

CCH Provider Information and Update Guide



Carolina Complete Health Medicaid Providers

Keeping your provider information current is essential for maintaining smooth operations, compliance and accurate credentialing. Carolina Complete Health relies on the NC Medicaid Provider Enrollment File (PEF) as the source of truth for provider data and credentialing verification. Because CCH does not conduct separate credentialing decisions, it is critical that all updates such as changes in practice location, ownership, or licensure are submitted and maintained in NCTracks in a timely manner.

Maintaining accurate information ensures members can easily locate your practice in provider directories, claims process correctly under the right NPI and Tax ID, and the network's credentialing and adequacy requirements remain compliant.

Why this matters?

- Claim will deny
- Members will be assigned to wrong sites
- Delayed credentialing

When and How to Submit Updates:

Providers are responsible for maintaining the accuracy of their enrollment, credentialing, and practice details at all times. Below is a breakdown of the actions needed based on the type of update.

Updates that Require a Schedule C:

(The Schedule C is a contracting document used by Carolina Complete Health to record specific business and organizational changes for contracted entities.)

- Adding or removing a group NPI
- Change in Tax Identification Number
- Change in organizational ownership or structure

When one of these changes occurs:

1. Contact your Provider Relations team at NetworkRelations@cch-network.com to request the Schedule C Form.
2. Complete and return the form with any required documentation (e.g., W-9, ownership verification).
3. CCH will process the update and confirm once complete

Continued on page 2

Updates Made Directly in NCTracks:

For all other provider or practice updates, changes must be submitted through NCTracks – the state’s Medicaid provider enrollment system and include:

- Adding or removing an individual practitioner from your group
- Opening or closing a service location (address/site)
- Updating mailing address, phone, fax, or contact information
- Changing taxonomy

How to Update in NCTracks:

1. Log in to your account at <https://www.nctracks.nc.gov>
2. Submit the appropriate update request and upload any supporting documentation.
3. Once approved, updates will automatically flow to CCH’s systems for contracted TINs and group NPIs.

NOTE: Providers are encouraged to regularly verify their information in both NCTracks and the CCH Provider Directory to ensure accuracy.

Panel Management

Primary Care Providers who wish to increase or decrease their member panel size should submit a request on official letterhead to their assigned Provider Engagement Administrator at providerengagement@cch-network.com. If panel size was not specified at the time of contracting, a default limit is automatically applied to prevent over-assignment during auto-assignment. For more information, review the [NC Medicaid Fact Sheet](#).

Support

For detailed information and requirements please refer to [Carolina Complete Health Provider Manual](#). If you need additional information, please reach out to CCH Provider Resources at 1-833-552-3876 or contact Provider Relations Team at NetworkRelations@cch-network.com.

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