ADOLESCENT DAY TREATMENT (CADT)			-
	NEW COMMUNITY SUPPORT TEAM			-
	NEW DIAGNOSTIC ASSESSMENT			-

Add Services and Endorsements

* Indicates a required field

When selecting 251S00000X - Community/Behavioral Health, it's important to be aware of the National Accreditation requirements related to certain clinical service definitions. Please ensure all necessary documentation is submitted within the required timeframes to maintain compliance and accreditation status. For more detailed information, please refer to the [Program Specific Clinical Coverage Policies](#).

TAXONOMY CLASSIFICATION - 251S00000X - COMMUNITY/BEHAVIORAL HEALTH

Which CIS SERVICES do you wish to provide for this taxonomy at this location?

Please confirm your selections or update information by clicking the to add a service, or to remove a service.

Current Status	Service Name	Begin Date	Current End Date	Endorsing LME
	NEW 1915(I) INDIVIDUAL AND TRANSITIONAL SUPPORT			-
	NEW 1915(I) INDIVIDUAL PLACEMENT & SUPPORTS FOR MH&SU			-
	NEW ALCOHOL AND/OR DRUG ABUSE HALFWAY HOUSE SERVICES, PER DIEM			-
	NEW ALCOHOL AND/OR OTHER DRUG ABUSE SERVICES, NOT OTHERWISE SPECIFIED			-
	NEW AMBULATORY WITHDRAWAL MANAGEMENT WITH EXTENDED ON-SITE MONITORING			-
	NEW AMBULATORY WITHDRAWAL MANAGEMENT WITHOUT EXTENDED ON-SITE MONITORING			-
	NEW ASSERTIVE COMMUNITY TREATMENT TEAM (ACTT)			-
	NEW CHILD AND ADOLESCENT DAY TREATMENT (CADT)			-
	NEW COMMUNITY SUPPORT TEAM			-

Begin-date Info

* Endorsing LME :

07/31/2026

Save Cancel

Adding Services and Endorsements

3. After selecting **ADD** the user will receive a confirmation stating the service has been successfully added. To review or add additional services select the taxonomy header to expand the service types.

Provider Portal | Eligibility | Prior Approval | Claims | Referral | Consent Forms

Home > **Provider Enrollment** > Online Provider Enrollment Ap...

Provider Enrollment

NOTE: Data is not saved unless the 'Next' button is activated.
Contact CSRA Call center

- Organization Basic Information
- Terms and Conditions
- Health/Benefit Plan Selection
- Ownership Information
- Addresses
- Taxonomy Classification**
- Add Services and Endorsements
- National Accreditation
- Accreditation
- CCNCCA
- Physician Extender Participation
- Hours of Operation
- Services
- Agents/Managing Employees

Add Services and Endorsements

* Indicates a required field

NCTracks Success

• Service has been saved successfully.

When selecting 251S00000X - Community/Behavioral Health, it's important to be aware of the National Accreditation requirements related to certain clinical service definitions. Please ensure all necessary documentation is submitted within the required timeframes to maintain compliance and accreditation status. For more detailed information, please refer to the [Program Specific Clinical Coverage Policies](#).

- TAXONOMY CLASSIFICATION - 251S00000X - COMMUNITY/BEHAVIORAL HEALTH**
- TAXONOMY CLASSIFICATION - 332BC3200X - CUSTOMIZED EQUIPMENT

« Previous Next »

Please be sure to complete all required fields with valid content.

Save Draft Delete Draft

Provider Enrollment | Add Services and Endorsements

NOTE: Data is not saved unless the 'Next' button is activated.
Contact CSRA Call center

- Organization Basic Information
- Terms and Conditions
- Health/Benefit Plan Selection
- Ownership Information
- Addresses
- Taxonomy Classification**
- Add Services and Endorsements
- National Accreditation
- Accreditation
- CCNCCA
- Physician Extender Participation
- Hours of Operation
- Services
- Agents/Managing Employees
- Pharmacy Information
- Facilities Information
- Method of Claim/Electronic Submission
- NC Minority Provider

Add Services and Endorsements

* Indicates a required field

NCTracks Success

• Service has been saved successfully.

When selecting 251S00000X - Community/Behavioral Health, it's important to be aware of the National Accreditation requirements related to certain clinical service definitions. Please ensure all necessary documentation is submitted within the required timeframes to maintain compliance and accreditation status. For more detailed information, please refer to the [Program Specific Clinical Coverage Policies](#).

TAXONOMY CLASSIFICATION - 251S00000X - COMMUNITY/BEHAVIORAL HEALTH

Which CIS SERVICES do you wish to provide for this taxonomy at this location?

Please confirm your selections or update information by clicking the to add a service, or to remove a service.

	Current Status	Service Name	Begin Date	Current End Date	Endorsing LME
	NEWLY ADDED	1915(I) INDIVIDUAL AND TRANSITIONAL SUPPORT	07/30/2026		-
	NEW	1915(I) INDIVIDUAL PLACEMENT & SUPPORTS FOR MH&SU			-
	NEW	ALCOHOL AND/OR DRUG ABUSE HALFWAY HOUSE SERVICES, PER DIEM			-
	NEW	ALCOHOL AND/OR OTHER DRUG ABUSE SERVICES, NOT OTHERWISE SPECIFIED			-
	NEW	AMBULATORY WITHDRAWAL MANAGEMENT WITH EXTENDED ON-SITE MONITORING			-
	NEW	AMBULATORY WITHDRAWAL MANAGEMENT WITHOUT EXTENDED ON-SITE MONITORING			-

National Accreditation

NOTE: National accreditation is required for certain Services under taxonomy code 251S00000X. For Innovations Waiver Services, if national accreditation is required, it must be reported at time of enrollment in the Service. For Community Intervention Services (CIS), national accreditation may be required 1-year from date of enrollment or 3-years from date of enrollment as identified on the PPM.

The screenshot shows the NCTracks Provider Portal interface. The top navigation bar includes links for Eligibility, Prior Approval, Claims, Referral, and Consent Forms. The left sidebar lists various enrollment steps, with 'National Accreditation' currently selected. The main content area is titled 'National Accreditation' and includes a legend indicating that an asterisk (*) denotes a required field. A text box explains that national accreditation is required for certain services under taxonomy code 251S00000X. Below this, the 'Add National Accreditation' section contains a form with the following fields: Taxonomy Type (dropdown), Service Type (dropdown), Service (dropdown), Accreditation Type (dropdown), Accreditation # (text input), Effective Date (date picker), and Expiration Date (date picker). The form also includes 'Add' and 'Clear' buttons. At the bottom, there are 'Previous' and 'Next' navigation buttons, along with a reminder to complete all required fields with valid content.

Provider Portal

Eligibility | Prior Approval | Claims | Referral | Consent Forms

Home | Provider Enrollment | Online Provider Enrollment Ap...

Provider Enrollment

NOTE: Data is not saved unless the 'Next' button is activated.

Contact CSRA Call center

- Organization Basic Information
- Terms and Conditions
- Health/Benefit Plan Selection
- Ownership Information
- Addresses
- Taxonomy Classification
- Add Services and Endorsements
- National Accreditation**
- Accreditation
- CCNC/CA
- Physician Extender Participation
- Hours of Operation
- Services
- Agents/Managing Employees

National Accreditation

* indicates a required field

NATIONAL ACCREDITATIONS

National Accreditation is required to render services under taxonomy code 251S00000X. If National Accreditation is not provided at the time a Service is selected, the Service may still be approved; however, an expiration date will be automatically assigned—set to either 1 or 3 years from the date the Service is added with the approved application. Refer to the PPM for the timeframe appropriate for the Service. National Accreditation must be reported via an MCR before this expiration date. Failure to do so will result in suspension and subsequent termination of the Service, which may also lead to termination of the associated taxonomy code.

Add National Accreditation

Select a taxonomy, a service type, a service and an accreditation type from the drop down list and provide the accreditation number.

Taxonomy Type: -- Select One -- Service Type: -- Select One --

Service: -- Select One -- Accreditation Type: -- Select One --

Accreditation #: Effective Date: mm/dd/yyyy Expiration Date: mm/dd/yyyy

Add Clear

Previous Next

Please be sure to complete all required fields with valid content.

National Accreditation

National Accreditation for Community Intervention Services (CIS) may be reported via this application if currently active, or via a Manage Change Request (MCR) if obtained later but must be reported for those Services prior to the 1-year or 3-year expiration date. Failure to do so will result in suspension and subsequent termination of the Service, which may lead to termination of the associated taxonomy if there are no other active Services. The error message below will appear if the service requires the user to enter the National Accreditation.

The screenshot displays the NC TRACKS Provider Portal interface. The top navigation bar includes links for Eligibility, Prior Approval, Claims, Referral, and Consent Forms. The main content area is titled "National Accreditation" and features a yellow error summary box. The error message states: "Please fix the following errors before you proceed. Click each error message to navigate to the field requiring correction or data entry." Below this, a red bullet point indicates: "Please add/enable taxonomy required accreditation(s), with current/future expiration date for services: COMMUNITY LIVING AND SUPPORT." The form also includes a section for "NATIONAL ACCREDITATIONS" with a detailed note about the requirement for taxonomy code 251S00000X. At the bottom, there is a form to "Add National Accreditation" with fields for Taxonomy Type, Service, Accreditation Type, Accreditation #, Effective Date, and Expiration Date.

Provider Portal

Eligibility | Prior Approval | Claims | Referral | Consent Forms

Home | Provider Enrollment | Online Provider Enrollment Ap...

Provider Enrollment

NOTE: Data is not saved unless the 'Next' button is activated.
Contact CSRA Call center

- Organization Basic Information
- Terms and Conditions
- Health/Benefit Plan Selection
- Ownership Information
- Addresses
- Taxonomy Classification
- Add Services and Endorsements
- National Accreditation
- Accreditation
- CCNC/GCA
- Physician Extender Participation
- Hours of Operation
- Services
- Agents/Managing Employees
- Pharmacy Information
- Facilities Information
- Method of Claim/Electronic Submission

National Accreditation

* Indicates a required field

Error Summary

Please fix the following errors before you proceed. Click each error message to navigate to the field requiring correction or data entry.

- Please add/enable taxonomy required accreditation(s), with current/future expiration date for services: COMMUNITY LIVING AND SUPPORT.

NATIONAL ACCREDITATIONS

National Accreditation is required to render services under taxonomy code 251S00000X. If National Accreditation is not provided at the time a Service is selected, the Service may still be approved; however, an expiration date will be automatically assigned—set to either 1 or 3 years from the date the Service is added with the approved application. Refer to the PPM for the timeframe appropriate for the Service. National Accreditation must be reported via an MCR before this expiration date. Failure to do so will result in suspension and subsequent termination of the Service, which may also lead to termination of the associated taxonomy code.

Add National Accreditation

Select a taxonomy, a service type, a service and an accreditation type from the drop down list and provide the accreditation number.

Taxonomy Type:	-- Select One --	Service Type:	-- Select One --
Service:	-- Select One --	Accreditation Type:	-- Select One --
Accreditation #:			
Effective Date:	mm/dd/yyyy	Expiration Date:	mm/dd/yyyy

Add Clear

National Accreditation

1. To add the National Accreditation the user **MUST** select the appropriate taxonomy, service type, a service and an accreditation type from the drop down list and provide the accreditation numbers then select **ADD**.

NOTE: The National Accreditation **MUST** be entered for each service that requires accreditation.

The screenshot shows a web application interface for "National Accreditation". At the top, there's a title bar with "National Accreditation" and links for "Legend" and "Help". Below the title, a red asterisk indicates a required field. A large text box explains that national accreditation is required for certain services under taxonomy code 251S00000X, specifically for Community Intervention Services (CIS). It states that accreditation must be reported at enrollment or via a Manage Change Request (MCR) if obtained later, and failure to do so results in suspension and termination of the service. Below this, a section titled "Add National Accreditation" contains a instruction: "Select a taxonomy, a service type, a service and an accreditation type from the drop down list and provide the accreditation number." The form fields are as follows: "Taxonomy Type" (dropdown menu with "251S00000X Community/Behavioral H" selected), "Service Type" (dropdown menu with "CIS SERVICES" selected), "Service" (dropdown menu with "COMMUNITY SUPPORT TEAM" selected), "Accreditation Type" (dropdown menu with "-- Select One --" selected, showing a list of options: "COMMISSION ON ACCREDITATION OF REHABILITATION FACILITIES (CARF)", "COUNCIL ON ACCREDITATION (COA)", "COUNCIL ON QUALITY AND LEADERSHIP (CQL)", and "JOINT COMMISSION ON ACCREDITATION OF HEALTHCARE ORGANIZATION (JCAHO)"), "Accreditation #:" (text input field), "Effective Date:" (date input field with "mm/dd/yyyy" placeholder), and "Expiration Date:" (text input field). At the bottom, there are buttons for "Previous", "Next", "Save Draft", and "Delete Draft". A note at the bottom right says "Please be sure to complete all required fields with valid content."

National Accreditation

* indicates a required field

NATIONAL ACCREDITATION

National accreditation is required for certain Services under taxonomy code 251S00000X to render services. For Innovations Waiver Services, if national accreditation is required, it must be reported at time of enrollment in the Service. For Community Intervention Services (CIS), national accreditation may be required 1-year from date of enrollment or 3-years from date of enrollment as identified on the PPM. National accreditation for CIS may be reported via this application if currently active, or via a Manage Change Request (MCR) if obtained later but must be reported for those Services prior to the 1-year or 3-year expiration date. Failure to do so will result in suspension and subsequent termination of the Service, which may lead to termination of the associated taxonomy if there are no other active Services.

Please provide national accreditation information that qualifies you to render services, if required.

Add National Accreditation

Select a taxonomy, a service type, a service and an accreditation type from the drop down list and provide the accreditation number.

* Taxonomy Type: 251S00000X Community/Behavioral H

* Service Type: CIS SERVICES

* Service: COMMUNITY SUPPORT TEAM

* Accreditation Type: -- Select One --

* Accreditation #:

* Effective Date: mm/dd/yyyy

* Expiration Date:

COMMISSION ON ACCREDITATION OF REHABILITATION FACILITIES (CARF)
COUNCIL ON ACCREDITATION (COA)
COUNCIL ON QUALITY AND LEADERSHIP (CQL)
JOINT COMMISSION ON ACCREDITATION OF HEALTHCARE ORGANIZATION (JCAHO)

Previous Next

Please be sure to complete all required fields with valid content.

Save Draft Delete Draft

National Accreditation

2. Once the accreditation is added to the application, the system will allow the user to proceed **NEXT** to complete the remaining sections and submit.

National Accreditation

Print | A A | Help

* indicates a required field

Legend

NATIONAL ACCREDITATION?

National accreditation is required for certain Services under taxonomy code 251S00000X to render services. For Innovations Waiver Services, if national accreditation is required, it must be reported at time of enrollment in the Service. For Community Intervention Services (CIS), national accreditation may be required 1-year from date of enrollment or 3-years from date of enrollment as identified on the PPM. National accreditation for CIS may be reported via this application if currently active, or via a Manage Change Request (MCR) if obtained later but must be reported for those Services prior to the 1-year or 3-year expiration date. Failure to do so will result in suspension and subsequent termination of the Service, which may lead to termination of the associated taxonomy if there are no other active Services.

Please provide national accreditation information that qualifies you to render services, if required.

ACCREDITATION - COMMISSION ON ACCREDITATION OF REHABILITATION FACILITIES (CARF)

Taxonomy Type: 251S00000X Community/Behavioral Health

Service Type: CIS SERVICES

Service: COMMUNITY SUPPORT TEAM

Accreditation Type: COMMISSION ON ACCREDITATION OF REHABILITATION FACILITIES (CARF)

Accreditation #: 123456789

Effective Date: 07/30/2026

Expiration Date: 08/10/2028

EditDelete

Add National Accreditation

Select a taxonomy, a service type, a service and an accreditation type from the drop down list and provide the accreditation number.

Taxonomy Type: -- Select One --

Service Type: -- Select One --

Service: -- Select One --

Accreditation Type: -- Select One --

Accreditation #:

Effective Date: mm/dd/yyyy

Expiration Date: mm/dd/yyyy

AddClear

« Previous

Please be sure to complete all required fields with valid content.

Next »

Links & Resources

- [Deadline Extended to Oct. 1, 2026, for 251S00000X Providers With No Services Selected](#)
- [Behavioral Health, Mental Health and Intellectual and Developmental Disabilities \(I/DD\) webpage, featuring national accreditation FAQs](#)
- [Post-Enrollment National Accreditation Update](#)
- [Innovations Waiver Providers – Updated Service and National Accreditation Requirements](#)
- [Provider Permission Matrix \(PPM\)](#)
- [Applicable Clinical Coverage Policies](#)