

[Fill in Date]

[Fill in Provider Name]

Dear Carolina Complete Health Partner:

Congratulations on joining North Carolina's only Provider-Led Entity (PLE)! You are part of a network of physicians and other providers aligning to support Medicaid Managed Care in North Carolina. We look forward to partnering with you to deliver high-quality care in our communities. Please find enclosed your Carolina Complete Health Welcome Packet. Your fully executed Participating Provider Agreement with Carolina Complete Health was sent electronically by email for your records.

Who are we and why are we different?

Carolina Complete Health is the only **Provider-Led Entity** in North Carolina and was established through a unique collaboration between the NC Medical Society, NC Community Health Center Association, and Centene Corporation. As a **Provider-Led Entity**, we seek out physician and clinician expertise in medical policy giving providers a voice in how to best care for their patients while reducing administrative burden. Thank you for your partnership and we look forward to collaborating as we work together to improve quality, efficiency, and member and provider satisfaction.

Our approach:

- We know that physicians are key to our success. Carolina Complete Health is North Carolina's only Provider-Led Entity founded on the belief that physicians should have a leadership role in developing and approving the plan's medical policies to ensure those policies are in the best interest of patients and providers.
- We believe health care should be local. Carolina Complete Health is headquartered in North Carolina with offices in Charlotte, Durham, and Wilmington, to serve the unique needs of each region and community. Carolina Complete Health partners with community-based organizations across the state to support whole health issues such as food insecurities, prenatal care, diabetes, and transportation needs.
- We understand the complex needs of Medicaid members. Carolina Complete Health is part of the Centene Corporation, one of the nation's largest managed care organizations, covering over 25 million members across 50 states. We are truly committed to serving Medicaid members in North Carolina.

Provider onboarding and education:

Carolina Complete Health conducts ongoing orientation and training in a variety of ways, including recorded modules and scheduled group orientations, based on your preferences.

Please access our Education and Training materials located in the Provider Resources section of our website at network.carolinacompletehealth.com/training. This page provides instructions for attending a new provider orientation, as well as the recordings and a link to the complete provider education presentation. Additional onboarding training modules include Cultural Competency, Compliance/Fraud, Waste, and Abuse, and EPSDT.

To access the Provider and Billing Manuals, please visit: network.carolinacompletehealth.com/manuals.

Tailored Plan Physical Health Providers

Partners physical health providers: please reference the following included materials in addition to the Partners provider resource page: network.carolinacompletehealth.com/Partners. On this page you will find instructions for registering with Partners portal "ProviderCONNECT" along with important operational information.

- Partners Quick Reference Guide
- Payspan: A Faster, Easier Way to Get Paid

Trillium physical health providers: please reference the following included materials in addition to the Trillium provider resource page: network.carolinacompletehealth.com/Trillium. On this page you will find instructions for registering with the Trillium physical health portal along with important operational information.

- Trillium Quick Reference Guide
- Payspan: A Faster, Easier Way to Get Paid

As we implement our shared vision, we welcome your active participation and feedback. Please let us know how you might like to engage with us on topics such as policy, quality measurement, and value-based care. For more information about Carolina Complete Health, please call us at 1-833-552-3876 or visit network.carolinacompletehealth.com.

Sincerely,



Chris E. Paterson
Chief Executive Officer
Carolina Complete Health



Kelly Phillips
Chief Executive Officer
Carolina Complete Health Network

Carolina Complete Health is a joint venture of the Centene Corporation and Carolina Complete Health Network. Carolina Complete Health Network was formed as a subsidiary of the NC Medical Society in partnership with the NC Community Health Center Association. Centene insures over 25 million members across the U.S. with the mission to transform the health of the communities it serves, one person at a time. The NC Medical Society is the oldest professional member organization in North Carolina, representing physicians and physician assistants who practice in the state, providing leadership in medicine by uniting, serving and representing physicians and their health care teams to enhance the health of North Carolinians. The NC Community Health Center Association is a private, non-profit membership association that represents federally qualified health centers and aspiring health centers across North Carolina.