

NC Medicaid  
Provider & Practice Enrollment,  
Directory Affiliations

November 2023

*To support PCP Selection & Assignment*

# Verify Practice/Facility & Provider Enrollment

**There are two ways to verify a health center's practices and providers participation and enrollment for with each of the Medicaid plans:**

1. Search the NC Medicaid Online Directory
2. Download & search by NPI numbers the most recent published copy of NC Medicaid's 'Standard Plan Provider Directory Listing and Affiliation Report

Both methods are essentially the same data set, just two different ways to search. NCTracks is the source of truth, supplemented by data from each Medicaid Plan confirming which practices and affiliated providers are in-network.

Why is it important to validate that your health center's practices and providers are listed accurately in the Online Directory? Because it helps Medicaid enrollees select your health center as their PCP/AMH!

Medicaid members should be able to select your health center practice(s) as their PCP/AMH, either through the Enrollment Broker Online Directory or directly through their Health Plan. The following slides provide steps to ensure patients can choose your health center as their PCP.

# Online Directory Search

There's an online directory tool where you can search for your health center organization, including practice location(s) and providers affiliated to your health center.

<https://ncmedicaidplans.gov/en/find-provider>

1. Search by organization to verify health plans accepted.
2. Enter organization name OR location NPI number, select county
  - repeat process for each location/NPI and/or counties covered
3. If a provider and/or practice is not showing as 'in network' with any given plan, or has incorrect/missing information, click 'Report an Error' at top right corner of the webpage (see slide 5)

## Search by Organization for a Health Plan

To search, enter a location and one more search field.

The screenshot shows a search interface with the following elements:

- Organization Name:** A text input field containing "Blue Ridge Community Health", circled in blue.
- Benefit Program:** A dropdown menu with "(Choose)" selected.
- Specialty:** A dropdown menu with "Choose one or more" selected.
- Search by Location\*:** A section with radio buttons for "City", "ZIP Code", and "County" (selected). Below it is a "County\*" dropdown menu with "Henderson" selected, circled in blue.
- PCP Only:** An unchecked checkbox with a help icon.
- IHCP Only:** An unchecked checkbox with a help icon.
- Gender of Patients Accepted:** Radio buttons for "Male" and "Female".
- Age of Patients Accepted:** Radio buttons for "0 - 20", "21 and Over", and "Both".
- Accepting New Patients:** An unchecked checkbox.
- Accepting Siblings:** An unchecked checkbox.
- NPI / Atypical #:** A text input field containing "NPI / Atypical #", circled in blue.
- Language:** A dropdown menu with "(Choose one)" selected and a help icon.
- Accessibility:** A dropdown menu with "(Choose one or more)" selected and a help icon.
- Buttons:** "Search" (blue) and "Clear all" (grey).
- Chat:** A "Chat with us..." button in the bottom right corner.

# Online Directory- 'Plans Accepted'

- For any given practice/location displayed on Directory, click 'View All Plans Accepted'.
- Typically, an FQHC should show as accepting all 5 Standard Plans.
- If a Plan is missing from list, don't worry! The practice is most likely in-network, its most likely a directory data error.

ncmichicaidplans.gov/en/find-plan-by-organization

Organization	Phone	Address
RAINBOW PEDIATRICS	(828) 698-8135	110 CHADWICK SQUARE CT

### Plans Accepted

#### Standard Plans Accepted

- PCP AmeriHealth Caritas
- PCP Carolina Complete Health
- PCP HealthyBlue
- PCP UnitedHealthcare Community Plan
- PCP WellCare

#### Tailored Plans Accepted

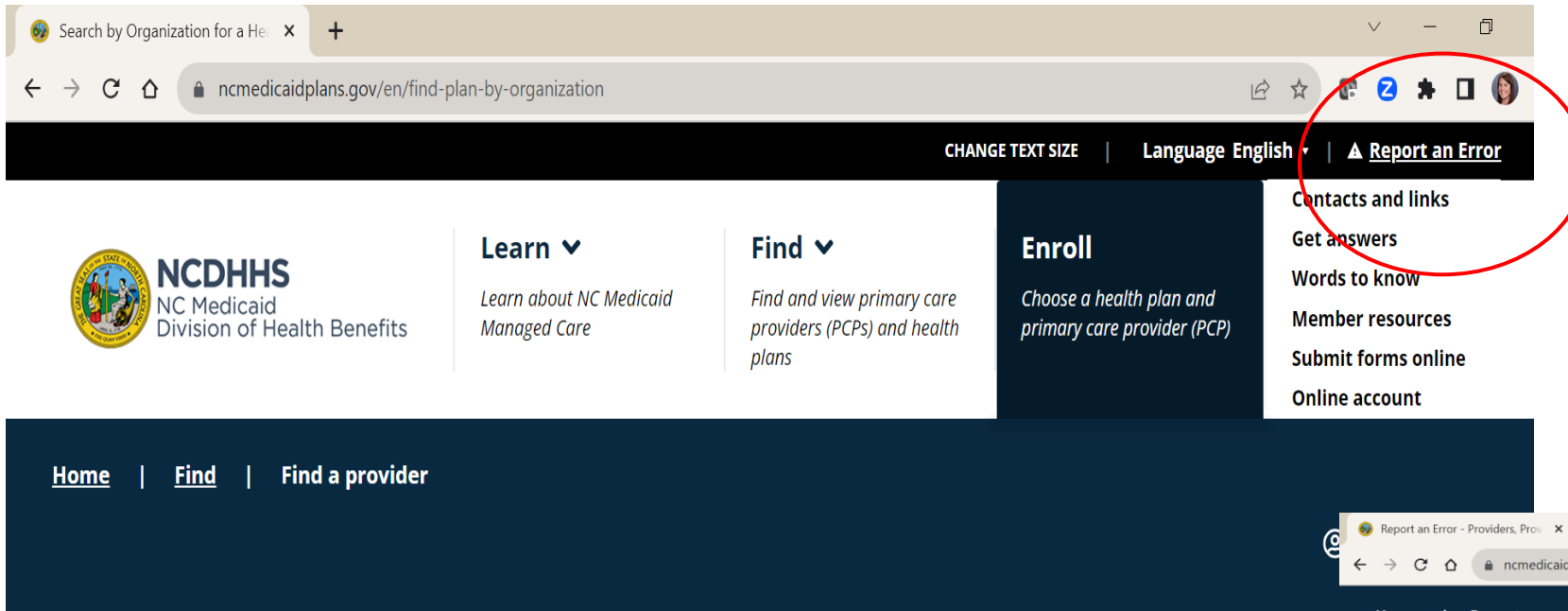
- PCP Alliance Health
- PCP Eastpointe
- PCP Partners Health Management
- PCP Sandhills Center
- PCP Trillium Health Resources
- PCP Vaya Health

#### Other Plans Accepted

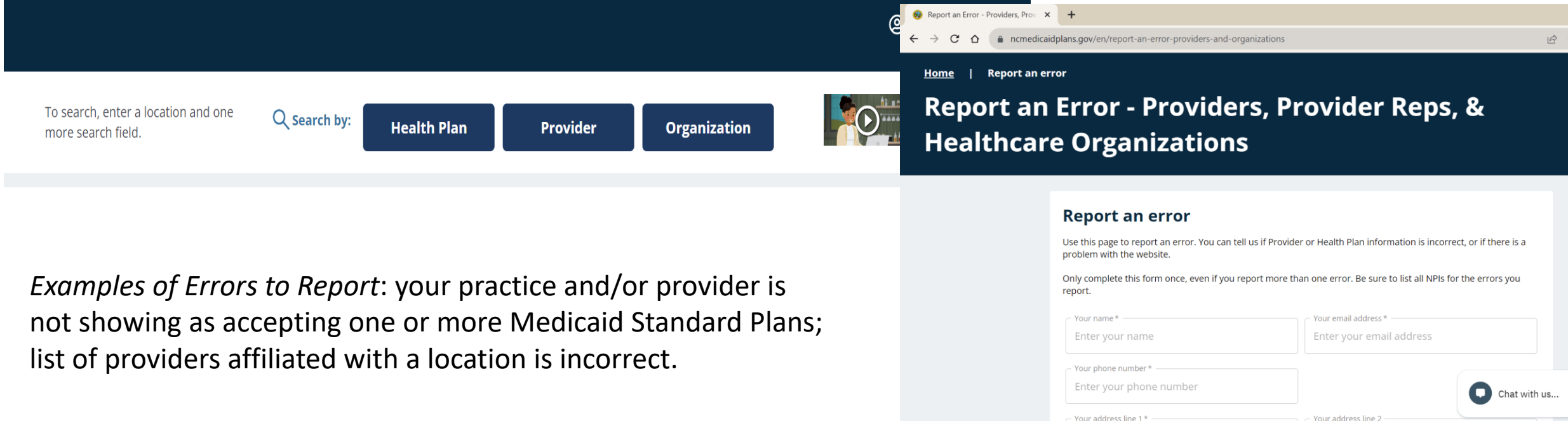
- PCP NC Medicaid Direct

Chat with us...

# Report an Error



Click 'Report Error' at top right corner of directory webpage. Click 'Yes' when it asks if you are a health care Provider. Complete form to report an error and request correction.



*Examples of Errors to Report:* your practice and/or provider is not showing as accepting one or more Medicaid Standard Plans; list of providers affiliated with a location is incorrect.

# Directory Tips

- Certain corrections or changes may require an update to facility or provider records in NCTracks.
- Can't find your health center org or when searching by name?
  - Try different variations of the org name. If org name doesn't work , try practice/location name.
  - Search by NPI number and county for more accuracy

# Standard Plan Provider Directory Listing and Affiliation Report

1. Download the most recent published copy of NC Medicaid's 'Standard Plan Provider Directory Listing and Affiliation Report'
  - <https://medicaid.ncdhhs.gov/providers/provider-playbook-medicare-managed-care/trending-topics>
  - Click the link for 'Standard Plan Provider Directory Listing and Affiliation Report' to download the report generated by NCDHHS from NCTracks provider enrollment data.
  - It's a very large file with ALL Medicaid enrolled providers and practices (thousands of rows).
  - Unlike the Online Directory, the downloadable excel report is NOT published daily, webpage will indicate date it was last updated. Currently showing November 13, 2023.
2. Open spreadsheet > highlight NPI column > use the 'Find' function in excel to search file by NPI number.
  - Have list of facility and provider NPIs handy. You will have to enter the NPI number in the search field and it will direct you to the row for the practice. You can scroll across to see that each practice is showing as "AMH Tier 3" under each column for PHP contracts. You can also search by individual provider NPI.

# Medicaid Directory Affiliation Report- Data Validation

Highlight NPI column A

Use the 'Find' function in excel to search file by NPI number

Search by Type 2 facility NPI and Type 1 provider NPI.

The screenshot shows the Microsoft Excel interface with the 'Find and Replace' dialog box open. The spreadsheet data is as follows:

	A	B	C	D	E
1					
2					
3					
4	NPI/ATYP	PROVIDER LAST NAME		PROVIDER MIDDLE INITIAL	DBA NAME
5	1528339702	STOCKS		ADAM	
6	1508838871	BLACK		ALAN	
7	1366806952	FELIX		ALEJANDRO	
8	1316213168	NH ENTERPRISES L			CSI PHARMACY
9	1881075240	SCHWARTZ		VERNON	
10	1689202491	BARSA		SAMMY	
11	1922441369	NELSON		MARIE	
12	1134787617	PRESNELL		LEE GWALTNEY	
13	1013281476	WIJESINGHE			
14	1538394630	WILSON		EDWARD	
15	1790739027	EUBANKS	JAMES	WALLACE	
16	1477074458	STANEK	COLLEEN	ELIZABETH	
17	1023246295	CLANTON	JESSE	ALLEN	
18	1306257118	TAYE	BETEGELU		
19	1992754428	SINHA	ANUJ	NMN	
20	1942609003	TACKE	NATALIE		

The 'Find and Replace' dialog box is open, showing the 'Find' tab. The 'Find what' field contains '1912324740'. The 'Within' dropdown is set to 'Sheet', 'Search' is 'By Rows', and 'Look in' is 'Formulas'. The 'Find Next' button is highlighted.



# Medicaid Directory Affiliation Report- Data Validation

Ability to identify AMH contracting status of each practice/site NPI under your FQHC's organization.

AMH3 is important designation (Columns AK-AO) for assignment and capitation payments related to Advanced Medical Home Tier 3. Driven by NCTracks attestations & AMH practice rosters shared with PHPs.

The screenshot displays the Microsoft Excel interface for a file named "Directory\_Affiliation\_Report\_13NOV20...". The ribbon is set to "Home", and the "Find and Replace" dialog box is open over the spreadsheet. The spreadsheet data is as follows:

	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS
1	SP MANAGED CARE HEALTH PLANS						AFFILIATED ORGANIZATION 1			
2										
3										
4	TRIBAL OPTION	AMERIHEALTH	HEALTHYBLUE	CAROLINA COMPLETE CARE	UNITED HEALTHCARE	WELLCARE	ORG 1 NPI			
408941			OTHR	OTHR		OTHR	1346649415			
408942		OTHR	OTHR	OTHR		OTHR	1821035999			
408943				OTHR						
408944		OTHR	OTHR	OTHR		OTHR	1205996519			
408945		OTHR	OTHR			OTHR	1427095249			
408946										
408947		AMH3	AMH3	AMH3	AMH3	AMH3				
408948		OTHR	OTHR	OTHR		OTHR	1114195617			
408949		OTHR	OTHR	OTHR			1881647204			
408950			OTHR	OTHR		OTHR	1447200233			
408951		OTHR	OTHR	OTHR		OTHR	1679066658			
408952										
408953		OTHR	OTHR		OTHR	OTHR	1801116405			
408954		OTHR	OTHR			OTHR	1760410385			
408955		OTHR	OTHR			OTHR	1750353462			
408956		OTHR	OTHR			OTHR	1508106691			

The "Find and Replace" dialog box is configured with "Find what" set to "1912324740", "Within" set to "Sheet", "Search" set to "By Rows", and "Look in" set to "Formulas". The "Find Next" button is highlighted, and the status bar at the bottom indicates "1 cell(s) found".

# Medicaid Directory Affiliation Report- Addressing Errors

If you identify errors in the Medicaid Directory Affiliation Report....

First, check NCTracks first to determine if your health center needs to submit a managed change request to update records for the practices or providers. Most of the information in this report is derived from NCTracks.

Then, if NCTracks records appear correct but the Directory Report still has errors with the location's AMH status with a Medicaid Plan, notify your CIN partner that contract under for Medicaid. Be prepared to submit summary of issue to [Medicaid.ProviderOmbudsman@dhhs.nc.gov](mailto:Medicaid.ProviderOmbudsman@dhhs.nc.gov) (888-245-0179)

Note: if you aren't experiencing claims denials or missed capitation payments for your each of the practices/AMHs affiliated to your health center, that's a good sign and means its likely an administrative data oversight.