Provider Directory

March 02, 2021
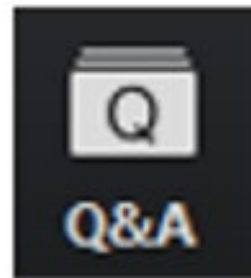
Logistics for today's webinar

- Chat and audio are disabled

- Video settings (hide non-video participants)

- Please use Zoom Q&A button to enter questions
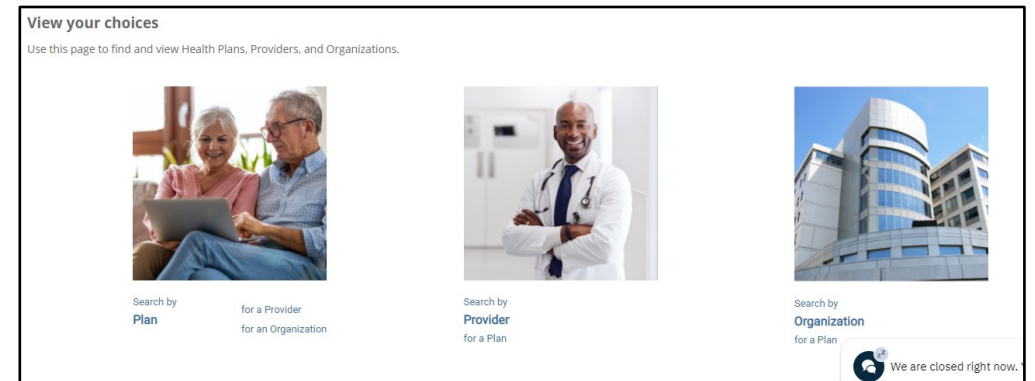
Today's Presenters

- **Christina Bunch**
  Associate Director, Provider Operations

- **Darryl Frazier**
  Manager, Provider Operations

- **Melanie Whitener**
  Manager, Provider Operations

- **Corrine Corkery**
  Technical Lead, Provider Operations

- **Casey Harris**
  Support Analyst, Provider Operations

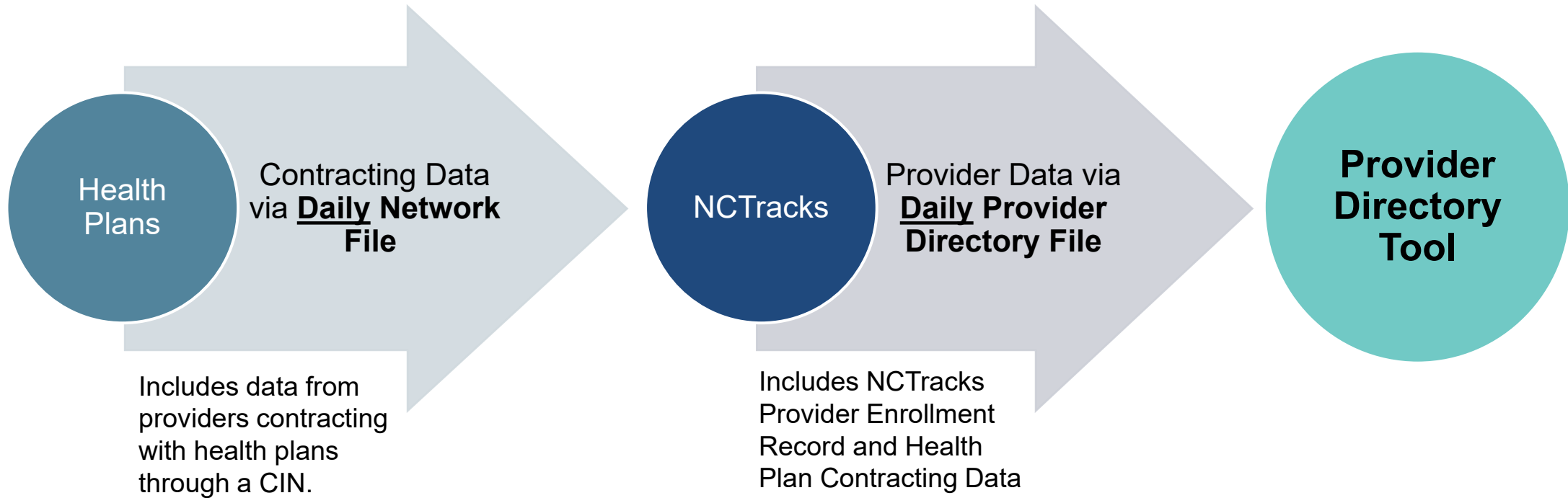# Provider Directory – Medicaid and NC Health Choice Provider and Health Plan Look Up Tool

Provider Directory Overview

What is the Medicaid and NC Health Choice Provider and Health Plan Look Up tool?

o This is the Enrollment Broker's Provider Directory – the tool Medicaid and NC Health Choice beneficiaries may use for selecting their Health Plan and Primary Care Provider (PCP).

o The provider directory contains all active Medicaid and NC Health Choice providers, including primary care providers, specialists, hospitals and organizations.

o The Enrollment Broker Website has two searchable portals:
  — A Public-Facing Portal that includes all active Medicaid and Health Choice Providers launched **January 25, 2021.**
  — A Secured Portal that will be used by Medicaid and NC Health Choice beneficiaries for health plan and PCP selection. Search results in this portal will only include active Medicaid and Health Choice providers that are designated as AMH or PCPs. This portal will be available starting **March 1, 2021.**

Provider Directory Data Flow

Health Plans

Contracting Data via **<u>Daily</u> Network File**

Includes data from providers contracting with health plans through a CIN.

NCTracks

Provider Data via **<u>Daily</u> Provider Directory File**

Includes NCTracks Provider Enrollment Record and Health Plan Contracting Data

Provider Directory Tool

What should providers do to update their record?

- **Provider information displayed in the online directory is sourced from the NCTracks provider records and supplemented with health plan contract data.**

1. If **provider/organization information** in the online directory is out-of-date or inaccurate, the provider's Office Administrator should complete a Manage Change Request (MCR) via the NCTracks Secure Provider Portal to correct it (inclusive of updates to demographic information, languages, and services).
   - If the individual to organization **Provider Affiliation information** is incorrect, the Office Administrator for the affiliated individual provider must update the group affiliation on the individual provider's record.
   - Any information that is updated on an Organization or Individual NCTracks Provider Record will be reflected in the provider directory after the NCTracks MCR is complete.

2. Providers unable to find their **practice associated with the correct Health Plans**, should reach out directly to the Health Plan to correct the errors.
   - If contracting with health plans through a Clinically Integrated Network (CIN), providers should reach out to their CIN to resolve.

Data displayed in the tool will be refreshed daily, at midnight, to reflect completed changes from the previous day.

What Should Providers do to Update Their Record?

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What Should Providers do to Update Their Record?

2. If the **Provider Affiliation information** is incorrect, the Office Administrator for the affiliated provider must update the group affiliation on the individual provider's record.
   – Any information that is updated on an Organization or Individual NCTracks Provider Record will be reflected in the provider directory after the NCTracks MCR is complete.

Data displayed in the tool will be refreshed daily, at midnight, to reflect completed changes from the previous day.

What Should Providers do to Update Their Record?

3. Providers unable to find their **practice associated with the correct Health Plans**, should reach out directly to the Health Plan to correct the errors.
   - If contracting with health plans through a Clinically Integrated Network (CIN), providers should reach out to their CIN to resolve.

Provider

Direct Contracting

Reach out to Health Plan to correct errors

Health Plans

Contracting through a CIN

CIN to resolve

CIN
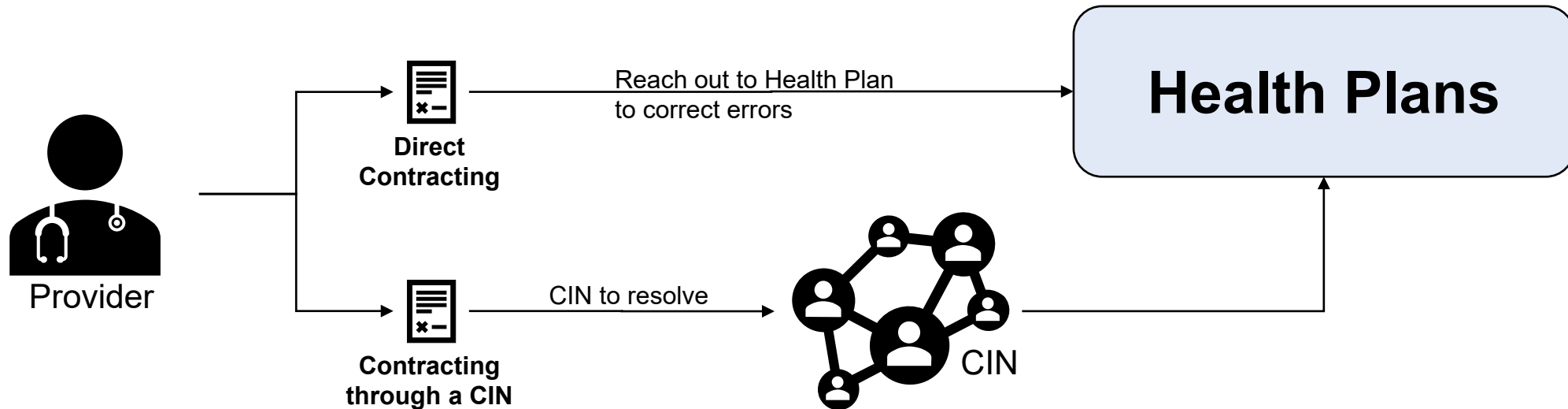
Reporting Errors

- If a provider has followed all guidance to correct their provider record and still encounters issues, users are encouraged to use the "**Report an Error**" link in the top right corner on any page of the Lookup Tool.

- These errors will be reviewed by the Provider Operations Team who will respond to the user's feedback.

QUESTIONS?

FAQs

Topic	Response
How do providers ensure accurate information displays in the Medicaid and NC Health Choice Provider and Health Plan Lookup Tool?	Provider information displayed in the Tool is sourced from the provider NCTracks record and supplemented with health plan contract data. To ensure that accurate information is displayed, please review the NCTracks provider record and make any necessary updates using the Manage Change Request (MCR) process. Also, confirm that the information given to health plans during contracting is up to date.
Once the Medicaid and NC Health Choice Provider and Health Plan Lookup Tool is live, how will the information be updated?	Data displayed in the Tool will be refreshed daily. Any information that is updated on an organization or individual NCTracks provider record will be reflected in the Provider Directory after the Managed Change Request (MCR) is processed.
What if the results displayed for a provider do not include all health plans the provider is contracted with?	If Health Plans Accepted for a particular provider or organization are not displayed as expected, the provider should contact the appropriate health plan to confirm contracting status. Contact information for all health plans is available on the DHHS Transformation website (https://medicaid.ncdhhs.gov/providers/provider-contracting-health-plans). All results will display NC Medicaid Direct as a health plan, which signifies that the provider is a NC Medicaid participating provider. Beginning 3/1/2021, results will also identify the Benefit Program, Medicaid and/or NC Health Choice, with which a provider or organization participates.
Why is practice information not displaying in a provider search result?	The "Search by Health Plan for a Provider" and "Search by Provider for a Plan" options display information from the individual NCTracks provider record only. No information from the affiliated organization provider record, including Health Plans Accepted, will display in a search by provider result. The user must "Search by Health Plan for an Organization" or "Search by Organization for a Plan" to display results for the organization.

FAQs

Topic	Response
What if I identify a change I need to make to my record during Open Enrollment? Is it too late, and will I lose my patients?	<mark>No, we expect a majority of beneficiaries will be auto-assigned so there is time to ensure your information is correct and to sign new contracts.</mark> In order for a provider's information to be used in auto-enrollment (May 15, 2021), contracts must be submitted to PHPs by April 12, 2021. The auto-assignment algorithm factors in the patient's existing relationship with a provider.
What happens if a Provider takes all necessary steps to ensure their correct information is in the Provider Directory and they are still having issues?	If, after following the guidance, a user continues to identify issues with search functions displaying unexpected results, users are encouraged to use the "Report an Error" link in the top right corner on any page of the Lookup Tool. These errors will be reviewed by the Provider Operations Team who will respond to the user's feedback.

If the unexpected results are related to the Health Plan Accepted information, the Department encourages providers to work with their health plans directly to remediate these discrepancies. If the discrepancies continue, then the Department encourages providers to reach out to the Provider Ombudsman. These types of inquiries, concerns or complaints can be submitted to Medicaid.ProviderOmbudsman@dhhs.nc.gov, or received through the Provider Ombudsman line at 919-527-6666. The Provider Ombudsman contact information is also published in each health plan's provider manual. |

Additional Resources

Provider Directory Specific Resources	Location
Virtual Office Hours (VOH) Session	MORE INFORMATION COMING SOON! The North Carolina Department of Health and Human Services Division of Health Benefits and North Carolina AHEC are offering a virtual office hour session to demo the Provider and Health Plan Lookup Tool and offer a Q&A session.
Provider and Health Plan Lookup Tool Fact Sheet	The Medicaid and NC Health Choice Provider and Health Plan Lookup Tool Fact Sheet is located on the Provider Playbook Fact Sheet page.
Interim Reports to Assist Providers in Verifying Their Records	These are located on the Provider Playbook Trending Topics page: • The Provider Directory Listing Report is available to providers for the purpose of providing transparency about their Health Plan(s) contracting status, as well as the manner in which their data will appear in the public-facing provider directory once it launches. • The Provider Affiliation Report contains all active organizations, their service location and each affiliated individual provider. This report will only display individual to organization affiliations as found in NCTracks.

General Resources	Location
Provider Playbook Updates	The Provider Playbook has the latest information, tools and other resources to help providers smoothly transition to Medicaid Managed Care. Visit the Provider Playbook often as resources will be added as they become available.
Webinar Series for Medicaid Providers and Practice Leaders	NC Medicaid and North Carolina Area Health Education Centers (AHEC) have partnered to host a series of webinars on the first and third Thursdays of each month to increase engagement with providers, practice managers and quality managers. The latest schedule, registration and information about previous webinars is available here.
Additional Practice Support	In coming months, NC Medicaid and AHEC will host health plan and EBCI Tribal Option Provider Meet-N-Greets, Webinars, and Virtual Office Hours sessions with a focus on Medicaid Managed Care readiness. More details will be coming soon.

In addition to the resources above, providers may find the all of the latest information about NC Medicaid in the Medicaid Bulletin or by subscribing to the NCTracks mailing list.