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Network Communication Bulletin #172

To: All Providers

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VP of Network Management

Date: June 24, 2021

Subject: Reminder to Update Expiring Credentials in NC TRACKS, Joint DMHDDSAS and DHB (NC Medicaid) Update Call for Consumers, Family Members, and Community Stakeholders, Medicaid Transformation Q & A, Do I Need to Choose a Health Plan Fact Sheet, Important EVV-HHAeXchange Information, Understanding Prompt Payment Requirements for Health Plans, Medicaid Managed Care Webinar Series for Providers, Medicaid Transformation Resources




SPECIAL BULLETIN MEDICAID TRANSFORMATION

REMINDER TO UPDATE EXPIRING CREDENTIALS IN NCTRACKS

NCTracks has continued sending reminder notices to providers advising of the requirement to update expiring credentials and keep them current. This article is one of several reminders published by NC Medicaid since early May 2021.

 [Reminder to Update Expiring Credentials in NCTracks](#)

Beginning June 26, 2021, claims suspend for providers who received notice, but failed to renew an expiring credential by the required deadline.

-  The suspension will remain in place until the expiring credential is updated in NCTracks.
-  If the credential is not renewed, the taxonomy code that requires the credential will terminate.
-  If the terminated taxonomy represents the only taxonomy for that location or provider record, then the service location or enrollment record will also terminate.

Terminated providers must re-enroll in order to participate in North Carolina Medicaid and NC Health Choice programs. Payment is not allowed through NCTracks or any other vendor until a provider is actively enrolled with NC Medicaid.

For more information, please see [NCTracks Changes to Provider Verification Process](#)



24-Hour Access to Care Line - 877.685.2415
Business & Administrative Matters - 866.998.2597

[TrilliumHealthResources.org](https://www.TrilliumHealthResources.org)



JOINT DMHDDSAS AND DHB (NC MEDICAID) UPDATE CALL FOR BH/IDD CONSUMERS, FAMILY MEMBERS AND COMMUNITY STAKEHOLDERS

Monday, June 28, 2021

2:00 pm

PARTICIPANT LOG-IN INFORMATION (SEE PANELIST LOG-IN BELOW):

Please [register for Joint](#) DMHDDSAS and DHB (NC Medicaid) Update Call.:

After registering, you will receive a confirmation email containing information about joining the webinar.

 [Closed Captioning](#)

(Monthly on the Fourth Monday at 2:00pm. Please note the new process for future calls)

This call is for consumers, family members, and community stakeholders ONLY. If you are a provider who joins the call, please allow consumers, family members, and community stakeholders to ask their questions. (Provider questions will be answered during the regularly scheduled NC Providers call.)

The Division of MH/DD/SAS and Division of Health Benefits (NC Medicaid) remain committed to working hard to assess service gaps, create and amend policies, and direct funding into service areas that will be impactful in preventing the interruption and delay of BH/IDD services during this challenging time. This recurring call will be the fourth Monday of each month in an attempt to help keep consumers, family members and community stakeholders informed and updated on policies and actions impacting service access and health outcomes for BH and IDD consumers, and perhaps more importantly – to hear directly from you about any questions or issues that have emerged since we last communicated. We hope that you can join us.

MEDICAID TRANSFORMATION Q&A

Providers are invited to ask questions from Trillium related to Medicaid Transformation. Our goal is to help providers find answers and resources to help during this transition. Once we have started receiving questions, we will post a "[Frequently Asked Questions](#)" page on our website which will be located under the Medicaid Transformation tile.

Working together through Medicaid transformation:

[How can we support you?](#)

DO I NEED TO CHOOSE A HEALTH PLAN?

NC Medicaid has created the “Do I Need to Choose a Health Plan?” fact sheet. There are 2 versions, one in [English](#) and [Spanish](#), and it includes several “Notes” for added clarification. The fact sheet outlines the groups of beneficiaries that **must, may or cannot** choose a managed care health plan during Open Enrollment. It also includes contact information for the NC Medicaid Enrollment Broker Call Center (833-870-5500 or ncmedicaidplans.gov) if beneficiaries have additional questions.





For more information about NC Medicaid Managed Care, visit the Medicaid Transformation Website at [North Carolina's Transformation to Medicaid Managed Care](#) or the Website of [NC Medicaid Enrollment Broker](#).

IMPORTANT EVV-HHA EXCHANGE INFORMATION-LET’S GET READY FOR GO-LIVE!

NEXT STEPS TO PREPARE FOR THE UPCOMING GO-LIVE








As we move forward with lifting the delay of the North Carolina LME Provider Go-Live, we want to ensure you are ready to start using the HHAeXchange Provider Portal for your patients/members. Please review the detailed outline of next steps along with action items that are required to ensure you are fully compliant and ready for go-live by June 30, 2021. The HHAeXchange system is available for you and your caregivers to utilize now with no impact to claims payment. We encourage you to begin using the EVV system now or reporting EVV compliant visit data to HHAeXchange if you have implemented your own EVV solution so that you are fully prepared for go-live. After June 30th, you will be unable to be paid for EVV mandated services without supporting EVV data.

Provider Setup:

- 1.** Complete the HHAeXchange Provider Portal survey (if you have not already) to receive access
 -  Receive your HHAeXchange Portal credentials and log in to the system ASAP!
 -  This is only for those agencies that have not received their credentials
 -  The admin user in your agency can create the users for other team members using the Admin tab>User Management>Users
 -  Reach out to Support@hhaexchange.com for any questions or to simply help with portal credential details
- 2.** Provider using their own 3rd party EVV Tools: Reach out to EDIsupport@hhaexchange.com to begin the integration process and setup.

PROVIDER TRAINING:

- 1.** Familiarize yourself with the HHAeXchange Portal and ensure you understand the functionality by completing the System User Training via the options listed below:

-  Review the 5 Self-Paced courses that includes videos, guides & quizzes through the Learning Management System (LMS): <https://hhaexchange.docebosaa.com/lms>
 -  Username & password were provided via email- reach out to Support for any questions or access to credentials
 -  Username & password can be shared across all staff members in your agency
- 2. Review videos, job aides and documentation provided on the Provider Portal Resource Page under the "Support Center" – for providers that have access to their portal.
- 3. Providers Using Free HHAX EVV Tools: Distribute the EVV Phone Instructions & Setting-Up the HHAeXchange Mobile App Video to your caregivers to get them familiar with EVV
 -  Providers with Portals: You should already have your IVR number. Please reach out to Support if you do not have this information
 -  Providers without access: You will receive access to your IVR number 5-7 business days after your portal is created
- 4. Attend Pre-Go Live Webinars:
 -  Register & Attend: Pre-go live webinar on May 20th or June 15th that will allow providers to review the details needed to ensure EVV compliance come go-live. The webinar will provide a recap on all the completed steps including an overview of the billing process in the HHAeXchange system. A live Q/A chat option will be available with our Support team.
 -  EDI Providers: Providers using their own 3rd party EVV Tools register and attend an EDI webinar on May 25th. This webinar will provide high-level detailed information of the EDI process along with the core next steps on how to work in the HHAeXchange system for integrated providers. Providers will also get the chance to use the Q/A chat option to interact with the EDI Support team at HHAeXchange.

Have Other Questions? Visit the North Carolina (LME) Provider Info Center for helpful resources and training materials or contact us through Support@hhaexchange.com.

 [More information](#)

UNDERSTANDING PROMPT PAYMENT REQUIREMENTS FOR HEALTH PLANS

NC DHHS establishes provider payment requirements for health plans that are intended to encourage continued provider participation in the Medicaid program, to ensure beneficiary access and support safety net providers, and to ensure continuation of current reimbursement levels using mechanisms that mitigate the risk of health plan steerage to other providers. Final capitation rates will reflect required reimbursement levels.

PROVIDER PLAYBOOK 2021 NC MEDICAID

 [Fact Sheet Prompt Payment](#)

MEDICAID MANAGED CARE WEBINAR SERIES FOR PROVIDERS

The [North Carolina Department of Health and Human Services Division of Health Benefits](#) and North Carolina AHEC are offering three monthly evening webinar series to help prepare providers, practice managers, and quality managers for Medicaid Managed Care going live on July 1, 2021.

Hosted by Shannon Dowler, MD, Chief Medical Officer of the NC Division of Health Benefits, two series will feature changing subtopics on Medicaid Managed Care on the first Thursday of each month and clinical quality on the third Thursday of each month through June 2021.








North Carolina AHEC and NC DHHS are also partnering to offer a third webinar series on the [Advanced Medical Home](#) program on the second Thursday of each month.

MEDICAID TRANSFORMATION RESOURCES

During Medicaid Transformation, with the launch of the Standard Plans in 2021 and Tailored Plans in 2022, Trillium will continue sharing information with our provider network. Trillium will host trainings, pass along updates from NC DHHS, and help answer questions from providers.

The Trillium Regional Directors are giving presentations on the Medicaid changes that will be occurring July 1, 2021 at each of the Community Collaboratives. We encourage Community Stakeholders to join these meetings learn the impact that it might have on your agency and community. Visit the [Collaboratives Community Meetings Schedule](#) on our website.

Please see below for current resources:

-  [NCDHHS Facts Sheets](#)
-  [My Learning Campus for Providers](#) - Medicaid Transformation Training available
-  [Learn more about Medicaid Transformation](#)
-  [NCDHHS Health Plan Contacts & Resources](#)
-  [North Carolina AHEC Managed Care Website](#)
-  [NC Medicaid Managed Care Website](#)
-  Requests for presentations or to provide feedback: NCEngagement@dhhs.nc.gov

REMINDER FOR SUBMITTING BATCH CLAIMS

NCTracks has recently received feedback from providers that they are unable to upload batch claims. This is generally caused by missteps when submitting batch files. NCTracks has put together a quick reference guide to help providers avoid common mistakes. Visit [Submitting Batch Claims](#) to learn more.

UPDATED PROVIDER PERMISSION MATRIX AVAILABLE

The Provider Permission Matrix (PPM) located on the [Provider Enrollment page](#) has been updated. Providers are encouraged to download the updated version to see if their taxonomy enrollment requirements have been updated. The PPM is a great asset for providers to determine what is required for enrollment and/or re-verification (such as fingerprinting, site visits, etc.) depending on provider type.

[NCTracks Home](#)

Any questions about this Communication Bulletin that does not already have an email listed for questions from that specific section, may be sent to the following email: NetworkManagement@TrilliumNC.org. These questions will be answered in a Q&A format and published on Trillium's website.