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To: All Providers

From: Khristine Brewington, MS, LCMHCS, LCAS, CCS, CCJP
VP of Network Management

Date: June 8, 2023

Subject: Provider Feedback Needed to Inform Design of New Provider Data Management / Credentialing Verification

SPECIAL UPDATE BULLETIN MEDICAID TRANSFORMATION

PROVIDER FEEDBACK NEEDED TO INFORM DESIGN OF NEW PROVIDER DATA MANAGEMENT / CREDENTIALING VERIFICATION

The North Carolina Department of Health and Human Services awarded a contract to Optum in March to implement a new Provider Data Management/Credentialing Verification Organization (PDM/CVO) solution scheduled to launch in 2024.

This solution will be designed to improve the user experience and address NC Medicaid program needs. It will also align with Centers for Medicare & Medicaid Services (CMS) standards and conditions to support seamless coordination, integration, and interoperability.

To fully accomplish the goal of providing the best outcomes for providers, we are asking for your assistance in sharing your past and present experiences with the current system.

Please complete the survey by **Friday, June 16, 2023**. The survey is designed to capture highlights and challenges (i.e., pain points) of the current system, and features that would make your credentialing team more effective.

As medical and administrative experts, this is a great opportunity to share best practices in system improvements that will enhance your team's experience for years to come.

For additional information on the PDM/CVO, please visit the NC Medicaid Provider Data Management / Credentialing Verification Organization webpage.

- ♲ Provider Feedback Needed to Inform Design of New Provider Data Management / Credentialing Verification