

# NC Medicaid Managed Care Provider Playbook

NC Medicaid

To ensure beneficiaries can seamlessly receive care on day one, the North Carolina Department of Health and Human Services (NCDHHS) is delaying the implementation of the NC Medicaid Managed Care Behavioral Health and Intellectual/ Developmental Disabilities Tailored Plans (Tailored Plans). Tailored Plan launch was scheduled for Oct. 1, 2023, **but will now go forward at a date still to be determined.**

## What Providers Need to Know: Part 1 – Before Tailored Plan Launch

### Pre-Launch Provider Checklist and Information

The Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plan (Tailored Plan) launch is delayed . Approximately 150,000 beneficiaries will be enrolled into Tailored Plans. This fact sheet offers information providers need to know before Tailored Plan launch.

#### PRE-LAUNCH CHECKLIST FOR PROVIDERS

Providers are encouraged to complete the following activities before Tailored Plan launches:

- Explore contracting options with each Tailored Plan
- Notify staff of the Tailored Plans contracted with their provider organization and the areas of service
- Review each page of the NCTracks provider record for each applicable individual provider and organization for accuracy and submit changes using the Manage Change Request (MCR) process
- Encourage beneficiaries to respond to their enrollment notification to self-select a PCP

#### PROVIDER CONTRACTING REMINDERS

Providers who want to participate in a Tailored Plan provider network should contact the Tailored Plan directly to discuss the process and requirements. Each Tailored Plan will have its own provider contract templates and processes.



Tailored Plan	Contact Information
Alliance Health	Email: <a href="mailto:ProviderNetwork@alliancehealthplan.org">ProviderNetwork@alliancehealthplan.org</a> Phone: 919-651-8500
Eastpointe	Email: <a href="mailto:networkoperations@eastpointe.net">networkoperations@eastpointe.net</a> Phone: 888-977-2160
Partners Health Management	Email: <a href="mailto:contracts@Partnersbhm.org">contracts@Partnersbhm.org</a> Phone: 877-964-1454, option 4, option 2
Sandhills Center	Email: <a href="mailto:providercontracts@sandhillscenter.org">providercontracts@sandhillscenter.org</a> Phone: 855-777-4652
Trillium Health Resources	Email: <a href="mailto:networkservicessupport@trilliumnc.org">networkservicessupport@trilliumnc.org</a> Phone: 855-250-1539
Vaya Health	Email: <a href="mailto:provider.info@vayahealth.com">provider.info@vayahealth.com</a> Phone: 866-990-9712, option 3

## ENSURE PROVIDER INFORMATION IS CORRECT

The Provider Directory and Affiliation Report is available to actively enrolled NC Medicaid providers. This report allows providers to confirm the information NC Medicaid beneficiaries can see when they use the “NC Medicaid Provider and Health Plan Look-up Tool” to find participating provider information.

Providers may use the NCTracks MCR process, available in the NCTracks Provider Portal, to modify any provider record or service location information and individual-to-organization affiliations. If the Provider Affiliation information is incorrect, the affiliated provider or their office administrator must update the group affiliation in NCTracks.

Providers unable to find their practice associated with the correct Tailored Plan should contact the Tailored Plan directly to discuss contracting options.

It is crucial for providers to thoroughly review their individual and organization provider enrollment record in NCTracks and submit changes using the MCR process. **Incorrect or missing records may result in beneficiaries being unable to choose that provider as their PCP during the Choice Period or being auto assigned to a new PCP.**

Not only is ensuring accuracy a requirement in the legal and binding NCDHHS Provider Administrative Participation Agreement, but correct information on the NCTracks provider record will assist beneficiaries with the search for PCPs in the Medicaid Provider and Health Plan Look-Up tool.



## HELP BENEFICIARIES WITH THE TRANSITION

Ensure beneficiaries who currently receive certain services for a mental health disorder, substance use disorder, I/DD or traumatic brain injury (TBI) know they will be auto-enrolled into a Tailored Plan, if applicable, based on:

The county that manages the beneficiary's Medicaid case (administrative county)

- Special population considerations
- A lookback period of 24 months

For more information, visit the [County Playbook](#)

## WHAT IF BENEFICIARIES HAVE QUESTIONS?

Beneficiaries can contact the NC Medicaid Enrollment Broker with questions about the transition to Tailored Plans or need enrollment assistance.

- Call 833-870-5500 (TTY: 711 or [RelayNC.com](https://www.relaync.com))
- Online at [ncmedicaidplans.gov](https://ncmedicaidplans.gov)
- Mobile App: NC Medicaid Managed Care on Google Play (Android) or the App Store (iPhone)

Beneficiaries should contact their Tailored Plan if they have questions about Tailored Plan services, their PCP or Tailored Care Management provider. To choose a PCP, members should call their Tailored Plan. Beneficiaries can search and find providers contracted with the Tailored Plan at [ncmedicaidplans.gov/find](https://ncmedicaidplans.gov/find).

## QUESTIONS?

For Questions About	Contact
General Tailored Plan information	<a href="mailto:Medicaid.TailoredCareMgmt@dhhs.nc.gov">Medicaid.TailoredCareMgmt@dhhs.nc.gov</a>
NCTracks provider information	NCTracks Call Center at 800-688-6696
Beneficiary eligibility	NCTracks Call Center at 800-688-6696

To update provider information, log into the [NCTracks Secure Provider Portal](#) and use the MCR to review and submit changes.

