

N.C. MEDICAID HEALTH PLAN PROVIDER RESOURCE GUIDE

The new NC Managed Medicaid health plans went live on July 1, 2021. Open enrollment is over and beneficiaries have either selected their health plan or they have been auto-assigned.

Patients are able to switch their health plan or primary care provider for any reason until September 30, 2021.

Cone Health is participating in three of the available health plans: Healthy Blue, United Healthcare and Wellcare.

Please see below for NCDHHS provider resources, key contacts and important information on how you can assist patients during this transition. NCDHHS updates these documents as new information becomes available, so we encourage you to check these resources regularly.

NCDHHS Medicaid Managed Care Resources for Providers:

N.C. Medicaid Provider Playbook

<https://medicaid.ncdhhs.gov/providers/provider-playbook-medicare-managed-care>

What Providers Need to Know before July 1

<https://files.nc.gov/ncdma/NCMT-Provider-FactSheet-Need-to-Know-Before-Launch-20210120.pdf>

What Providers Need to Know after Managed Care Launch

<https://files.nc.gov/ncdma/NCMT-Provider-FactSheet-Need-to-Know-After-Launch-20210521-v2.pdf>

Medicaid Providers FAQ

<https://medicaid.ncdhhs.gov/providers/provider-playbook-medicare-managed-care/frequently-asked>

[-questions-and-answers-medicare](https://medicaid.ncdhhs.gov/providers/provider-playbook-medicare-managed-care/frequently-asked-questions-and-answers-medicare)

- Day One Provider Quick Reference Guide

https://files.nc.gov/ncdma/Provider_Day_One_QRG_20210407.pdf

HOW YOU CAN ASSIST PATIENTS

- When beneficiaries have questions about Medicaid Managed Care or how Medicaid Transformation affects them, please direct them to the appropriate contacts listed in the the NCDHHS County Playbook.
- Medicaid Managed Care beneficiaries who need to change plans have the right to do so for any reason within the first 90 days. Please direct them to the N.C. Medicaid Enrollment Broker by phone, chat feature on the N.C. Medicaid website, or the N.C. Medicaid Managed Care mobile app.
- If a patient would like to update his/her PCP within his/her current health plan network, please direct the patient to the appropriate health plan contact.
- Stay positive and continue to instill confidence in the patient-provider relationship throughout this change.

KEY CONTACTS FOR PROVIDERS

CONE HEALTH PARTICIPATING HEALTH PLANS

	Provider Services Contracting, single-use agreements, special benefit info	Prior Authorizations	Claims
Healthy Blue QUICK REFERENCE GUIDE: https://provider.healthybluenc.com/docs/gpp/NC_CAID_QuickReferenceGuide.pdf	Online Provider Portal: https://provider.healthybluenc.com or https://www.availity.com Phone: 844-594-5072 Provider Manual: https://provider.healthybluenc.com/docs/inline/NCNC_CAID_ProviderManual.pdf	Online: Provider Portal Phone: 844-594-5072 Pharmacy: 844-594-5072	Online: www.availity.com Phone: 800-594-5072
United Healthcare QUICK REFERENCE GUIDE: https://www.uhcprovider.com/content/dam/provider/docs/public/commplan/nc/training/NCMedicaid-QRG.pdf	Online Provider Portal: https://www.uhcprovider.com Phone: 800-638-3302 Provider Manual: https://www.uhcprovider.com/content/dam/provider/docs/public/admin-guides/comm-plan/NC-UHCCP-Care-Provider-Manual.pdf	Online: Provider Portal Pharmacy: CoverMyMeds https://www.covermymeds.com/main/priorauthorization-for-ms/optumrx/ SureScripts: https://providerportal.surescripts.net/ProviderPortal/optum/login	Online: https://www.uhcprovider.com Phone: 800-210-8315
WellCare QUICK REFERENCE GUIDE: https://www.wellcare.com/North-Carolina/Providers/Medicaid	Online Provider Portal: https://provider.wellcare.com Phone: 866-799-5318 Provider Manual: https://www.wellcare.com/North-Carolina/Providers/Medicaid	Online: Provider Portal Phone: 866-799-5318 Pharmacy: (Fax) 800-678-3189 or SureScripts: https://providerportal.surescripts.net/providerportal/	Online: https://www.wellcare.com/en/North-Carolina/Providers/Medicaid/Claims Phone: 866-799-5318

PROVIDER OMBUDSMAN

For general provider inquiries or complaints regarding health plans:
Email: Medicaid.ProviderOmbudsman@dhhs.nc.gov
Phone: 919-527-6666

NCTRACKS

For questions related to your NCTracks provider information, call the NCTracks Call Center: 800-688-6696

To update your information, log into the NCTracks (<https://www.nctracks.nc.gov>) provider portal to verify your information and submit a MCR

N.C. MEDICAID CONTACT CENTER

For all other questions, call the Medicaid Contact Center: 888-245-0179

OTHER KEY CONTACTS

Consult the NCDHHS Day One Provider Quick Reference Guide for other key contacts
https://files.nc.gov/ncdma/Provider_Day_One_QRG_20210407.pdf