

## Fact Sheet

### Panel Management for Primary Care Providers (PCPs)

#### How do I select or modify my panel size?

NC Medicaid providers participating as Advanced Medical Homes (AMHs) and/or Primary Care Practices (PCPs) may select or modify their panel size during their initial enrollment application. Medicaid-enrolled providers update panel size through the Manage Change Request (MCR) process for NC Medicaid Direct members and through health plans for NC Medicaid Managed Care beneficiaries. Health plans are contractually required to allow AMHs/PCPs to set limits on panel size and have a process by which to do so.

#### HOW TO CHECK PATIENT ELIGIBILITY/ HEALTH PLAN ENROLLMENT

The Recipient Eligibility Verification function of NCTracks includes the beneficiary's benefit program and managed care assignment information and allows providers to verify current eligibility and eligibility for the following month. *Always verify coverage and managed care assignment prior to rendering services as prospective eligibility information may be subject to change.*

#### WHAT HAS CHANGED ABOUT THE NCTRACKS RECIPIENT ELIGIBILITY VERIFICATION?

NC Medicaid Managed Care Tailored Care Management (TCM) provider information has been added to the Recipient Eligibility Verification page, if applicable. This includes health plan name, TCM provider information and contact information, as well as the health plan's assignment for PCP/AMH. It is important for providers to give special attention to the Service Types and Copay section under each benefit plan due to carve-out services and the necessity to display other benefit plan information.

Benefit Plan	What Does it Mean?
<b>Medicaid Managed Care – Standard Plan</b>	Beneficiary is enrolled in NC Medicaid Managed Care. The health plan (Standard Plan) is identified along with the dates of enrollment. The Service Types and Copay section identify the services covered and billed to the beneficiary's health plan.
<b>Medicaid Managed Care – Tailored Plan</b>	Beneficiary is enrolled in NC Medicaid Managed Care. The health plan (Tailored Plan) is identified along with the dates of enrollment.
<b>Medicaid Managed Care Carve-out Plan (MCCRIV)</b>	Health plans are not responsible for carved out services. The Service Types and Copay section under this benefit plan identifies carved out services, including dental, frames, lenses, and case management (for children's developmental services agency (CDSA) services), all of which would continue to be billed through NC Medicaid Direct - Medicaid's fee-for-service program. See the <a href="#">Health Plan Contracts</a> page for more details on carved out services.
<b>Managed Care for Behavioral Health Services (PHPB)</b>	For Medicaid beneficiaries, Local Management Entities/Managed Care Organizations (LME/MCOs) provide comprehensive behavioral health services under the NC 1915(b)(c) Waiver. This benefit plan identifies the LME/MCO entity offering the Service Type identified (Mental Health - Mntl Hlth) and to which these services would be billed.
<b>Tailored Plan Innovations Waiver Managed Care (TPINW)</b>	Beneficiary is enrolled in NC Medicaid Managed Care (Innovations Waiver). The health plan is identified along with the dates of enrollment.
<b>Innovations Waiver – CAP Services (PHPC)</b>	Beneficiary is receiving Community Alternatives Program Children and Disabled Adults (CAP/C and CAP/DA) services from the LME/MCO. The LME/MCO is identified along with the dates of enrollment.
<b>Traumatic Brain Injury Waiver (TBI)</b>	Beneficiary is receiving TBI services from the LME/MCO. The LME/MCO is identified along with the dates of enrollment.
<b>Medicaid Direct</b>	Beneficiary remains in the NC Medicaid Direct program for the dates specified. The Service Types and Copay section identifies the services covered and billed through the NC Medicaid Direct program.
<b>Eastern Band of Cherokee Indians (EBCI) Tribal Option</b>	EBCI Tribal Option is a health plan, managed by the Cherokee Indian Hospital Authority (CIHA), that offers care coordination and management of Medicaid medical, behavioral health, pharmacy and support services to address the health needs of federally recognized tribal members and others eligible for services through Indian Health Service (IHS). Only IHS-eligible beneficiaries associated with the EBCI can participate in this health plan.

## HOW TO UPDATE YOUR PANEL IN NCTRACKS

Providers can update their panel limitations for NC Medicaid Direct in [NCTracks](#) by logging into the Provider Portal and submitting an MCR to update their provider record. For more information, see the Enrolling, Updating or Terminating Community Care of North Carolina (CCNC)/Carolina Access (CA) Managed Care Plans User Guide. For questions related to NCTracks provider information, please contact the NCTracks Call Center at 800-688-6696.

## HOW TO UPDATE YOUR PANEL WITH EACH STANDARD PLAN

Information for updating and setting panel limits with each Standard Plan is included in the table below:

<b>AmeriHealth Caritas North Carolina (AMHC)</b>	Panel limits would be discussed/agreed upon during contracting. Panels may be limited (in the AMHC system) by member age and number of members. Unless specified otherwise during contracting, the panel remains open unless the PCP is under sanction, has voluntarily closed their panel, or is closed by AMHC due to member access issues. AMHC requires providers to provide 90 days prior written notice to close or update panel limits. Information on updating panels can be found on <a href="#">AMHC's secure provider portal</a> .
<b>Carolina Complete Health (CCH)</b>	If a provider wants to change their panel size, they can submit the request on letterhead to their assigned Provider Engagement Coordinator. If panel size is not specified at the point of contracting, the panel limit is set to a default number (explained during contracting) with the intent to limit the possibility of over assignment during the member auto-assignment process. More information on updating panels can be found on the <a href="#">CCH secure provider portal</a> .
<b>Healthy Blue</b>	<p>After submitting an MCR to NCTracks, if providers need additional assistance, please contact Healthy Blue at <a href="mailto:NC_Provder@healthybluenc.com">NC_Provder@healthybluenc.com</a> or contact Provider Services at 844-594-5072, Monday to Saturday, 7 a.m. to 6 p.m. ET. More information on updating panels can be found on <a href="#">Availity Essentials's secure provider portal</a>.</p> <p>Providers will have open panels, unless otherwise requested or indicated. Healthy Blue will prepopulate its system with the NCTracks panel limits for ages and gender provided to PHPs and encourage providers to validate NCTracks before contacting Healthy Blue. After submitting panel- related Manage Change Request to NCTracks, if providers need additional assistance, please contact Healthy Blue at <a href="mailto:NC_Provider@healthybluenc.com">NC_Provider@healthybluenc.com</a>.</p>
<b>WellCare (WCHP)</b>	Providers will keep an open panel unless otherwise requested (must follow requirements for closing panel) OR panel limits may be negotiated and added to their contract. Providers are educated during a WCHP New Provider Orientation. More information on updating panels can be found on the <a href="#">WCHP online provider directory</a> .
<b>United Healthcare (UNHC)</b>	Participating network providers may submit a request to update their panel limit to <a href="mailto:networkhelp@uhc.com">networkhelp@uhc.com</a> Providers currently in negotiations should discuss their panel limit with the network contractor as part of the negotiation process.

	Additionally, any change to the accepting new patient's indicator should be updated via NCTracks as that information is ingested daily from the provider enrollment file.
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## HOW TO UPDATE YOUR PANEL WITH EACH TAILORED PLAN

Information for updating and setting panel limits with each Tailored Plan is included in the table below:

<b>Alliance</b>	<p>Panel limits would have been set/agreed upon during contracting. If a provider wishes to modify their panel capacity, please complete the Update Panel Size form at this link on our external website:  <a href="https://www.alliancehealthplan.org/providers/network/update-pcp-panel-size/">https://www.alliancehealthplan.org/providers/network/update-pcp-panel-size/</a></p> <p>OR by contacting their assigned Network Relations specialist.</p>
<b>Partners</b>	<p>Panel limits would be set/agreed upon during contracting.</p> <p><b>How to update Panel Limits for Physical Health Providers?</b></p> <p>Providers can update panel limits at any time through their contract.</p> <p><b>Who to contact?</b></p> <p>CCHN Provider Engagement Administrators and they can assist with requests to change panel size for Partners Health Management.</p> <p>How to contact CCH to update panel limit request?</p> <p>Please use the link here to find your providers assigned Provider Engagement Administrator assigned by county by CCH:  <a href="https://network.carolinacompletehealth.com/about-us/provider-engagement.html">https://network.carolinacompletehealth.com/about-us/provider-engagement.html</a></p> <p>If the provider is unsure of their assigned Provider Engagement Administrator, please email the Provider Engagement Team at <a href="mailto:ProviderEngagment@cch-network.com">ProviderEngagment@cch-network.com</a> and someone will be happy to assist.</p>
<b>Trillium</b>	<p>Panel limits would be set/agreed upon during contracting. Providers should contact their provider engagement coordinator with CCHN directly. If they don't know who that is; they can view the PE team page for contact info:  <a href="https://network.carolinacompletehealth.com/engagement">https://network.carolinacompletehealth.com/engagement</a> or simply email the team inbox at: <a href="mailto:providerengagement@cch-network.com">providerengagement@cch-network.com</a></p>
<b>Vaya</b>	<p>Panel limits would be set/agreed upon during contracting. If a PCP wishes to modify their panel capacity, please contact Vaya at:  <a href="mailto:TPContracting@vayahealth.com">TPContracting@vayahealth.com</a> with subject "PCP Panel Limit Request".</p>

## DO I NEED AUTHORIZATIONS TO PROVIDE PRIMARY CARE FOR A MEMBER NOT ASSIGNED TO ME?

Members do **NOT** need an authorization to see an in-network PCP even if that PCP is not the assigned PCP. We encourage all PCPs to help members engage with their assigned practice or help members change their assignment. Members **WILL** need a prior authorization to see a PCP who is **NOT** in network.

## HOW DO I HELP A MEMBER CHANGE THEIR PRACTICE ASSIGNMENT? HOW LONG BEFORE THE CHANGE GOES INTO EFFECT?

Only the member may request PCP reassignment.

PCPs may encourage managed care members to call their health plan's member services phone number on the back of their Medicaid ID card to change their PCP. Members can also call the NC Medicaid Enrollment Broker at 833-870-5500 to change their PCP if they are also changing their health plan enrollment.

The member's assignment will change the first of the following month according to NC Medicaid policy. The member can still have services provided by that PCP prior to the reassignment without authorization if the PCP is in network with the health plan.

## HOW DO I REMOVE MEMBERS FROM MY PANEL?

PCPs actively caring for Medicaid Direct beneficiaries assigned to their practice may help updates their practices assignment by encouraging beneficiaries to contact their local Division of Social Services (DSS) caseworker to request reassignment. Fax numbers and other contact information are available on the [Local DSS Directory](#). In instances where issues persist or escalation is needed, beneficiaries may contact the NC Medicaid Contact Center at 888-245-0179 for assistance.

PCPs in Standard Plans are encouraged to use their care management resources to help members with barriers to engage. For members in managed care (Standard Plan or Tribal Option), providers should work with their health plans to assist members with barriers to engagement or to find a better PCP fit if all options have been exhausted.

PCPs in Tailored Plan are encouraged to use their care management resources to help members with barriers to engage. If a provider is unable to serve a member or after best efforts a PCP is unable to engage a member, the PCP should outreach the Tailored Plan to reassign the member.

## STANDARD PLAN CONTACTS FOR ASSISTANCE WITH PANEL ISSUES/QUESTIONS

<b>AmeriHealth Caritas North Carolina (AMHC)</b>	Hazen Weber <a href="mailto:hweber@amerihealthcaritasnc.com">hweber@amerihealthcaritasnc.com</a>
<b>Carolina Complete Health (CCH)</b>	Reach out to your assigned <a href="#">Provider Engagement Administrator</a> or email Network Support Team at <a href="mailto:networkrelations@cch-network.com">networkrelations@cch-network.com</a> .
<b>Healthy Blue</b>	<a href="mailto:NC_Provider@healthybluenc.com">NC_Provider@healthybluenc.com</a> (Subject line: Panel Issues)
<b>WellCare (WCHP)</b>	<a href="mailto:NCProviderRelations@Wellcare.com">NCProviderRelations@Wellcare.com</a> (Subject line: Panel Issues)
<b>United Healthcare (UNHC)</b>	Mary Galluppi <a href="mailto:mary_galluppi@uhc.com">mary_galluppi@uhc.com</a> Russ Graham <a href="mailto:russ.graham@optum.com">russ.graham@optum.com</a>

## TAILORED PLAN CONTACTS FOR ASSISTANCE WITH PANEL ISSUES/QUESTIONS

<b>Alliance</b>	<a href="#">Alliance secure portal</a> For additional assistance, Provider Support can be reached toll-free at 855- 759-9700 Monday through Saturday from 7 a.m. – 6 p.m.
<b>Partners</b>	Provider services line 1-877-398-4145 <a href="mailto:PAS@PartnersBHM.org">PAS@PartnersBHM.org</a> .
<b>Trillium</b>	1-855-250-1539 <a href="mailto:NetworkServicesSupport@TrilliumNC.org">NetworkServicesSupport@TrilliumNC.org</a>
<b>Vaya</b>	<a href="mailto:providerenrollment@vayahealth.com">providerenrollment@vayahealth.com</a> <a href="#">Vaya Provider Portal</a>

## 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](mailto:Medicaid.ProviderOmbudsman@dhhs.nc.gov), or 866-304-7062. 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 the [NCTracks provider portal](#) to verify your information and submit an MCR.

