Medicaid and NC Health Choice Provider and Health Plan Lookup Tool

NC Medicaid

The online provider directory allows beneficiaries to find any Medicaid or NC Health Choice provider and select their health plan and primacy care provider (PCP).

North Carolina is transitioning its Medicaid program to a managed care model. All eligible Medicaid and NC Health Choice beneficiaries will have the opportunity to choose one of five health plans or the Eastern Band of Cherokee Indians (EBCI) Tribal Option, and then an in-network PCP. The Medicaid and NC Health Choice Provider and Health Plan Lookup Tool provides an online resource for beneficiaries to use while researching and ultimately selecting a health plan and PCP.

WHAT TYPES OF PROVIDERS ARE SHOWN IN THE TOOL?

The provider directory contains all active Medicaid and NC Health Choice providers including primary care providers, specialists, hospitals and facilities. Beneficiaries required to enroll with a health plan and select a PCP will log into an authenticated portal that only displays providers eligible for selection as their PCP.

HOW WILL THE INFORMATION BE UPDATED?

Data displayed in the tool will be refreshed daily. Any information that is updated on an Organization or Individual NCTracks Provider Record will be reflected in the Provider Directory after the Managed Change Request (MCR) is processed.

WHAT IS REQUIRED IN A SEARCH?

The available search options offer instruction about which fields are required to conduct a search. Required fields are designed to narrow search results to a level manageable to find a provider or health plan.

WHAT SPECIFIC INFORMATION ABOUT PROVIDERS WILL DISPLAY IN THE SEARCH RESULTS?

Depending on the search conducted, the results are expected to display the following applicable information for individual and/or organization providers:

- Provider's Last Name (or Organization name)
- Provider's First Name
- Provider Gender (individual providers only)
- National Provider Identifier (NPI)
- Service Location/s
- Hours of Operation
- Benefit Programs
- Contracted Health Plan
- Languages Supported
- Wheelchair Accessibility
- Accepting New Patients
- Accepting Siblings
- Accepting Female Age Group
- Accepting Male Age Group
- Provider's Specialty (based on Taxonomy)

For organizations, the results will also display a list of individual affiliated providers and include the specialties of those affiliated providers under the specialty information.

WHY ARE ADDRESSES MISSING FROM PROVIDER SEARCH RESULTS?

The provider directory allows the user to search for a provider, which results in a list of individual providers that meet the criteria specified in the search. The information in these results is sourced from the individual provider's NCTracks record. If an expected address is not displayed in the results, it is because the address is not an active Service Location on the individual provider record.

When an individual provider affiliates to an organization NPI and location, NCTracks only captures the affiliation. If the individual provider desires to have the affiliated organization's address display in the provider directory results, then the individual provider must also add the affiliated organization's address as a Service Location on the individual provider's NCTracks record by submitting an MCR. Once the MCR processes, the address will display as a location in a provider directory search result.

DOES THE WEBSITE CONTAIN ONLY THE PROVIDER DIRECTORY?

In addition to the search capabilities designed to help beneficiaries search health plans, providers and organizations, the website allows authenticated beneficiaries to select their health plan and PCP and contains resources for beneficiaries as well as providers including:

- About the Data page that explains unique features of North Carolina's provider data.
- Get Answers page with frequently asked questions and responses.
- Provider Search Tutorial Video that walks users through the website in a comprehensive and conversational animated video.

HOW DO PROVIDERS ENSURE ACCURATE INFORMATION DISPLAYS IN THE DIRECTORY?

Provider information displayed in the online directory (see specific information outlined below) is sourced from their NCTracks provider record and supplemented with health plan contract data. To ensure that accurate information is displayed, please review the NCTracks provider record and make any necessary updates using the MCR process. Also confirm that the information given to health plans during contracting is up to date.

In addition to the Lookup Tool, interim reports are available on the Managed Care Provider Playbook Trending Topics page to assist providers in verifying their records. The Provider Directory Listing Report, as well as the Provider Affiliation Report, contains Medicaid and NC Health Choice providers. In combination, these reports allow all providers to confirm the information visible to NC Medicaid beneficiaries as each utilize the "Medicaid and NC Health Choice Provider and Health Plan Look-up Tool" to find participating provider information, and if applicable, enroll in NC Medicaid Managed Care.

- Providers may use the NCTracks MCR process, available in the Secure NCTracks Provider Portal, to modify any provider record or service location information as well as individual to organization affiliations.
- If the Provider Affiliation information is incorrect, the affiliated individual provider or the Office Administrator for the affiliated individual provider must update the group affiliation.
- Providers unable to find their practice associated with the correct health plans should reach out directly to the health plan to discuss contracting options. If contracting with health plans through a Clinically Integrated Network (CIN), providers should reach out to their CIN to resolve.

As NC Medicaid moves forward with the implementation of NC Medicaid Managed Care, it is important enrolled providers use these resources to thoroughly review their individual and organization provider enrollment information and submit changes as needed using the MCR process. More information is available here.

SOME SERVICE LOCATIONS ARE USED FOR CLAIMS PAYMENTS OR FOR STAFF ALLOCATION PURPOSES AND SHOULD NOT BE CONTACTED TO SCHEDULE APPOINTMENTS. HOW WILL THIS BE HANDLED IN THE TOOL?

All active service locations will be displayed in the tool. However, only PCP/Advanced Medical Home (AMH)-designated providers will be selectable by users. It is the responsibility of the provider to only contract with health plans for locations where services are rendered.

WHAT IF I HAVE QUESTIONS?

Additional resources for providers on the transition to managed care can be found in the NC Medicaid Help Center, the Provider Playbook and on the Medicaid Transformation website.

For general provider inquiries and complaints regarding health plans, contact the **Provider Ombudsman** at Medicaid.ProviderOmbudsman@dhhs.nc.gov, or 919-527-6666. The Provider Ombudsman contact information is also published in each health plan's provider manual.

For questions related to your NCTracks provider information, please contact the NCTracks Call Center at 800-688-6696. To update your information, please log into NCTracks (https://www.nctracks.nc.gov) Provider Portal to verify your information and submit a MCR.

Fact Sheets will be updated periodically with new information. Updated May 2021.For more information, please visit
https://www.ncdhhs.gov/assistance/medicaid-transformation