

# PROVIDER RESOURCE GUIDE

Please see below for NCDHHS provider resources, key contacts, and steps you can take to prepare for the transition to Medicaid Managed Care, and how you can assist patients following implementation on July 1, 2021. NCDHHS updates these documents as new information becomes available, so we encourage you to check these resources regularly.

## NCDHHS MEDICAID MANAGED CARE RESOURCES FOR PROVIDERS:

- ▶ N.C. Medicaid Provider Playbook  
<https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care>
- ▶ What Providers Need to Know before July 1  
<https://files.nc.gov/ncdma/NCMT-Provider-FactSheet-Need-to-Know-Before-Launch-20210120.pdf>
- ▶ What Providers Need to Know after Managed Care Launch  
<https://files.nc.gov/ncdma/NCMT-Provider-FactSheet-Need-to-Know-After-Launch-20210521-v2.pdf>
- ▶ Medicaid Providers FAQ  
<https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care/frequently-asked-questions-and-answers-medicaid>
- ▶ Day One Provider Quick Reference Guide  
[https://files.nc.gov/ncdma/Provider\\_Day\\_One\\_QRG\\_20210407.pdf](https://files.nc.gov/ncdma/Provider_Day_One_QRG_20210407.pdf)

## PREPARING FOR LAUNCH: STEPS YOU CAN TAKE BEFORE JULY 1

**Prior to the launch of Medicaid Managed Care, providers should:**

1. Check to ensure you're listed correctly in the directory.
2. Review materials from NCDHHS and contracted health plans.
3. Make sure your staff is aware of your contracting status.

4. Help your patients understand these changes.
5. Ensure your workflows and processes, including prior authorizations, coding, and billing, are updated to reflect the requirements in your health plan contracts and provider manuals.

## AFTER LAUNCH: HOW YOU CAN ASSIST PATIENTS STARTING JULY 1

- ▶ When beneficiaries have questions about Medicaid Managed Care or how Medicaid Transformation affects them, please direct them to the appropriate contacts listed in the [NCHA Member] Patient Guide [INSERT LINK] and/or the NCDHHS County Playbook.
- ▶ Medicaid Managed Care beneficiaries who need to change plans have the right to do so for any reason within the first 90 days or until September 30. Please direct them to the N.C. Medicaid Enrollment Broker by phone, chat feature on the N.C. Medicaid website, or the N.C. Medicaid Managed Care mobile app. See [NCHA Member] Patient Guide [INSERT LINK] for contact information.
- ▶ If a patient would like to update his/her PCP within his/her current health plan network, please direct the patient to the appropriate health plan contact. See [NCHA Member] Patient Guide [INSERT LINK] for contact information.
- ▶ Stay positive and continue to instill confidence in the patient-provider relationship throughout this change.



	<b>PROVIDER SERVICES</b> Contracting, single-use agreements, special benefit info	<b>PRIOR AUTHORIZATIONS</b>	<b>CLAIMS</b>
<p><b>AmeriHealth Caritas</b></p> <p><b>QUICK REFERENCE GUIDE:</b> <a href="https://www.amerhealthcaritasnc.com/assets/pdf/provider/provider-reference-guide.pdf">https://www.amerhealthcaritasnc.com/assets/pdf/provider/provider-reference-guide.pdf</a></p>	<p><b>ONLINE PROVIDER PORTAL:</b> <a href="https://navinet.navimedix.com/">https://navinet.navimedix.com/</a></p> <p><b>PHONE:</b> 888-738-0004</p> <p><b>PROVIDER RESOURCES AND MANUAL:</b> <a href="https://www.amerhealthcaritasnc.com/assets/pdf/provider/provider-manual.pdf">https://www.amerhealthcaritasnc.com/assets/pdf/provider/provider-manual.pdf</a>  <a href="https://www.amerhealthcaritasnc.com/provider/forms/index.aspx">https://www.amerhealthcaritasnc.com/provider/forms/index.aspx</a></p>	<p><b>ONLINE:</b> Provider Portal</p> <p><b>PHONE:</b> 833-900-2262</p> <p><b>PHARMACY:</b> 855-375-8811</p>	<p><b>ONLINE:</b> <a href="https://www.amerhealthcaritasnc.com/provider/claims-billing/index.aspx">https://www.amerhealthcaritasnc.com/provider/claims-billing/index.aspx</a></p> <p><b>PHONE:</b> 888-738-0004</p>
<p><b>Carolina Complete Health</b></p> <p><b>QUICK REFERENCE GUIDE:</b> <a href="https://network.carolinacompletehealth.com/content/dam/centene/carolinacompletehealth/pdfs/CCHN-Current-PDFQRG-Form.pdf">https://network.carolinacompletehealth.com/content/dam/centene/carolinacompletehealth/pdfs/CCHN-Current-PDFQRG-Form.pdf</a></p>	<p><b>ONLINE PROVIDER PORTAL:</b> <a href="https://network.carolinacompletehealth.com">https://network.carolinacompletehealth.com</a></p> <p><b>PHONE:</b> 833-522-3876</p> <p><b>PROVIDER MANUAL:</b> <a href="https://network.carolinacompletehealth.com/content/dam/centene/carolinacompletehealth/pdfs/CCHE_PRV15%5EAB-01_Provider_Manual_2020_1106_Final%20with%20Cover%20Pdf%20V2.pdf">https://network.carolinacompletehealth.com/content/dam/centene/carolinacompletehealth/pdfs/CCHE_PRV15%5EAB-01_Provider_Manual_2020_1106_Final%20with%20Cover%20Pdf%20V2.pdf</a></p>	<p><b>ONLINE:</b> Provider Portal</p> <p><b>PHONE:</b> 833-552-3876</p> <p><b>PHARMACY:</b> 833-585-4309</p>	<p><b>ONLINE:</b> <a href="https://network.carolinacompletehealth.com">https://network.carolinacompletehealth.com</a></p>
<p><b>Healthy Blue</b></p> <p><b>QUICK REFERENCE GUIDE:</b> <a href="https://provider.healthybluenc.com/docs/gpp/NC_CAID_QuickReferenceGuide.pdf">https://provider.healthybluenc.com/docs/gpp/NC_CAID_QuickReferenceGuide.pdf</a></p>	<p><b>ONLINE PROVIDER PORTAL:</b> <a href="https://provider.healthybluenc.com">https://provider.healthybluenc.com</a> or <a href="https://www.availity.com">https://www.availity.com</a></p> <p><b>PHONE:</b> 844-594-5072</p> <p><b>PROVIDER MANUAL:</b> <a href="https://provider.healthybluenc.com/docs/inline/NCNC_CAID_Provider-Manual.pdf">https://provider.healthybluenc.com/docs/inline/NCNC_CAID_Provider-Manual.pdf</a></p>	<p><b>ONLINE:</b> Provider Portal</p> <p><b>PHONE:</b> 844-594-5072</p> <p><b>PHARMACY:</b> 844-594-5072</p>	<p><b>ONLINE:</b> <a href="http://www.availity.com">www.availity.com</a></p> <p><b>PHONE:</b> 800-594-5072</p>
<p><b>United Healthcare</b></p> <p><b>QUICK REFERENCE GUIDE:</b> <a href="https://www.uhcprovider.com/content/dam/provider/docs/public/commplan/nc/training/NCMedicaid-QRG.pdf">https://www.uhcprovider.com/content/dam/provider/docs/public/commplan/nc/training/NCMedicaid-QRG.pdf</a></p>	<p><b>ONLINE PROVIDER PORTAL:</b> <a href="https://www.uhcprovider.com">https://www.uhcprovider.com</a></p> <p><b>PHONE:</b> 800-638-3302</p> <p><b>PROVIDER MANUAL:</b> <a href="https://www.uhcprovider.com/content/dam/provider/docs/public/admin-guides/comm-plan/NC-UHC-CP-Care-Provider-Manual.pdf">https://www.uhcprovider.com/content/dam/provider/docs/public/admin-guides/comm-plan/NC-UHC-CP-Care-Provider-Manual.pdf</a></p>	<p><b>ONLINE:</b> Provider Portal</p> <p><b>SURESCRIPTS:</b> <a href="https://providerportal.surescripts.net/ProviderPortal/optum/login">https://providerportal.surescripts.net/ProviderPortal/optum/login</a></p>	<p><b>ONLINE:</b> <a href="https://www.uhcprovider.com">https://www.uhcprovider.com</a></p> <p><b>PHONE:</b> 800-210-8315</p>

<p><b>WellCare</b></p> <p><b>QUICK REFERENCE GUIDE:</b>  <a href="https://www.wellcare.com/North-Carolina/Providers/Medicaid">https://www.wellcare.com/North-Carolina/Providers/Medicaid</a></p>	<p><b>ONLINE PROVIDER PORTAL:</b> <a href="https://provider.wellcare.com">https://provider.wellcare.com</a></p> <p><b>PHONE:</b> 866-799-5318</p> <p><b>PROVIDER MANUAL:</b>  <a href="https://www.wellcare.com/North-Carolina/Providers/Medicaid">https://www.wellcare.com/North-Carolina/Providers/Medicaid</a></p>	<p><b>ONLINE:</b> Provider Portal</p> <p><b>PHONE:</b> 866-799-5318</p> <p><b>PHARMACY:</b> (Fax) 800-678-3189 or</p> <p><b>SURESCRIPTS:</b> <a href="https://providerportal.surescripts.net/providerportal/">https://providerportal.surescripts.net/providerportal/</a></p>	<p><b>ONLINE:</b> <a href="https://www.wellcare.com/en/North-Carolina/Providers/Medicaid/Claims">https://www.wellcare.com/en/North-Carolina/Providers/Medicaid/Claims</a></p> <p><b>PHONE:</b> 866-799-5318</p>
<p><b>ECBI Tribal Option</b></p>	<p><b>PROVIDER SUPPORT LINE:</b>              800-688-6696 (NCTracks Call Center)</p> <p><b>ONLINE:</b> <a href="http://www.ebcitribaloption.com">www.ebcitribaloption.com</a></p> <p><b>PROVIDER MANUAL:</b>  <a href="https://ebcitribaloption.com/wp-content/uploads/2021/03/PRV04-T-Provider-Manual_Final.pdf">https://ebcitribaloption.com/wp-content/uploads/2021/03/PRV04-T-Provider-Manual_Final.pdf</a></p>		

<https://medicaid.ncdhhs.gov/transformation/health-plans/health-plan-contacts-and-resources>

**PROVIDER OMBUDSMAN**

**For general provider inquiries or complaints regarding health plans:**

**EMAIL:** [Medicaid.ProviderOmbudsman@dhhs.nc.gov](mailto:Medicaid.ProviderOmbudsman@dhhs.nc.gov)

**PHONE:** 919-527-6666

**NCTRACKS**

**For questions related to your NCTracks provider information,** call the NCTracks Call Center: 800-688-6696

**To update your information,** log into the NCTracks (<https://www.nctracks.nc.gov>) provider portal to verify your information and submit a MCR

**N.C. MEDICAID CONTACT CENTER**

**For all other questions,** call the Medicaid Contact Center: 888-245-0179

**OTHER KEY CONTACTS**

**Consult the NCDHHS Day One Provider Quick Reference Guide for other key contacts**

[https://files.nc.gov/ncdma/Provider\\_Day\\_One\\_QRG\\_20210407.pdf](https://files.nc.gov/ncdma/Provider_Day_One_QRG_20210407.pdf)