



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #156

To: All Providers

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Date: April 20, 2021

Subject: NCTracks Changes to Provider Verification Process, Extension of the Deadline for Meeting Substantial Compliance with the Settlement Agreement Has been Extended Due to COVID-19

NCTRACKS CHANGES TO PROVIDER VERIFICATION PROCESS

Currently, NCTracks sends notifications for expiring credentials (licenses, certifications and accreditations) to all enrolled providers required to be licensed, certified and/or accredited. These notices are sent to the Provider Message Center Inbox beginning 60 days in advance of the expiration date of the credential.

Effective May 9, 2021, NC Medicaid is taking additional steps to ensure providers meet their contractual obligation and responsibility to keep credentials current on their NCTracks enrollment record by making system modifications to begin a process of 45 and 60 day notifications of suspension if a provider fails to update their credential prior to the expiration date on file with NCTracks. Providers were first informed of this forthcoming system modification in [March of 2018](#).

Choosing from providers with complete and up-to-date licensure, certification and accreditation information allows NC Medicaid beneficiaries to make informed choices to achieve the best health outcomes. System modifications alerting providers to update expiring credentials will assist providers in meeting federal and State enrollment and credentialing requirements and will assist NC Medicaid in removing unlicensed providers and expired credentials from provider records. With updated provider information, NC Medicaid will be able to transmit accurate provider data to health plans and other departmental partners who serve Medicaid beneficiaries.

Please see [NCTracks Changes to Provider Verification Process](#) for additional information on the timeline for notifications, suspension and termination as well as what happens when credentials expire.

PROVIDER DATA UPDATES

Providing the most accurate and complete provider information is a top priority so Medicaid and NC Health Choice beneficiaries can make the most informed choice for their health plan and primary care provider. NCTracks is the "system of record" for provider enrollment data, which is then shared with health plans to inform contracting and provider directories.



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In a review conducted by DHHS, the primary challenge with accurate data has been encouraging providers to keep their information accurate and current on all applicable enrollment records. If provider information is not current, then the data that flows forward to the health plans and the enrollment broker will not be accurate.

It is critical that all providers take the time now to review their provider records in NCTracks and submit changes as needed using the Manage Change Request (MCR) process.

Please see [Provider Data Updates](#) for additional information and resources.

EXTENSION OF THE DEADLINE FOR MEETING SUBSTANTIAL COMPLIANCE WITH THE SETTLEMENT AGREEMENT HAS BEEN EXTENDED DUE TO COVID-19

The Transitions to Community Living Initiative (TCLI) offers a key to community for eligible adults living with serious mental illnesses, giving them the opportunity to choose where they live, work and receive services.

There have been notable successes achieved over the past year, though we acknowledge that the COVID19 pandemic disrupted the State's efforts to meet some of the requirements of the Settlement Agreement with the U. S. Department of Justice (DOJ). Most notably, the transition of people out of adult care homes to homes in the community has been challenging during the pandemic.

Accordingly, the State's work to meet all requirements will continue, as NCDHHS and U. S. DOJ have jointly agreed to extend portions of the 2012 settlement agreement from the amended date for substantial compliance of June 30, 2021, to June 30, 2023.

During this difficult year, many worked extremely hard to ensure people who wanted to move out of institutions were able to do so and ensure that others, already in the community, could remain there safely. TCLI's most notable accomplishments in 2020-2021 include:

- 🌱 Increasing the number of people living in supported housing by 551.
- 🌱 Receiving \$7 million from the U. S. Housing and Urban Development (HUD) for a key TCLI partner, the North Carolina Housing Finance Agency. The five years of grant funding will provide rental assistance for approximately 188 rental apartments for TCLI participants who are either transitioning from institutions or at risk of institutionalization.
- 🌱 Implementing an innovative tool that supports informed decision making, ensuring people can make a meaningful decision as to whether a move to community would better their life.
- 🌱 Initiating a comprehensive quality assurance plan that will integrate TCLI's work into the state's transformation of its Medicaid-funded programs, positively impacting the broader Olmstead population.

- ♻️ Enhancing the understanding of and access to affordable housing for people with disabilities through extensive, statewide training on topics such as fair housing and permanent supportive housing.
- ♻️ Accelerating job acquisition and job retention along with a strengthened capacity to deliver employment supports to those with disabilities. This includes innovative approaches with the Individual Placement Support (IPS) model of supported employment in partnership with local management entities-managed care organizations (LME-MCOs) and provider networks.
- ♻️ Implementing significant database modifications to better identify people in Adult Care Homes and connect them to TCLI's services.

The latest iteration of the agreement offers North Carolinians with serious mental illness the opportunity to receive housing, along with services and supports, in the community of their choice. The agreement flows from a U. S. Supreme Court decision, *Olmstead v. L.C.* The court's decision gives people with disabilities in congregate programs the right to receive services and supports in the community. The State's settlement with U.S. DOJ set in motion the work of NCDHHS' TCLI, charged with implementing the *Olmstead*-based requirements of the agreement.

Thousands of people in recovery from mental illness are experiencing the everyday dignity of community life. NCDHHS will continue to advance this transformational, system-wide change, and in so doing, will open the door to community for all.

Thank you for your continued partnership. If you have any questions, please contact Sam Hedrick at 919-527-7525 or Sam.Hedrick@dhhs.nc.gov.

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.