



Carolina Complete Health Network Critical Tasks to Prepare for Medicaid Transformation

1. Determine terms of PHP contracts and complete practice/system contracting by February 1, 2021 for inclusion in self-assigned open-enrollment
 - Sign a delegated services addendum from NCDHHS (not a negotiable portion of contract)
 - If AMH Tier 3, determine care management fee terms
 - If applicable, review Behavioral Health addendum

2. Ask your office manager or administrator to login and review NCTracks to confirm your individual and provider level information is complete, up to date and fully accurate

<https://www.nctracks.nc.gov/ncmmisPortal/loginAction?flow=PP>

Common errors that cause problems in the electronic transfers in software include practice/provider name change, lost or added providers, mismatched zip codes (5 or 5+4) or slight variations in address words such as St for Street)

3. On January 25th, check the new NC Provider & Health Plan Look-Up tool that will be available on <https://ncmedicaidplans.gov/>
4. Educate your members about open enrollment and your practice(s) affiliation plans. Member facing communication from PHPs begins January 18th
5. Access [NC DHHS Provider Playbook resources and training opportunities](#)
6. Have your management and quality teams sign up for and view the NCDHHS Fireside chat series of videos <https://www.ncahec.net/medicaid-managed-care/>

