



**To:** All Providers  
**From:** Kristine Brewington, MS, LCMHCS, LCAS, CCS, CCJP  
VP of Network Management  
**Date:** July 5, 2023  
**Subject:** Provider Resources

## SPECIAL UPDATE BULLETIN MEDICAID TRANSFORMATION

### PROVIDER RESOURCES

**REMINDER Provider Resources** -Where to find the latest bulletins, webinars, fact sheets and other information.

#### **1. Beneficiary Materials**

The [Beneficiary Materials](#) webpage links to information for Medicaid beneficiaries such as enrollment notices, outreach materials, contacts and other resources provided to local Departments of Social Services in English and Spanish.

#### **2. Provider Materials**

The [Provider webpage](#) has information for Medicaid providers such as program updates, initiatives, fact sheets, policies, fee schedules, managed care and other resources.

#### **3. Provider Playbook for Medicaid Managed Care**

The latest information, tools and other resources to help Providers. [Visit the Provider Playbook](#) often as resources will be added as available.

#### **4. Medicaid Bulletin**

The [NC Medicaid provider bulletin](#) has individual articles published as available giving Providers the most recent information to serve Beneficiaries and run their practice.

#### **5. NC Medicaid Managed Care Webinars**

Visit the [AHEC Medicaid Managed Care webpage](#) for additional information and registration for upcoming webinars, as well as recordings, slides and transcripts from previous webinars.

## 6. Help Center

The [NC Medicaid Help Center](#) is an online source of information about NC Medicaid Managed Care, COVID-19, Medicaid and behavioral health services, and is used to view answers to questions from the NC Medicaid Help Center mailbox, webinars and other sources.

## 7. Provider Ombudsman

The Provider Ombudsman service is separate from the Health Plans' Provider Grievances and Appeals process and should be used as an escalation after contacting health plans and searching the [NC Medicaid Help Center](#). Inquiries may be submitted to [Medicaid.ProviderOmbudsman@dhhs.nc.gov](mailto:Medicaid.ProviderOmbudsman@dhhs.nc.gov) or by calling 1-866-304-7062.

### IMPORTANT LINKS

-  [Behavioral Health I/DD Tailored Plan](#)
-  [Tailored Care Management](#)
-  [Health Plan Contracting](#)
-  [NCTracks Public Facing Provider Portal](#)
-  [Provider Enrollment Recredentialing](#)

[Provider Data Management / Credentialing Verification Organization](#)