

[Fill in Date]

[Fill in Provider Name]

Dear Provider,

Welcome to the Carolina Complete Health provider network! Carolina Complete Health is North Carolina's first and only state-wide **Provider-Led Entity (PLE)**, made possible through the combination of Carolina Complete Health and WellCare of North Carolina.

This **Provider-Led Entity** was established through a unique collaboration among the NC Medical Society, NC Community Health Center Association, Federally Qualified Health Centers and Centene Corporation, and now is merging with WellCare of North Carolina to be statewide. One of our combined objectives is to simplify administrative processes for providers, enabling you to devote more time and resources to patient care.

Since 2021, Carolina Complete Health has endeavored to bring clinical leadership closer to the communities served through the Medical Affairs Committee and Clinical Policy Workgroups. WellCare of NC contributes valuable statewide expertise in provider collaboration and addressing social determinants of health. Together, we will offer concierge provider service, innovation pilots, and value-based care arrangements that have been hallmarks of our plans. We will have an opportunity to enhance the value we offer providers and to work with you to improve wellbeing for our members and communities. We look forward to partnering with you to deliver high-quality care.

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.

Our Approach:

- We know that physicians are key to our success. Carolina Complete Health is North Carolina's only state-wide Provider-Led Entity founded on the belief that physicians should have a leadership role in developing and approving the plan's clinical policies to ensure they are in the best interest of patients and providers. As a **Provider-Led Entity**, we seek out physician and clinician expertise giving providers a voice in how to improve managed care practices and reduce administrative burden
- We believe health care should be local. Carolina Complete Health is headquartered in North Carolina with offices throughout the State 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:

Please complete the steps below as part of your onboarding to the Carolina Complete Health network.

Review New Provider Orientation Materials

- To ensure a smooth start, we strongly encourage all new providers to complete their onboarding training as soon as possible. Please access our New Provider Orientation materials located in the Education and Training section of our website:
<https://network.carolinacompletehealth.com/training>
- Additional onboarding training modules include Cultural Competency, Compliance/Fraud, Waste, and Abuse, and EPSDT.
- Additional onboarding materials can be found in our Welcome Toolkit:
<https://network.carolinacompletehealth.com/welcome-toolkit>

Review Manuals and Register for Secure Provider Portal

- To access the Provider and Billing Manuals, please visit:
<https://network.carolinacompletehealth.com/manuals>
- Your Tax ID Number can be used to register for the secure provider portal at
<https://provider.carolinacompletehealth.com/> to get access to eligibility, claims, authorization status, care gaps, and more. Providers may also use [Availity Essentials](#) as a secure portal for electronic eligibility check, claim submission, prior auth requests, and more!

Register for Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA)

- We encourage you to submit claims electronically and register as soon as possible for electronic funds transfer (EFT) and electronic remittance advice (ERA). We partner with PaySpan Health to provide EFT and ERA solutions to providers. To enroll for EFT and ERA with PaySpan, contact them at providersupport@payspanhealth.com or call **1-877-331-7154**. View our [Payspan Quick Reference Guide](#)

Tailored Plan Physical Health Providers with Partners and Trillium:

- Partners physical health providers: please reference the Partners provider resource page:
<https://network.carolinacompletehealth.com/Partners> on this page you will find instructions for registering with Partners portal “ProviderCONNECT” along with important operational information.
- Trillium physical health providers: please reference the Trillium provider resource page:
<https://network.carolinacompletehealth.com/Trillium> on this page you will find instructions for registering with the Trillium physical health portal along with important operational information.

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 <https://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.