



PROVIDER DIRECTORY GLOSSARY OF TERMS

ACCEPTING NEW PATIENTS: States whether a provider or practitioner has openings for new patients. This information is self-reported by the provider or practitioner.

ACCESSIBILITY: Identifies additional services the provider or practitioner offers, such as oral interpretation services or physically handicapped services.

AFFILIATIONS: Additional provider locations where a practitioner delivers services.

BEHAVIORAL HEALTH SERVICE CATEGORIES: A Trillium- defined search option to find certain behavioral health service providers. Not an all-inclusive list.

CONTACT INFORMATION: Phone number, after-hours phone number, fax, website, and mailing address to contact a provider or practitioner about directory information and/or services. Contact information is reported by the provider or practitioner.

COUNTY: The county where the provider's office is located.

CULTURAL COMPETENCY TRAINING: Identifies providers or practitioners that employ staff who have completed training to serve populations with diverse values, beliefs, and behaviors; including tailoring service delivery to meet social, cultural, and linguistic needs.

DBA: "Doing Business As", the trade name a business uses publicly when operating under a name different from its legal, registered name.

DISCIPLINE: Identifies the practitioner's license type. Each license is validated at initial credentialing and re-credentialing, which occurs at least every three years, and is monitored quarterly for expiration, upgrades, name changes and sanctions.

ESSENTIAL PROVIDER: Federally Qualified Health Centers, Rural Health Clinics, Free and Charitable Clinics, Local Health Departments, North Carolina Veterans Homes, and any other providers designated by the Department.

FIDELITY EVALUATION SCORES: Tools that assess how well a behavioral health program follows an evidence-based model. Higher scores indicate better quality and expected outcomes.

GENDER: Identifies the gender of the professional.

INSURANCE/HEALTH PLAN ACCEPTED: Lists the health plans that the provider accepts.

LANGUAGES: The language(s) spoken by the practitioner, provider staff, or contracted medical translator.

LOCATION FILTER: A search filter that will allow users to narrow provider searches by location, zip code, or county.

NCTRACKS: Multi-payer information system for the North Carolina Department of Health and Human Services. Providers submit their details here. The accuracy of the Provider Directory is based on the information submitted to NCTracks.

NPI/ATYPICAL #: the 10-digit National Provider Identifier assigned to the facility where care is delivered.

POPULATIONS SERVED: Identifies the age group and gender a provider targets for their services.

PROVIDER DIRECTORY: A system that manages a wide variety of provider data and offers a robust search tool for Behavioral Health, Physical Health, and Pharmacy providers. It is designed to give users a unique, user-centric search experience. The directory is electronic; however, members may request a paper version at no charge.

PROVIDER TYPE: Identifies the specific type of provider and represents the provider's organizational structure such as:

- Behavioral Health and I/DD Providers - Mental Health, Intellectual/Developmental Disabilities, Substance Use, and Traumatic Brain Injury
- Medical Facilities - Primary care facility, hospital, clinic, urgent care center, medical lab, or Federally Qualified Health Center (FQHC)
- Medical Professionals - Doctor, primary care provider, or medical specialist
- Pharmacy and Medical Supplies - Pharmacies or medical equipment retailers
- Vision- Eye doctors or vision clinics

SPECIALTY: The specific area of medical or clinical practice in which a provider is formally trained and focuses their professional care.

TELEHEALTH SERVICES: Remote clinical care delivered by a provider or practitioner through secure technology.

ZIP CODE: Used to search for a provider within a specific geographic area.