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 heath 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.

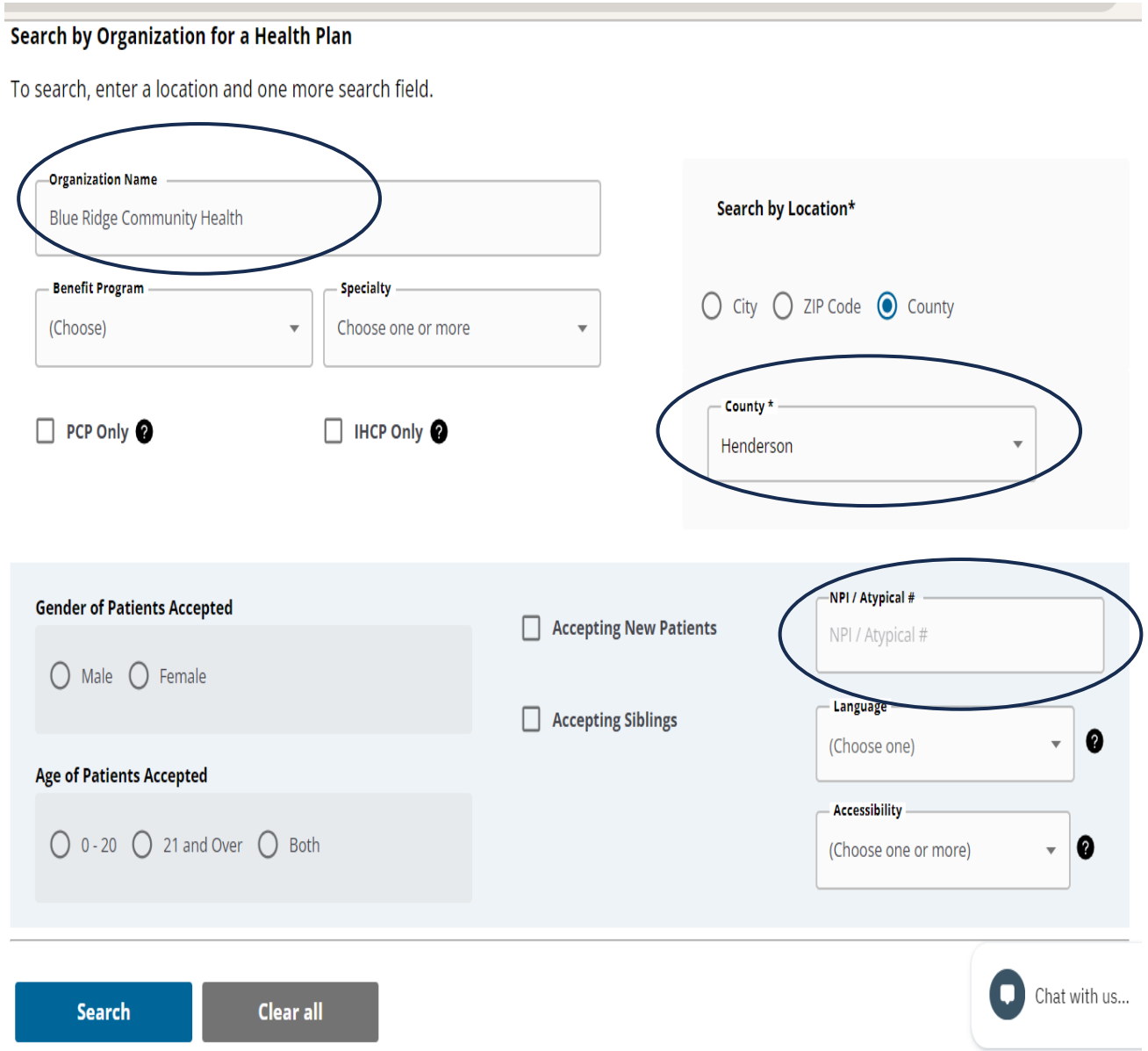
Online Directory Search

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

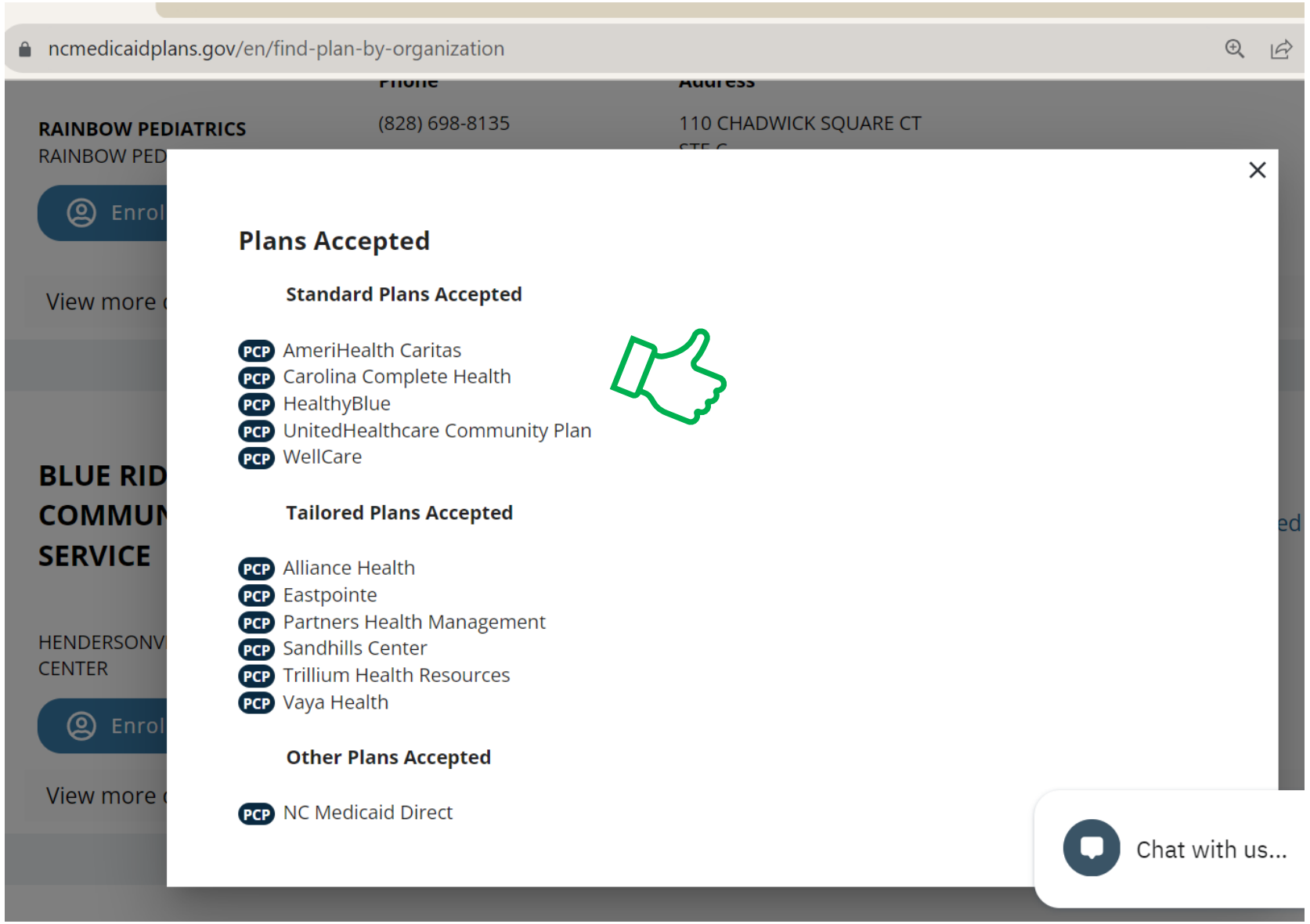
1. Search by organization to verify health plans accepted.
2. Enter organization name OR location NPI number,

   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)

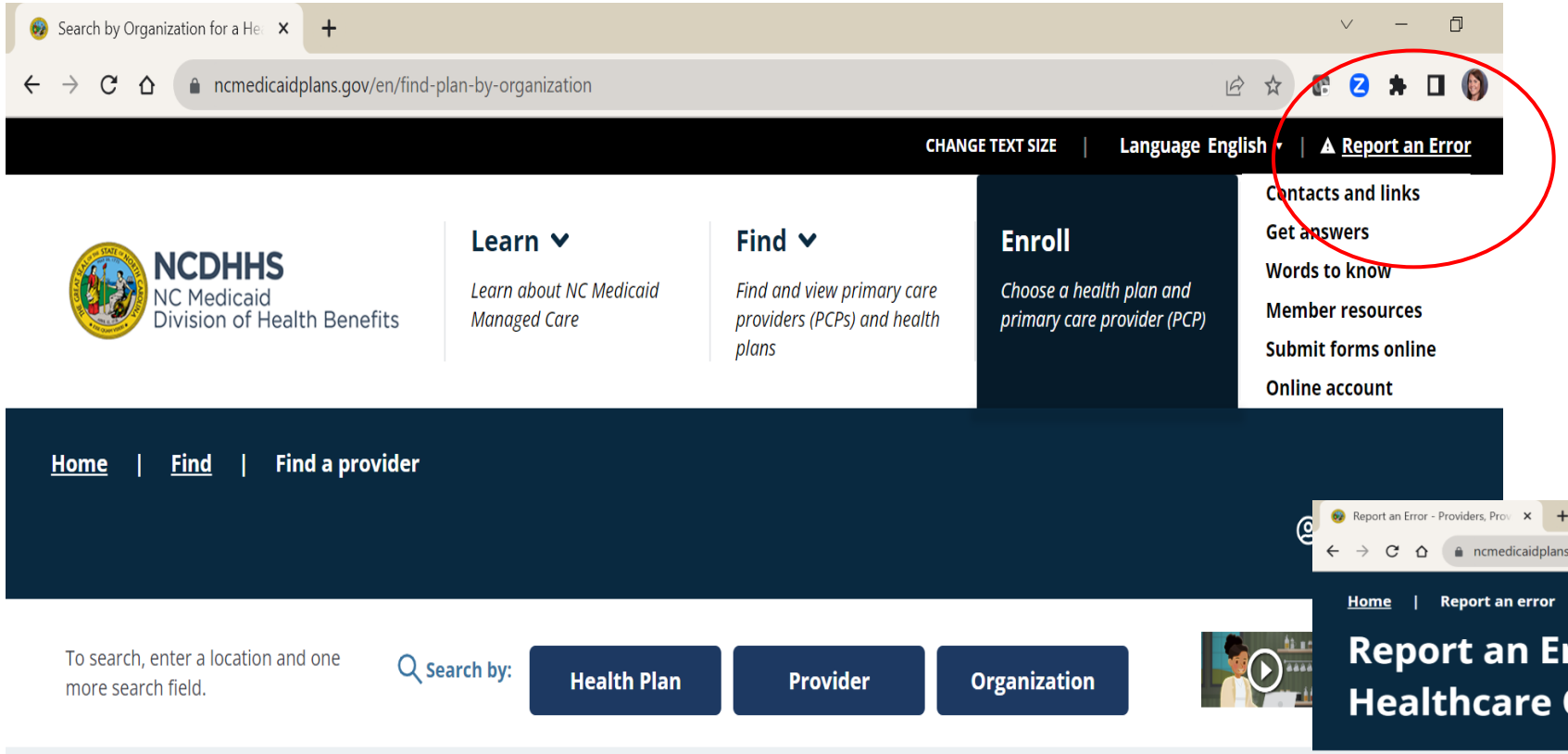


Online Directory- ‘Plans Accepted’

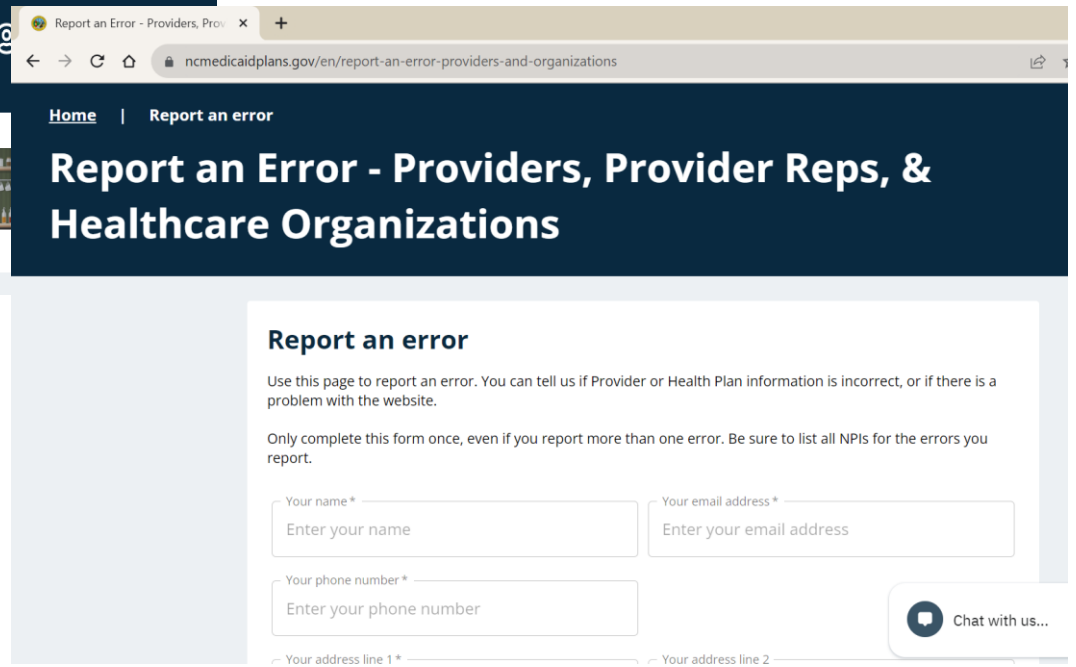
- For any given practice/location displayed on Directory, click ‘View All Plans Accepted’.
- Typically, an FQHC should show as accepting all 5 Standard Plans.
- If a Plan is missing from list, don’t worry! The practice is most likely in-network, its most likely a directory data error.



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

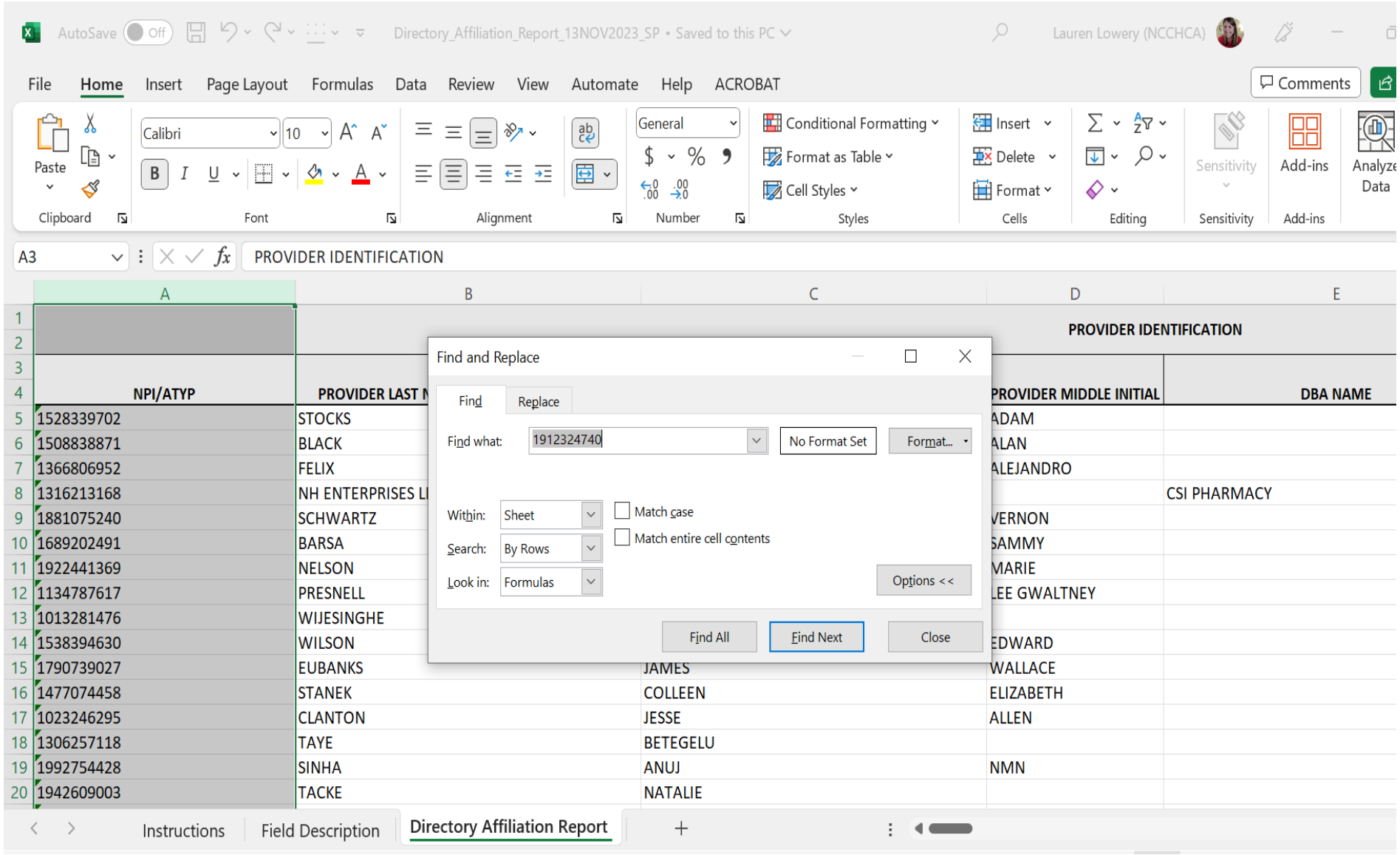
1. Download the most recent published copy of NC Medicaid's 'Standard Plan Provider Directory Listing and Affiliation Report
   - https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care/trending-topics
   - Click the link for 'Standard Plan Provider Directory Listing and Affiliation 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

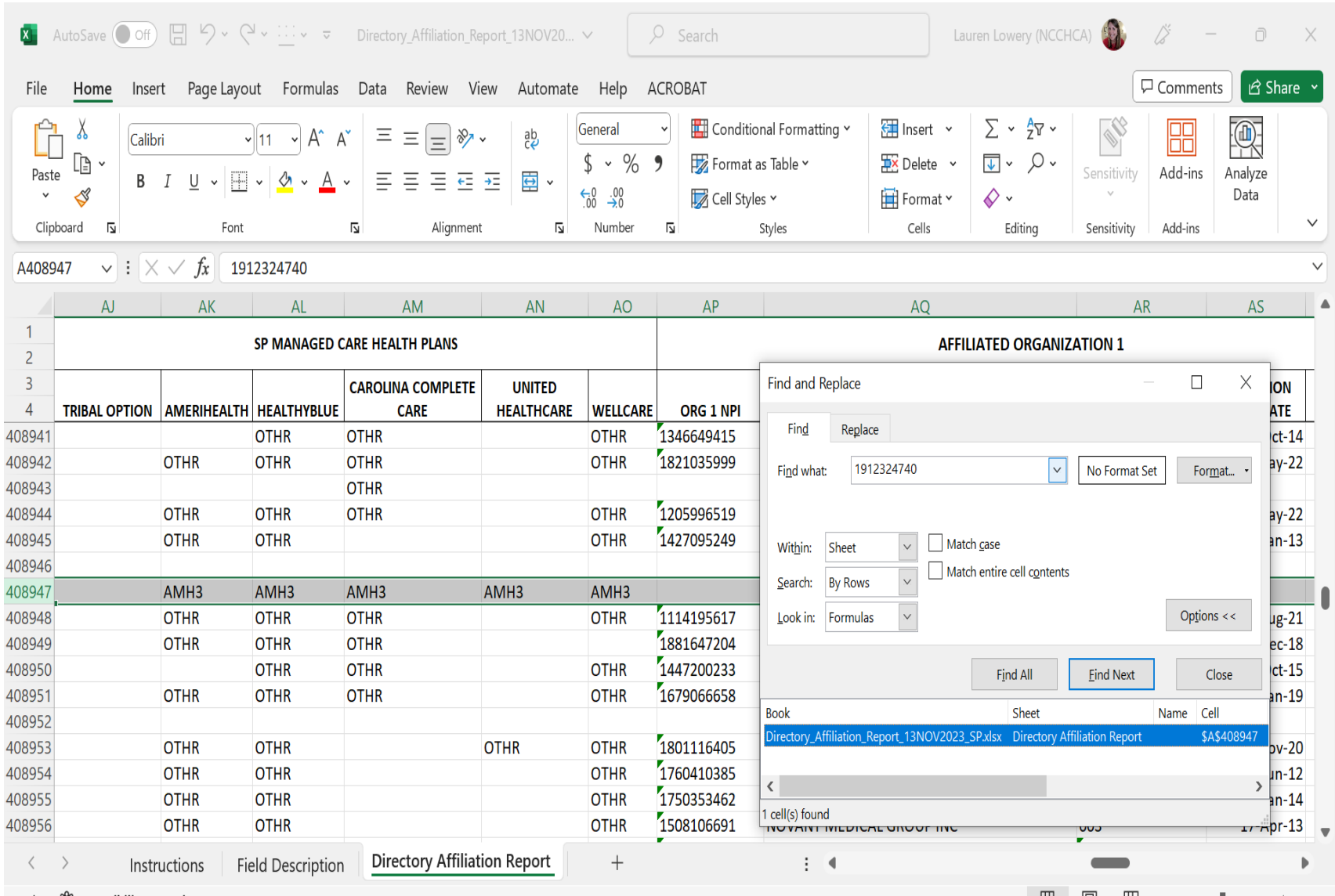
- Search by Type 2 facility NPI and Type 1 provider NPI.



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.



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 (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.