

Medicaid Managed Care Provider Issues and Resolutions Overview

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As you know, transitioning to managed care is the most significant change that NC Medicaid has undertaken. With any rollout of this magnitude, there will be issues and questions that arise. We are committed to resolving problems quickly and making sure beneficiaries, providers and county agencies have the support they need. Please see below for an update on some issues that have been identified.

Please note, we are working to align how members search for providers in NC FAST with the new Enrollment Broker (EB) Provider Directory. We are working with the EB to continually make updates and changes to improve the user experience. The Provider Directory search and content is under development and being regularly updated.

If the solutions below do not resolve the issue you are experiencing, contact the Medicaid SWAT team at 919-527-7460 or MedicaidSWAT@dhhs.nc.gov. Thank you for your ongoing partnership and support as we launch this major effort together.

Enrollment Broker Provider Directory Issues



Plan Enrollment Data

Providers have informed Medicaid that the EB provider directory does not have up-to-date health plan enrollment data. Therefore, providers who have contracted with a health plan may not appear in the provider directory as being affiliated with that plan.

KNOW: Prepaid Health Plans provide the list of contracted providers to be displayed in the EB provider directory. This directory is updated daily. There is a one- to two-week delay from the time a provider signs a contract with the PHP and when the provider appears on the EB provider directory search.

NEXT STEPS: Providers concerned that they are not correctly listed for their contracted health plans, or that their plan affiliation data are incorrect, should contact the PHP's Provider Call Center for assistance:

Healthy Blue: 1-844-594-5072

WellCare: 1-866-799-5318

AmeriHealth Caritas: 1-888-738-0004

UnitedHealthcare: 1-800-638-3302

Carolina Complete Health: 1-833-552-3876

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NC Medicaid Direct Data Showing Outdated Providers or Locations

Providers have informed Medicaid that the EB provider directory shows outdated provider data, such as closed locations and providers who are no longer with the practice.

KNOW: The Department is working with the EB to ensure outdated provider data do not show on the EB directory.

NEXT STEPS: Please ensure that NCTracks provider data are accurate. To make changes to your NCTracks provider record, a provider must submit a Manage Change Request from the Status and Management page of the NCTracks Secure Provider Portal. Providers should review each page and confirm that all service locations (address/phone number), taxonomies, patient restrictions and office hours are correct. There is a minimum of five business days after the Managed Change Request is approved before the updates will appear on the EB Provider Directory.

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Duplicate providers

Providers have informed Medicaid that they are showing up multiple times on the EB Provider Directory.

KNOW: The Department is aware that providers may show up multiple times and, in some instances, multiple entries are necessary.

NEXT STEPS: Provider information may display more than once for a variety of reasons, including multiple service locations or plan affiliations for the same provider, or variations across plan-specific provider details.

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Provider Directory Search

Providers have informed Medicaid that the EB provider directory search is difficult to navigate. We have heard that the search is not user friendly and that provider affiliation data are not easily available/visible in the search results.

KNOW: The Department is committed to effectively displaying provider information.

NEXT STEPS: The Department is currently working with the EB to ensure that any changes to the Provider Directory will be made as quickly as possible. If members are having issues finding their providers, please call the EB at 1-833-870-5500.

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Enrollment Broker Choice Counseling Issues



Incorrect Advice by Counselors

Providers have informed Medicaid that the EB is providing incorrect information during choice counseling, such as advising members to change their PCP.

KNOW: The Department values continuity of care and has worked with the EB to provide additional guidance to help call center agents when providing choice counseling when a member's current PCP is not listed in the EB Provider Directory.

NEXT STEPS: Inform members that continuity of care is very important and that it may take up to two weeks for newly contracting providers to display in the Provider Directory. If they do not see their provider listed with any health plan, they can search the online EB Provider Directory at ncmedicaidplans.gov or contact the EB to choose a PCP at a later date.

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