



**Partners'/CCHN Tailored Plan  
General Information Session Office Hours  
February 3, 2026  
12:00PM**

# Agenda

## General Information and Policy Notifications

- ▶ Who We Are: Partners and Carolina Complete Health
- ▶ Initiatives
- ▶ Known Issues
- ▶ Hot Topics and FAQs

## Operational Information

- ▶ Verifying Member Eligibility
- ▶ Provider Portal: ProviderConnect
  - Connecting to Partners
  - Prior Authorization (Submission, Timeframes, Evolent)
- ▶ Claims, Billing, and Payment (Submission, EFT)

## Provider Resources

- ▶ Partners' Provider Communications
- ▶ Provider Support and Who to Contact
- ▶ Questions
- ▶ Additional Provider Resources

# Carolina Complete Health and Partners

- **Partners Health Management** and **Carolina Complete Health** bring a shared vision for true partnerships with all providers across the system of care, which is reflected in our network management model.
- As the only Provider-led Entity (PLE), **CCH** seeks out physician and clinician expertise in medical policy and aim to give providers a voice in how to best to care for their patients while reducing administrative burden.
- Since **Partners'** inception as a managed care organization, **Partners** has executed a strategy of collaboration with providers.
- Our mutual goals is to aid provider success as they offer accessible, robust and effective services for members.





# Initiatives

# Attention Providers and Members – Breast Cancer Awareness

For more information on Breast Cancer Screenings, **scan QR code below.**



## STAY AHEAD OF BREAST CANCER

Stay up to date with regular Breast Cancer Screenings.

Call your provider to schedule your appointment today!

**Early detection is KEY.**



[Prevention and Population Health Programs - Partners Health Management](#)



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# **Known Issues Tracker (KIT)**

# Known Issues Tracker Updated

Status	Health Plan	Date Issue Identified	Number of Days Outstanding	Category	Provider Type	Number of Impacted Providers	Interest Owed	Estimated Fix Date	Issue Description	Resolution
Open	Tailored Plans - Partners	1/28/2026	1	Configuration	DME	7	Yes	2/27/2026	The State has confirmed that HCPCS codes A4253, A4256, A4258, A4259, A4287, A4217, A4245, A4247, A4248, S5560, and S5561 are covered. The CPT codes are denying EX46 (DENY: THIS SERVICE IS NOT COVERED) and EXnA (IDENTIFIED N/C SVS REQ PRIOR AUTH FOR CONSIDERATION UNDER THIS BENEFIT incorrectly based on the State guidance.	System configuration logic is being updated. A manual process is in place to prevent further denials. Claims impacted will be identified and will be reprocessed once the system fix is completed. No further action needed from providers at this time.
Open	Tailored Plans - Partners	12/11/2025	28	Claims; Configuration	DME	83	Yes	3/6/2026	Identified an issue with claims denying EX35 DENY: BENEFIT MAXIMUM HAS BEEN REACHED and EXBe BENEFIT LIMITS MAY NOT BE EXCEEDED WITHOUT PRIOR AUTHORIZATION when the provider obtained a medical necessity pre-authorization to allow for additional units. (This item was previously closed on 9/05/25)	System configuration logic is being updated. A manual process is in place to prevent further denials. Claims impacted will be identified and will be reprocessed once the system fix is completed. No further action needed from providers at this time.
Open	Tailored Plans - Partners	10/16/2025	104	Configuration	Lab	18	Yes	1/30/2026	CCH identified an issue with lab claims being underpaid due to a reimbursement update implemented in August as part of an automation initiative. The update inadvertently applied the reduction twice, resulting in lower-than-expected payments.	System configuration logic is complete. Claims impacted have been identified, and reprocessing is in progress. No further action needed from providers at this time.

[Claims and Rates Information - Partners Health Management - Provider Knowledge Base](#)

KIT is housed, at the link above, click Documents and Forms, then Known Issues Tracker

# Known Issues Tracker

Status	Health Plan	Date Issue Identified	Number of Days Outstanding	Category	Provider Type	Number of Impacted Providers	Interest Owed	Estimated Fix Date	Issue Description	Resolution
Open	Tailored Plans - Partners	10/1/2025	106	Other	Lab	22	Yes	2/20/2026	NCDHHS advised in May 2025, that PHPs have the discretion to pay for CPT code 80050, however, the reimbursement rate was removed from the fee schedule. CCH will be following the guidance from DHSS as of 06/01/2025 advising providers to bill for the individual components of the general health panel instead of the global services code 80050. Applicable billing guidance can be found here: NC Bulletin.	System configuration logic is being updated. Claims that incorrectly denied for CPT 80050 will be reprocessed, and a manual check-run solution is in place to prevent further denials. Claims that were previously paid on or after DOS 06/01/2025 have been recouped, and overpayments will be recovered. No further action is needed from providers.
Open	Tailored Plans - Partners	5/20/2025	246	Claims; Configuration	All	648	Yes	3/6/2026	Identified issue with member enrollment file causing claims to deny 'L6 - Please submit to Primary Insurer' incorrectly and eP: Requires Primary EOB; Auth Req'd for EPSDT Consideration.	System configuration logic is being updated. Claims impacted will be identified and will be reprocessed once the system fix is completed. No further action needed from providers at this time.

[Claims and Rates Information - Partners Health Management - Provider Knowledge Base](#)

KIT is housed, at the link above, click Documents and Forms, then Known Issues Tracker



# Hot Topics

# EVV Home Health Hard Launch 10/1

The EVV Hard Launch for Home Health Care Services went live on 10/1/2025.

Beginning **October 1**, claims submitted **without EVV visit data** will no longer be paid.

Home Health Resource Page: <https://providers.partnersbh.org/home-health-care-services/>

NCDHHS Bulletin: [Managed Care Electronic Visit Verification Home Health Implementation: Hard Launch Effective Oct. 1, 2025 | NC Medicaid](#)

If you have questions or require assistance, please don't hesitate to reach out to EVV Support Team at [evvsupport@partnersbh.org](mailto:evvsupport@partnersbh.org)



# NC Tracks Updates

- ▶ Updated exclusion sanction questions that providers are required to answer as part of their NC Medicaid enrollment application. Answering these questions affirmatively does not automatically disqualify a provider from NCDHHS program participation. However, failure to disclose can result in denial of the application and subsequent termination from all programs. For more information and to read the updated questions, please see the [Updates to Exclusion Sanction Questions on Provider Enrollment Applications announcement](#).
- ▶ A new attestation process has been created wherein individual and atypical individual providers completing initial enrollment, re-enrollment and reverification applications must attest that all information on the application is true, correct and complete to the best of their knowledge and belief. This attestation will be part of initial enrollment, re-enrollment and reverification applications submitted through the secured NCTracks provider portal. To review the attestation process, please visit the [New Attestation Requirements for Individual Providers announcement](#).
- ▶ Effective Dec. 7, 2025, [The Electronic Funds Transfer \(EFT\) Attestation](#) will be added to the reverification provider application and to full Manage Change Requests (MCRs) when active EFT information is present. This attestation requires a signature from the Office Administrator (OA) on the provider's record.
- ▶ NCTracks will capture an Individual provider's race, ethnicity and languages spoken during Individual provider enrollment, re-enrollment, manage change requests and reverification applications. Responses are editable and offering this information is optional. Additional information is available in the [New Demographic Data Collection on Provider Applications announcement](#).



# Information for Local Health Departments and the Care Management High Risk Pregnancy Program - CMHRP

- Partners is going to be sending out a survey to our Local Health Departments to gather information and share some information regarding proposed changes at the state level regarding the CMHRP program.
- We are sending the survey for the purpose to seek your feedback regarding several aspects of the CMHRP transition.
- We are asking for the survey to be completed by February 13, 2026.
- If you want to ensure that a particular contact for the Local Health Department gets the survey, please add to the Q/A in the Office Hours today.



# NC DHHS Webinar – February 9, 2026 – Collaborative Care Model

- ▶ Join us to learn about policies and programs that affect the MH/IDD/SU/TBI community. Side by side, we will work together to better understand and improve our system. We will listen closely to one another, and we will share ideas for public policy that will improve lives in North Carolina.
- ▶ This month's webinar will focus on the Collaborative Care Model (CoCM). As part of the \$835M for mental health and substance use disorder system investments, the general assembly set aside \$5M to support adoption of the CoCM by primary care practices.
- ▶ DMH/DD/SUS has contracted with Community Care of North Carolina (CCNC) to distribute and these funds to over 100 primary care practice sites across NC. These dollars build upon previous investments made by NC Medicaid, and ongoing jointly with DMH/DD/SUS, to support CoCM-related technical assistance (TA) and practice support by NC Area Health Education Centers (AHEC). CCNC and AHEC will join us to give an overview of the CoCM model, the current CoCM capacity building funding program, and the CoCM-related TA available to NC primary care practices.

- ▶ **Date/Time:** Monday, Feb. 9, 2026, 2:00-3:00 p.m.
- ▶ **Registration:** [Register for the webinar](#)



# Older Adults and Caregivers – Reminders for the Tailored Plan Population

- ▶ The winter season can present unique challenges for older adults and their caregivers, including shorter daylight hours, colder temperatures, and increased risk of social isolation. These factors may contribute to feelings of loneliness and emotional distress. However, the season also offers opportunities to foster connection, strengthen community supports, and engage in meaningful conversations about mental health and wellness
- ▶ Older adults are among the populations most impacted by suicide. Talking openly and providing awareness about mental health and suicide prevention can help reduce stigma and encourage people to seek and receive support. While there is no single cause for suicide, certain life challenges and stressors may increase emotional distress and risks among older adults, including:
  - Social Isolation and Loneliness
  - Grief Following the Loss of loved Ones
  - Changes in Independence or mobility
  - Chronic health conditions and pain
  - Cognitive changes
  - Financial Stressors



# Older Adults and Caregivers – Reminders for the Tailored Plan Population

- ▶ Understanding these challenges helps us strengthen support systems, build connected communities, and promote protective factors like social engagement, access to care, and a sense of purpose. With the right support, the winter season can feel brighter and more joyous for older adults.
- ▶ It's important to be aware of potential indicators of suicide risk in older adults. These may include:
  - Withdrawal from previously enjoyed activities
  - Giving away cherished belongings or making changes to legal documents
  - Avoiding social interactions
  - Neglecting personal care or medical needs
  - Expressing thoughts about death or dying
  - Demonstrating a lack of concern for personal safety



# Older Adults and Caregivers – Reminders for the Tailored Plan Population

- ▶ Promoting Connection and Engagement
- ▶ Strong social ties and a sense of belonging are among the most effective ways to prevent suicide. The [National Institute on Aging](#) offers a variety of tips for [staying connected](#):
  - Reconnect with hobbies or explore new interests through classes or community programs
  - Schedule regular check-ins with family, friends, and neighbors—whether in person, by phone, or online
  - Use technology like video calls or smart devices to maintain communication
  - Learn new digital skills through local libraries or senior centers
  - Consider pet companionship for emotional support
  - Stay physically active through group activities like walking clubs or exercise classes
  - Engage with faith-based or spiritual communities
  - Volunteer or participate in local causes to foster a sense of purpose

# Older Adults and Caregivers – Reminders for the Tailored Plan Population

## ► Resources for Support and Connection

- [Social Bridging NC](#): Statewide initiative offering tools and programs to enhance social connectedness among older adults.
- [National Institute on Aging](#): Guidance on participating in [activities](#) you enjoy as you age.
- [Caregiver Support](#): Learn how caregivers can help prevent suicide and support mental wellness.

# Important Information – Re: GLP-1 Coverage

- ▶ **NC Medicaid Reinstates GLP-1 Coverage**
- ▶ NC Medicaid has reinstated coverage for GLP-1 medications used to treat obesity. Coverage will revert to the criteria in place as of Sept. 30, 2025.
- ▶ This change applies to NC Medicaid Direct and NC Medicaid Managed Care. In accordance with the governor's directive, medications previously covered under the *NC Medicaid Outpatient Pharmacy Prior Approval Criteria GLP1s for Weight Management* (effective Aug. 1, 2024) are once again available.
- ▶ ***Note to Providers:*** *Prescribers should assess whether members experienced a lapse in therapy, a change in treatment or require a lower starting dose. Providers are encouraged to review applicable safety considerations and educate patients as appropriate.*

# Important Updates – Regarding Rates

The North Carolina Department of Health and Human Services (NCDHHS) has issued revised fee schedules. Partners Health Management is working diligently to update rates in our system and will be reprocessing claims as quickly as possible.

## **What is happening?**

NCDHHS has issued revised fee schedules that reflect procedure code updates. This reverses the previously reduced rates provided to NC Medicaid health plans on Jan. 5, 2026.

## **What do providers need to do?**

Physical Health Providers: Physical Health Providers should follow the steps outlined in <https://mailchi.mp/cch-network/special-bulletin-lesser-of-logic> for **Physical Health** claims processing.

## **Who can providers contact if they have questions?**

Providers who have questions or need assistance are encouraged to contact Provider Services for support at 1-833-552-3876

# Important Updates

- **Quarterly Provider Update – Winter 2026**

Information on Required Provider Disclosures, Children and Families Specialty Plan Flexibilities, Case Manager/Care Coordinators

Updates and more. <https://medicaid.ncdhhs.gov/blog/2026/01/27/quarterly-provider-update-winter-2026>

- **Skilled Nursing Facility Provider Assessment Updates**

Assessment rates were affected by the implementation and subsequent reversal of the Oct. 1, 2025, per diem rate reductions.

This bulletin applies to NC Medicaid Managed Care and NC Medicaid Direct Skilled Nursing Facility providers.

<https://medicaid.ncdhhs.gov/blog/2026/01/26/skilled-nursing-facility-provider-assessment-updates>

- **Reminder: Clinical Laboratory Improvement Amendments Certification Requirements for Drug and Other Laboratory Testing. Providers should continue to follow the certification and waiver requirements described below.**

<https://medicaid.ncdhhs.gov/blog/2025/11/18/reminder-clinical-laboratory-improvement-amendments-certification-requirements-drug-and-other>

# Important Updates

## Understanding Your Health Plan Options

### WHAT'S HAPPENING



Some NC Medicaid members have been automatically enrolled in the new Children and Families Specialty Plan (CFSP). This plan is for children and families who are in foster care or receiving adoption assistance. It will begin on December 1.

### YOUR CHOICES



You are not required to stay in the CFSP. You may switch to a different plan if another option better fits your needs.

Those options include:

- Tailored Plans, such as Partners Health Management.
- Standard Plans, such as Healthy Blue, AmeriHealth, Carolina Complete Health, WellCare, or UnitedHealthcare.

### HOW TO OPT OUT OF THE CFSP AND CHANGE TO A DIFFERENT HEALTH PLAN



To change your health plan, call the NC Medicaid Enrollment Broker:

- Call 1-833-870-5000 (TTY: 711)
- The Enrollment Broker can explain your options and help you make any changes by phone.

### NEED HELP?

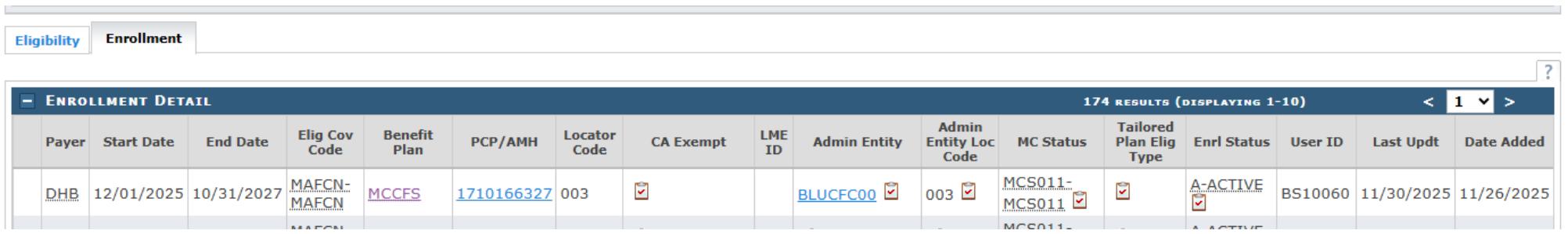


Partners Health Management can help you understand your options and walk through the call together.

Contact Partners Member Services: 1-888-235-4673 or [MemberQuestions@partnersbh.com](mailto:MemberQuestions@partnersbh.com)

# NCTRACKs and CFSP

- ▶ Providers can check member eligibility in NCTRACKS
- ▶ If the member has moved to the new plan for CFSP, then you will see MCCFS
- ▶ MCCFS refers to Medicaid Managed Care and Children and Families Specialty Plan (CFSP) in North Carolina.
- ▶ This plan is a statewide plan offering physical health, behavioral health, and services of individuals with intellectual/developmental disabilities (IDD) or who need long-term care.
- ▶ As indicated previously this plan launched on December 1, 2025.
- ▶ This plan is managed by Healthy Blue
- ▶ [Children and Families Specialty Plan | NC Medicaid](#)



ENROLLMENT DETAIL															174 RESULTS (DISPLAYING 1-10)			< 1 >		
Payer	Start Date	End Date	Elig Cov Code	Benefit Plan	PCP/AMH	Locator Code	CA Exempt	LME ID	Admin Entity	Admin Entity Loc Code	MC Status	Tailored Plan Elig Type	Enrl Status	User ID	Last Updt	Date Added				
DHB	12/01/2025	10/31/2027	MAFCN-MAFCN	MCCFS	1710166327	003	<input checked="" type="checkbox"/>		BLUCFC00	003	MCS011-MCS011	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	A-ACTIVE	BS10060	11/30/2025	11/26/2025			

# CFSP

- ▶ Providers who wish to participate in CFSP should contact Healthy Blue Care Together to discuss the contracting process and requirements.  
For inquiries, please use the following contacts:
- ▶ **Email:**
  - Contracting Inquiries: [NC\\_Contracting@healthybluenc.com](mailto:NC_Contracting@healthybluenc.com)
  - General Questions and Comments: [NC\\_Provider@healthybluenc.com](mailto:NC_Provider@healthybluenc.com)
- ▶ **Phone:**
  - 1-844-594-5072
  - For more details on the CFSP, including eligibility, covered services and updates, please visit our [Children and Families Specialty Plan](#) website. You can also find more information by reviewing the [What Providers Need to Know](#) fact sheet.



# Important Updates

- ▶ **Well Child Visits Added as Core Services for Federally Qualified Health Center/Rural Health Center Claims**
- ▶ Effective Nov. 9, 2025, retroactive back to May 1, 2024, Federally Qualified Health Center (FQHC) and Rural Health Center (RHC) claims will be updated to process Well Child Visit procedures (99381\EP–99385\EP and 99391\EP–99395\EP) as core services, with updates to pricing and editing.
- ▶ This update will also enable providers to submit non-core ancillary services on the same claim as core services. Non-core services will finalize in a paid status with a reimbursement amount of \$0.
- ▶ **Primary Care Provider/Advanced Medical Home Auto-Assignment Fact Sheet Now Available**
- ▶ The fact sheet outlines the key responsibilities of practices receiving auto-assigned members
- ▶ <https://medicaid.ncdhhs.gov/blog/2025/10/10/primary-care-provideradvanced-medical-home-auto-assignment-fact-sheet-now-available>



# Important Updates

## 1099s to be Mailed on Jan. 20, 2026

The 1099s will be mailed on Tuesday, Jan. 20, 2026, due to the Martin Luther King Jr. holiday on Monday. The 1099s will be sent to the “1099 Reporting/Pay-To Address” location currently on the provider file. Due to postal service volume, providers should allow seven to 10 business days to receive a 1099. For more information about the 1099s, refer to the [1099 Frequently Asked Questions](#) on the NCTracks Provider Portal.

## 2026 Current Procedure Terminology Code Update

Effective with date of service Jan. 1, 2026, new Current Procedure Terminology (CPT) codes have been added or deleted, and descriptions of some existing codes have been updated.

This bulletin is related to NC Medicaid Direct

<https://medicaid.ncdhhs.gov/blog/2025/12/30/2026-current-procedure-terminology-code-update>

## Updated Coverage for Psychiatric Collaborative Care Management – December 30, 2025

Coverage for Healthcare Common Procedure Coding System Code G0512 is end-dating effective Dec. 31, 2025.

**Note:** This bulletin is an update to the bulletin [Updated Coverage for Psychiatric Collaborative Care Management- Sept. 17, 2025](#), published Sept. 17, 2025.

This bulletin applies to both NC Medicaid Direct and NC Medicaid Managed Care.

<https://medicaid.ncdhhs.gov/blog/2025/12/30/updated-coverage-psychiatric-collaborative-care-management-december-30-2025>

# Important Updates

## **2026 Community Alternatives Program Consumer Direction Schedule of Trainings**

The 2026 initial training dates for Community Alternatives Program consumer direction are now available.

<https://medicaid.ncdhhs.gov/blog/2025/12/29/2026-community-alternatives-program-consumer-direction-schedule-trainings>

## **Individual Ordering Provider NPI Must Be Included on Drug Testing Claims**

Effective for dates of service on or after Feb. 1, 2026, claims for certain drug testing procedure codes must include an individual ordering provider NPI.

<https://medicaid.ncdhhs.gov/blog/2025/12/29/individual-ordering-provider-npi-must-be-included-drug-testing-claims>

## **Updates to Clinical Coverage Policy 1S-11: Genetic Testing Gene Expression**

Clinical Coverage Policy 1S-11 will include coverage for AlloMap® effective Jan. 1, 2026.

<https://medicaid.ncdhhs.gov/blog/2025/12/29/updates-clinical-coverage-policy-1s-11-genetic-testing-gene-expression>

# Medicaid Managed Care Webinar Series: Fireside (Winter)/Back Porch (Spring) Chats on Hot Topics

**February 19, 2026 from noon-1 p.m.**

## Agenda

- Updates from the Department of Public Health
- Rural Health Transformation Program
- HR-1 Overview
- Pharmacy Benefit Administrator Implementation
- Clinical Coverage Policy Promulgation Cadence and Coverage

[REGISTER HERE](#)

**May 21, 2026 from noon-1 p.m. | Topic TBD**

[Webinar Registration - Zoom](#)



# TP Care management Communications with PCP Practices – Contact Information

## Tailored Care Management (TCM) Assignment Questions:

- NCTracks is the source of truth for TCM assignment
- If questions remain after checking NCTracks, please reach out to the Care Connections team through a single email group distribution:
- [screeningandreferral@partnersbhm.org](mailto:screeningandreferral@partnersbhm.org)
- Member Services Line: If you have any questions or need more information on anything, please call Member and Recipient Services Monday-Saturday, 7 a.m. – 6 p.m., [1-888-235-4673](tel:1-888-235-4673), or Relay NC 711 or TTY [1-800-735-2962](tel:1-800-735-2962) (English) and [1-888-825-6570](tel:1-888-825-6570) (Spanish). We are here for you.

# How to Make a Referral for Partners' Tailored Care Management?

## Tailored Care Management Referral Questions:

- You can email Partners a referral for Tailored Care Management through [screeningandreferral@partnersbhm.org](mailto:screeningandreferral@partnersbhm.org)
- Please include the Member Medicaid Number on the email
- The Screening and Referral Team at Partners will verify the members' eligibility for Tailored Care Management
- They will see if they are already connected to Tailored Care Management
- The team will then follow up with the Primary Care Practice who made the referral to close the loop.
- The turn around time is typically the same business day or next business day for follow up



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# **Member ID Card and Eligibility Check**

# PCP Member Choice Update

- ▶ Partners is committed to providing members with the best possible Primary Care Provider (PCP) choices. However, members may sometimes be unable to select their preferred PCP due to panel limits.
- ▶ A “panel limit” refers to the maximum number of members a physician can manage in their practice. This limit is determined by factors such as the physician’s available time, the complexity of members’ needs and the practice’s capacity to ensure quality care. Maintaining an appropriate panel size is essential to provide adequate attention, prevent burnout and improve care quality.
- ▶ If a provider’s panel limit is reached and we cannot confirm the member’s established relationship with that provider, documentation is required to assign the member to the PCP. Providers must submit a letter on office letterhead, including the member’s name, date of birth, Medicaid ID and confirmation of either an established relationship or acceptance of the member. Alternatively, we can accept claims history showing at least six months of primary care treatment.
- ▶ Documentation should be sent by email to [PCP@PartnersBHM.org](mailto:PCP@PartnersBHM.org) or by fax to **704-884-2736** (Attention: Member PCP Choice).
- ▶ For questions, contact Renee Jenkins, Member Engagement Support Specialist, at **704-842-6488**

<https://providers.partnersbhm.org/provider-communication-bulletin-159/#5>

# Partners Tailored Plan Member ID Cards



Name:  
Medicaid ID#:

Date Issued:

PCP Information:  
PCP Name:  
PCP Address:

PCP Phone:

This card is not a guarantee of eligibility, enrollment or payment

## Member ID Card

Partners Tailored Plan  
901 S. New Hope Rd.  
Gastonia, NC 28092

[www.partnersbhm.org](http://www.partnersbhm.org)

RxBIN: 025052  
RxPCN: MCAIDADV  
RxGRP: RX22AC  
Pharmacy: 1-866-453-7196

## Important Contact Information/Información importante de contacto

Member and Recipient Services/Servicio para miembros y destinatarios (7 a.m.-6 p.m. EST).....1-888-235-4673, TTY: 711  
Partners MemberCONNECT.....[www.partnersbhm.org](http://www.partnersbhm.org)  
24-Hour Nurse Line/Línea de enfermería las 24 horas.....1-888-369-2452  
24-Hour Behavioral Health Crisis Line/Línea de crisis de salud conductual las 24 horas.....1-833-353-2093

If you suspect a doctor, clinic, home health service or any other kind of medical provider is committing Medicaid fraud, report it.  
Call 919-881-2320.

For a medical emergency, go to the nearest emergency room or call 911.

Prescriber Services (7 am-6 p.m. EST).....1-866-453-7196  
Provider Services (7 am-6 p.m. EST).....1-877-398-4145



*Possession of an ID card does not guarantee eligibility.*

Check member eligibility through one of the methods below:

1. NCTracks
2. Secure web portal: <https://providers.partnersbhm.org/category/providerconnect/>
3. Provider Line: 1-877-398-4145.

# Checking Eligibility in NCTracks

- ▶ Providers may verify member eligibility in NCTracks
- ▶ A TP Member will show benefit plan “TPMC – Tailored Plan Medicaid Managed Care”
- ▶ Seeing a “Tailored Care Management” provider does *not* indicate TP eligibility. Medicaid Direct members are also eligible for Tailored Care Management

# Medicaid Direct Example

Medicaid Direct members have managed care for BH services only through the LME/MCO

Tailored Care Manager listed is not an indication they are a TP member. Medicaid Direct members may also be eligible for TCM

Health Plan: Medicaid							
Benefit Plan	Category of Eligibility	Dates of Enrollment	Managing Entity	Address	Residential County Code	Daytime Phone	After Hours Phone
MEDICAID	IASCN-IASCN	07/01/2024 - 07/31/2024					
Service Types And Copay							
AMB SERVIC : \$0.00	ANESTHESIA : \$0.00	BRAND NAME : \$0.00	CARDIAC RE : \$0.00	CHEMOTHERA : \$0.00			
CHIROPRACT : \$0.00	DENTAL : \$0.00	DIAG LAB : \$0.00	DIAG MEDI : \$0.00	DIAG X-RAY : \$0.00			
DIALYSIS : \$0.00	DME PURCHA : \$0.00	DME RENTAL : \$0.00	EMERGENCY : \$0.00	FAMILY PLA : \$0.00			
GENERIC PR : \$0.00	HLTH BNFT : \$0.00	HME HLTHCR : \$0.00	HOSP A SUR : \$0.00	HOSP ER AC : \$0.00			
HOSP ER MD : \$0.00	HOSP INPAT : \$0.00	HOSP OTPAT : \$0.00	HOSPICE : \$0.00	HOSPITAL : \$0.00			
IMMUNIZATI : \$0.00	LONG TERM : \$0.00	MEDI CARE : \$0.00	MNTL HLTH : \$0.00	MRI CAT SC : \$0.00			
NEWBORN CA : \$0.00	OCCP THRPY : \$0.00	ORAL SURGE : \$0.00	PEDIATRIC : \$0.00	PHARMACY : \$0.00			
PHYSICAL M : \$0.00	PODIATRY : \$0.00	PRF OF VS : \$0.00	PRF VSHME : \$0.00	PRF VSINPT : \$0.00			
PRF VSOUT : \$0.00	PSYCH INPT : \$0.00	PSYCH OTPT : \$0.00	PSYCHOTHER : \$0.00	RADI THERA : \$0.00			
Benefit Plan							
ROUTINE PH : \$0.00	SECOND SUR : \$0.00	SKILL NUR : \$0.00	SPEECH THE : \$0.00	SUBSTANCE : \$0.00			
SURGICAL : \$0.00	SURGICAL A : \$0.00	URGENT CAR : \$0.00	VISION OP : \$0.00	WELL BABY : \$0.00			
MANAGED CARE FOR BEHAVIORAL HEALTH SERVICES	IASCN-IASCN	07/01/2024 - 07/31/2024	LME/MCO Name	LME/MCO Address			LME/MCO Phone
Service Types And Copay							
MNTL HLTH : \$0.00							
Tailored Care Manager							
Tailored Care Manager:		TCM NAME					Daytime Phone:

# TP Member Example

Benefit Plan may list Medicaid or MC-Medicaid Carve Out Plan

Tailored Plan Medicaid Managed Care indicator

Health Plan: Medicaid								
Benefit Plan	Category of Eligibility	Dates of Enrollment	Managing Entity	Address	Residential County Code	Daytime Phone	After Hours Phone	
MC-MEDICAID CARVE-OUT PLAN	MADCY-MADCY	07/01/2024 - 07/31/2024						
Service Types And Copay								
CASE MANA : \$0.00	DENTAL : \$0.00	FRAMES : \$0.00	LENSES : \$0.00					
TPMC - TAILORED PLAN MEDICAID MANAGED CARE	MADCY-MADCY	07/01/2024 - 07/31/2024	LME/MCO Name					
Benefit Plan	Category of Eligibility	Dates of Enrollment	Managing Entity	Address	Residential County Code	Daytime Phone	After Hours Phone	
Service Types And Copay								
AMB SERVIC : \$0.00	ANESTHESIA : \$0.00	BRAND NAME : \$0.00	CARDIAC RE : \$0.00	CHEMOTHERA : \$0.00				
CHIROPRACT : \$0.00	DIAG LAB : \$0.00	DIAG MEDI : \$0.00	DIAG X-RAY : \$0.00	DIALYSIS : \$0.00				
DME PURCHA : \$0.00	DME RENTAL : \$0.00	EMERGENCY : \$0.00	FAMILY PLA : \$0.00	GENERIC PR : \$0.00				
HLTH BNFT : \$0.00	HME HLTHCR : \$0.00	HOSP A SUR : \$0.00	HOSP ER AC : \$0.00	HOSP ER MD : \$0.00				
HOSP INPAT : \$0.00	HOSP OTPAT : \$0.00	HOSPICE : \$0.00	HOSPITAL : \$0.00	IMMUNIZATI : \$0.00				
LONG TERM : \$0.00	MEDI CARE : \$0.00	MNTL HLTH : \$0.00	MRI CAT SC : \$0.00	NEWBORN CA : \$0.00				
OCCP THRPY : \$0.00	ORAL SURGE : \$0.00	PEDIATRIC : \$0.00	PHARMACY : \$0.00	PHYSICAL M : \$0.00				
PODIATRY : \$0.00	PRF OF VS : \$0.00	PRF VSHME : \$0.00	PRF VSINPT : \$0.00	PRF VSOUT : \$0.00				
PSYCH INPT : \$0.00	PSYCH OTPT : \$0.00	PSYCHOTHER : \$0.00	RADI THERA : \$0.00	ROUTINE PH : \$0.00				
SECOND SUR : \$0.00	SKILL NUR : \$0.00	SPEECH THE : \$0.00	SUBSTANCE : \$0.00	SURGICAL : \$0.00				
SURGICALA : \$0.00	URGENT CAR : \$0.00	VISION OP : \$0.00	WELL BABY : \$0.00					



# Important Information for Providers – member referrals

- Partners continues to receive feedback where providers are suggesting members change their eligibility from Tailored Plan to another insurance.
- If there are providers that facilities typically refer to, where there is resistance to serving the Tailored Plan population, please reach out to let us know that information.
- Member benefits and changing a member's benefits is a process that requires benefits counseling
- If facilities are struggling to refer places, please reach out to [phpas@partnersbhm.org](mailto:phpas@partnersbhm.org) so that we might support outreaching the provider, verifying their contract status, etc.

# Frequent Asked Questions

- ▶ **Are referrals to specialists required?** No. Members can seek in-network specialist care without a referral. Members are encouraged to seek consultation first from their primary care provider. PCPs are encouraged to coordinate care to specialists. Prior Authorization rules may apply.
- ▶ **What are the copay rules?** Copays are established by NC Medicaid and are consistent across all Medicaid plans. [Read more here.](#)
- ▶ **How do I know which CPT code and modifier to use and if it is covered?** Partners adheres to the NC Medicaid Fee schedule and covered for physical health services. Utilize the [NC DHHS Service Now Page](#)





# Secure Provider Portal

# ProviderConnect

## ▶ Partners ProviderCONNECT Portal Setup

To access ProviderCONNECT, in-network contracted providers must identify one individual who will serve as their Local Administrator and will be responsible for managing all other users who access Partners' ProviderCONNECT for that provider organization.

## ▶ Action needed

- Designated portal administrators must complete Partners Health Management ProviderCONNECT set-up form: [\*\*https://www.surveymonkey.com/r/MBXQSBF\*\*](https://www.surveymonkey.com/r/MBXQSBF)
- Once you complete the survey, you will receive an email from Partners in 1-2 business days with next steps.
- For questions about this form please contact [\*\*credentialingteam@partnersbhm.org\*\*](mailto:credentialingteam@partnersbhm.org).
- If you are unsure if your organization has a Local Administrator, you can see the organizations already connected and their Local Administrator at this link on Partners' Provider Knowledge Base [\*\*https://providers.partnersbhm.org/identifying-a-local-administrator/\*\*](https://providers.partnersbhm.org/identifying-a-local-administrator/)

# ProviderConnect

- ▶ View additional information on ProviderConnect using the following links:
  - <https://providers.partnersbhm.org/category/providerconnect/>
  - <https://providers.partnersbhm.org/providerconnect-local-administrator-instructions/>
  - <https://providers.partnersbhm.org/provider-alert-local-administrators-can-now-set-up-users-in-providerconnect/>

# Pre-Authorization Lookup Tool

How can providers determine which services require prior authorization for a health plan?

Partners Benefit Grids and Service Pre-Authorization Lookup Tool can be located at:

<https://providers.partnersbhm.org/benefits/>

## Service Pre-Authorization Lookup Tool

Partners' Service Pre-Authorization Lookup Tool provides authorization requirements by service code. We have made every attempt to ensure the most current information is included in the Pre-Authorization Lookup Tool. However, use of this tool does not guarantee payment. It is the provider's responsibility to ensure proper eligibility, coverage benefits, provider contracts, correct coding and billing practices are followed. You may also refer to the **Partners Benefit Grids** and enter an authorization into **ProAuth** if an authorization is indicated.

**Non-participating/Out-of-network providers must submit Prior Authorization for all services.**

Vision Services are managed by **Envolve Vision**.

Dental Services are managed by **NC Medicaid**.

Complex imaging, MRA, MRI, PET, and CT scans are managed by **Evolent**.

For details regarding pharmacy prior authorizations, visit our **Pharmacy/Medication Prior Authorization** page.

Enter the base code of the service you would like to check, and then select a mod:

CODE....

Search

**Updated:** December 18, 2024

# Submitting Authorizations

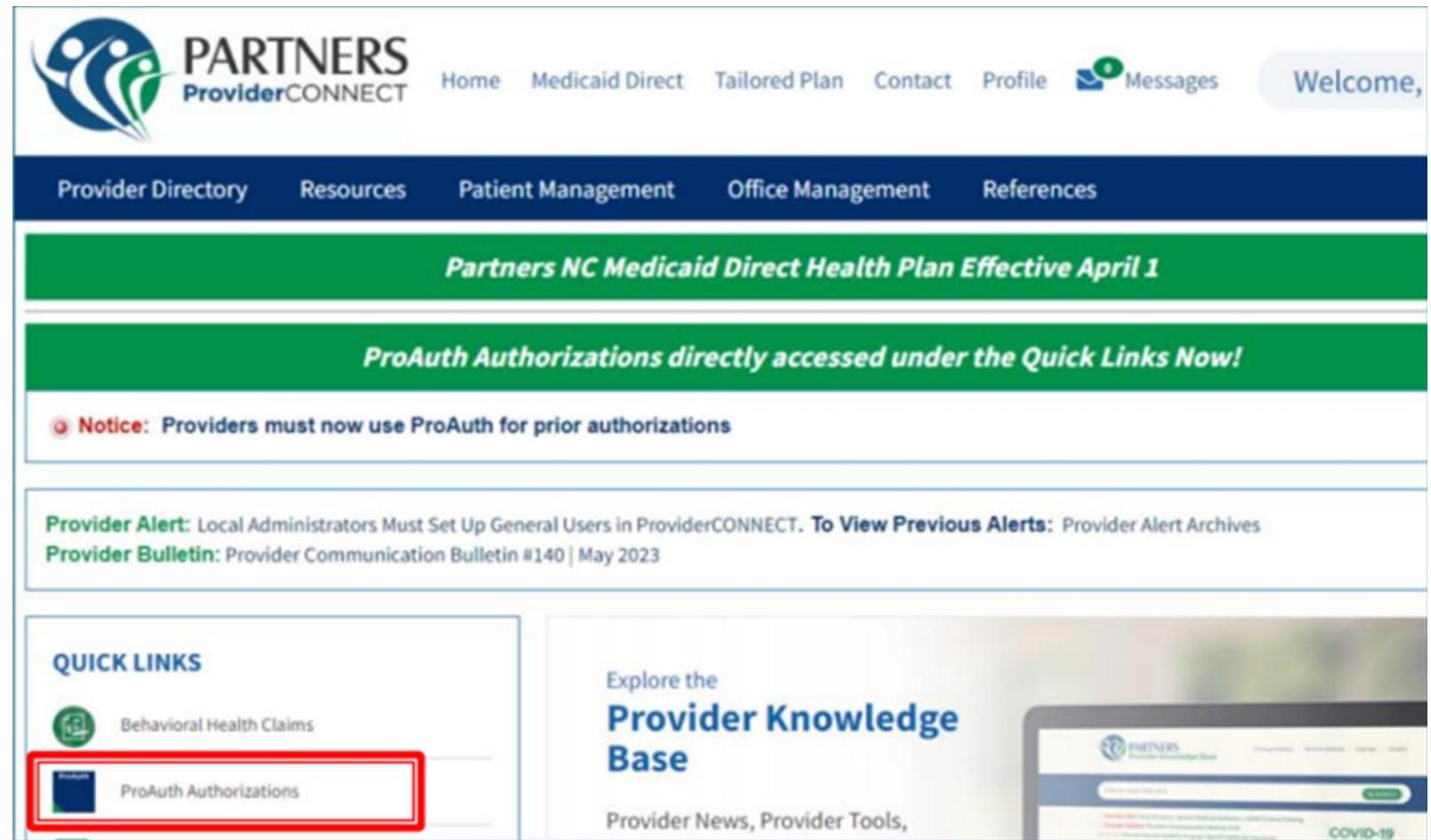
Electronic Submission (Preferred)	Manual Submission
<p>ProAUTH via ProviderCONNECT Secure Provider Portal:</p> <ul style="list-style-type: none"><li>• <a href="https://id.partnersbhm.org/">https://id.partnersbhm.org/</a></li><li>• ProAuth is Partners platform for authorization submission through our secure provider portal, ProviderCONNECT.</li><li>• Providers will be given instructions to access ProAuth when they join the network and access ProviderCONNECT.</li><li>• <b>ProAuth is the preferred method for service authorization request submission.</b></li></ul>	<p><b>Phone:</b></p> <ul style="list-style-type: none"><li>• 1-877-398-4145</li></ul> <p><b>Fax or Email with the <a href="#">Manual Authorization Request Form</a></b></p> <ul style="list-style-type: none"><li>• <b>Physical Health Fax Numbers:</b><ul style="list-style-type: none"><li>Inpatient Requests 336-527-3208</li><li>Outpatient Requests 704-884-2613</li><li>Transplant Requests 866-753-5659</li><li>Pharmacy PADP Requests 704-772-4300</li></ul></li><li>• <b>UM Physical Health Email Addresses:</b><ul style="list-style-type: none"><li>For Service Requests: <a href="mailto:PHManualAuthorizations@partnersbhm.org">PHManualAuthorizations@partnersbhm.org</a></li><li>For Questions that are GENERAL and without Protected Health Information (PHI): <a href="mailto:PHUMQuestions@partnersbhm.org">PHUMQuestions@partnersbhm.org</a></li></ul></li></ul>

# Logging into ProAuth

- ▶ All Authorization Requests must be submitted through ProAuth
- ▶ ProAuth can only be accessed via the ProviderConnect portal
- ▶ Log into ProAuth through ProviderConnect portal
  - Chrome is the recommended browser
- ▶ ProviderConnect Login – <https://id.partnersbh.org/>
- ▶ Logins and passwords are obtained from your organizations' Local Administrator
- ▶ Local Administrators may inquire about login issues/questions via email at: [providerconnectsupport@partnersbh.org](mailto:providerconnectsupport@partnersbh.org)

# Getting to ProAuth

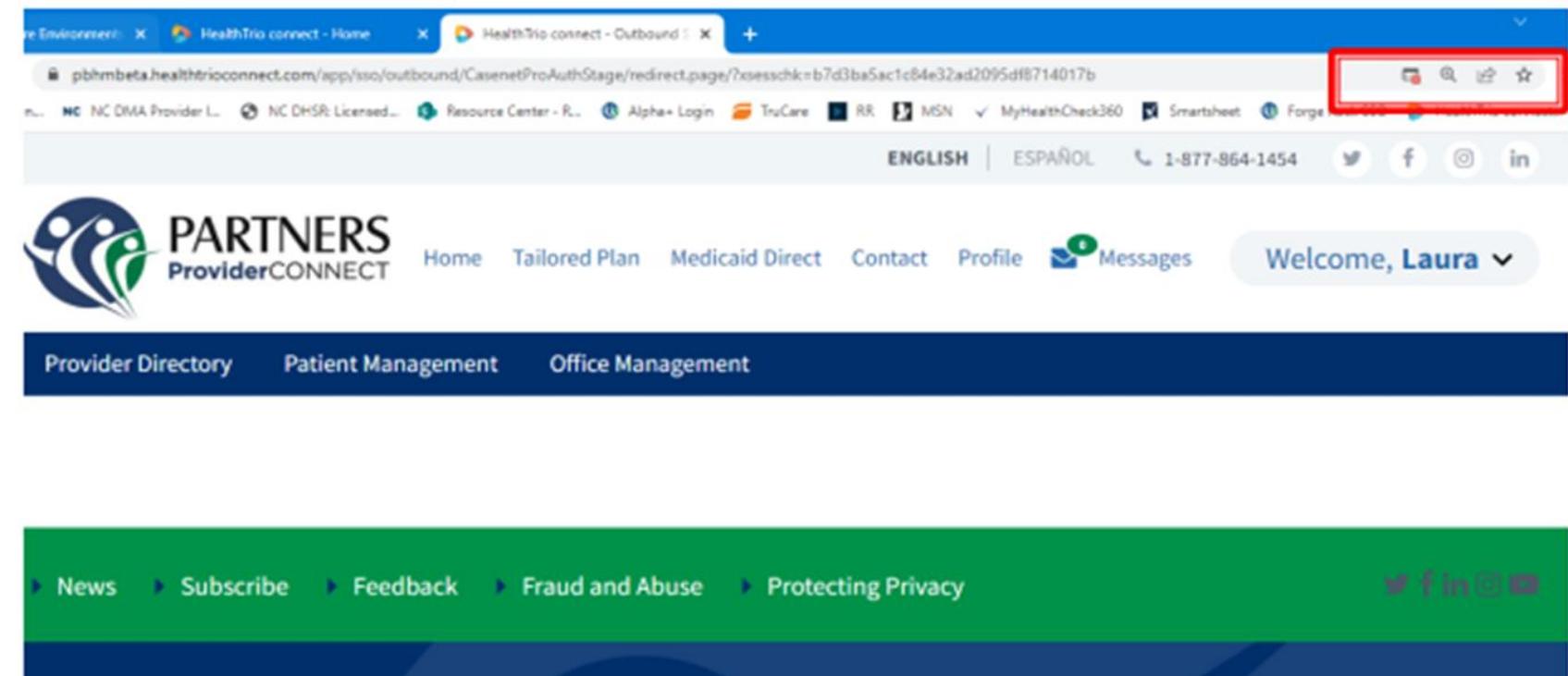
- ▶ From the ProviderConnect homepage, use the Quick Links on the left to access ProAuth Authorizations:



The screenshot shows the PARTNERS ProviderCONNECT homepage. At the top, there is a navigation bar with links for Home, Medicaid Direct, Tailored Plan, Contact, Profile, and Messages. A 'Welcome,' message is displayed. Below the navigation bar is a blue horizontal menu bar with links for Provider Directory, Resources, Patient Management, Office Management, and References. A green banner across the page reads 'Partners NC Medicaid Direct Health Plan Effective April 1' and 'ProAuth Authorizations directly accessed under the Quick Links Now!' Below this, a notice states: 'Notice: Providers must now use ProAuth for prior authorizations'. Further down, there are sections for 'Provider Alert' (Local Administrators Must Set Up General Users in ProviderCONNECT) and 'Provider Bulletin' (Provider Communication Bulletin #140 | May 2023). On the left, a 'QUICK LINKS' box contains links for Behavioral Health Claims and ProAuth Authorizations, with the ProAuth Authorizations link highlighted by a red box. To the right, there is a section titled 'Explore the Provider Knowledge Base' and a screenshot of the Provider Knowledge Base interface.

# Getting to ProAuth (cont)

- ▶ If the link goes to a page with no information or an error message, you may need to turn off the pop-up blocker and change the setting to Always Allow
- ▶ This may need to be done twice, but once pop-ups are allowed, you won't have to fix it again.



# Welcome to ProAuth – Authorization Requests Portal

- ▶ ProAuth opens to the Dashboard where you can:
  - Search members
  - Create authorizations
  - View authorizations

PARTNERS Partners BHM STAGE ProAuth

Provider Filter (0/36) Laura Reisinger Help About

Dashboard

Member Search

Dashboard

CREATE INPATIENT AUTHORIZATION | CREATE SERVICE/PROCEDURE AUTHORIZATION

Filter By

Member ID

Authorization Number

Diagnosis Type

Date of Service From Date: 01/19/2024

Date of Service To Date

Inpatient Service Types

Service/Procedure Service Types

Include Closed

Requested By Me

FILTER RESET

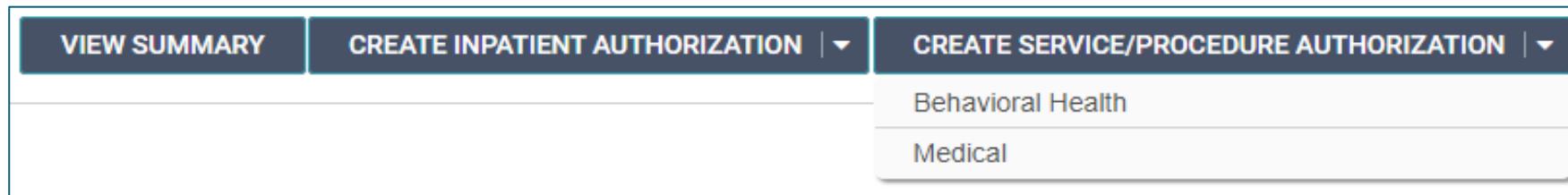
Inpatient Authorizations Summary

EXTEND VIEW AUTH DETAILS

Member Name	Authorization #	Determination Sta...	From Date	To Date	Servicing Facility	Diagnosis Code	State
No records found							

# Submitting an Authorization Request

- ▶ From the Member Search screen, the options to Create an Authorization are the same but at the bottom of the screen.



# Additional ProAuth Training

- ▶ <https://www.partnerstraining.org/>
- ▶ On-demand webinar: [Register and view instant playback](#)
- ▶ [Supporting Documentation and Q&A](#)

## ProviderCONNECT Trainings

[\*\*ProAuth Demonstration Video April 2024\*\*](#)

[\*\*On Demand 45:00 \(\*\*Register\*\*\)\*\*](#)

[\*\*Supporting Documentation and Q&A\*\*](#)

# Durable Medical Equipment

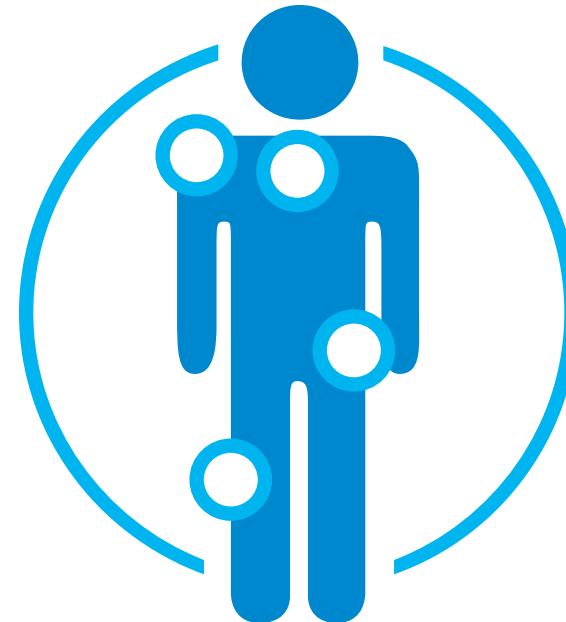
- ▶ Tailored Plans offer the same physical health services as Standard Plans and Medicaid Direct.
- ▶ For a Partners Tailored Plan member, you can request authorization for DME using the ProAuth tool in ProviderCONNECT.
- ▶ DME billed on a medical claim must be submitted to Partners using the physical health submission methods. CCH will process the claims. This includes CPT codes on applicable DME [Fee Schedules](#).
- ▶ DME billed at Pharmacy Point-of-sale, i.e. Diabetic Supplies [on the PDL](#), are managed through Partner's Pharmacy PBM, CVS Caremark®.
- ▶ When submitting a claim for manually priced DME items, an invoice must be attached to the claim for reimbursement review.
- ▶ Providers must use the correct modifier for DME services as applicable for the services rendered.
- ▶ Relevant DME clinical coverage policies include:
  - [Physical Rehabilitation Equipment and Supplies, 5A-1 \(PDF\)](#)
    - For guidance in reference non-invasive osteogenic stimulation, please refer to policy titled [Osteogenic Stimulation, NC.CP.MP.194 \(PDF\)](#)
  - [Respiratory Equipment and Supplies, 5A-2 \(PDF\)](#)
    - Prior approval is required prior to the initiation of oxygen therapy and for continuation of active oxygen therapy on at least an annual basis.
  - [Nursing Equipment and Supplies, 5A-3 \(PDF\)](#)
  - [Orthotics and Prosthetics, 5B \(PDF\)](#)

Resource: [Partners Physical Health DME Provider Guide](#)

# Evolent (Formerly National Imaging Associates, Inc.)

- ▶ Partners, through its partnership with Carolina Complete Health, will use Evolent (formerly National Imaging Associates, Inc.) to provide the management and prior authorization of **non-emergent, advanced, outpatient imaging services**.
- ▶ Any services rendered on and after February 1, 2025 will require authorization. Only non-emergent procedures performed in an outpatient setting require authorization with Evolent.
- ▶ Providers may submit prior authorization requests to Evolent now, however they are not required during the flexibility period.

- CT/CTA
- CCTA
- MRI/MRA
- PET Scan
- MUGA Scan
- Myocardial Perfusion Imaging
- Stress Echocardiography
- Echocardiography



## Excluded from the Program Procedures Performed in the following Settings:

- Hospital Inpatient
- Observation
- Emergency Room

# Evolent (Formerly National Imaging Associates, Inc.)

Item	Key Point(s)
<b>RadMD Access &amp; Features</b>	<ul style="list-style-type: none"><li>▪ <b>Prior authorization requests can be made online at: <a href="http://www1.RadMD.com">www1.RadMD.com</a></b></li><li>▪ RadMD Website – Available 24/7 (except during maintenance)</li><li>▪ Request authorization (ordering providers only) and view authorization status</li><li>▪ Upload clinical information</li><li>▪ View Evolent's Clinical Guidelines ▪ Frequently Asked Questions ▪ Quick Reference Guides ▪ Checklist ▪ RadMD Quick Start Guide ▪ Claims/Utilization Matrices</li><li>▪ View and manage Authorization Requests with other users (Shared Access) ▪ Requests for additional Information and Determination Letters ▪ Clinical Guidelines ▪ Other Educational Documents</li></ul> <p>To sign up for RadMD Go to: <a href="http://www1.RadMD.com">www1.RadMD.com</a> Click the New User button and set up a unique username/account ID and password for each individual user in your office. NIA-Carolina Complete Health educational documents: <a href="http://www1.RadMD.com">www1.RadMD.com</a></p>

Resource: [Evolent Resource Page for Partners Providers](#)

# Authorization, Notification, and Determination Timeframes

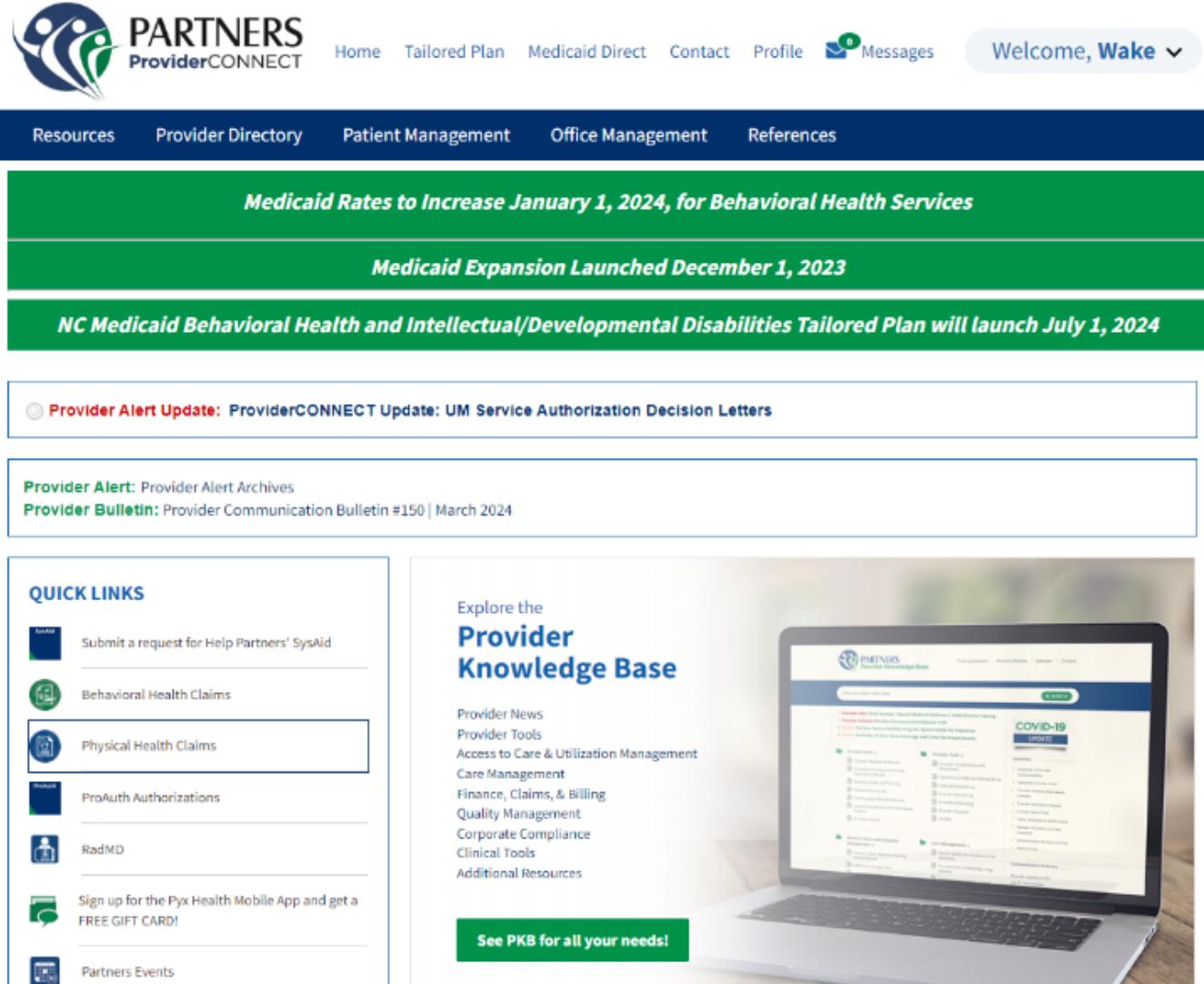
Authorization Type	Timeframe for Provider	Timeframe for Determination
Standard Service Request (Inpatient)	All non-emergency inpatient admissions require prior authorization. Prior authorization should be requested at least fourteen (14) calendar days before the scheduled service delivery date or as soon as need for service is identified.	72 hours
Standard Service Request (Outpatient)	Prior authorization should be requested at least fourteen (14) calendar days before the scheduled service delivery date or as soon as need for service is identified.	14 days
Urgent Service Request (Inpatient)	Emergency admissions will require notification via authorization submission within one (1) business day, following the date of admission.	72 hours
Urgent Service Request (Outpatient)	Prior authorization should be requested as soon as need for service is identified, prior to service being performed.	72 hours
Retrospective Review	Retrospective review is an initial review of services provided to a beneficiary, but for which authorization and/or timely notification was not obtained due to extenuating circumstances. Providers may request a retrospective review up to 90 days after the date of service (DOS) or date of admission (DOA) in the case of an inpatient request.	30 days



# Claims and Payments

# Submitting Claims

- ▶ You can submit your Physical Health Claims through ProviderConnect



The screenshot shows the PARTNERS ProviderCONNECT website. At the top, there is a navigation bar with links: Home, Tailored Plan, Medicaid Direct, Contact, Profile, and a Messages icon with a notification count of 6. A "Welcome, Wake" dropdown is also present. Below the navigation is a secondary menu with links: Resources, Provider Directory, Patient Management, Office Management, and References. The main content area features several green banners with important announcements: "Medicaid Rates to Increase January 1, 2024, for Behavioral Health Services", "Medicaid Expansion Launched December 1, 2023", and "NC Medicaid Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan will launch July 1, 2024". Below these banners is a box containing a "Provider Alert Update" and a "Provider Alert" link. Further down is a "QUICK LINKS" sidebar with links to "Submit a request for Help Partners' SysAid", "Behavioral Health Claims", "Physical Health Claims" (which is highlighted in a box), "ProAuth Authorizations", "RadMD", "Sign up for the Pyx Health Mobile App and get a FREE GIFT CARD!", and "Partners Events". To the right of the sidebar is a section titled "Explore the Provider Knowledge Base" with a sub-section for "Provider News" and a list of categories: Provider Tools, Access to Care & Utilization Management, Care Management, Finance, Claims, & Billing, Quality Management, Corporate Compliance, Clinical Tools, and Additional Resources. A call-to-action button "See PKB for all your needs!" is located at the bottom of this section. A laptop screen in the background displays the "Provider Knowledge Base" interface.

# Submitting Claims

Method	Physical Health Claims Submission	Behavioral Health Claims Submission
Electronic	ProviderConnect, <a href="https://id.partnersbhm.org/">https://id.partnersbhm.org/</a> then choose <b>Physical</b> Health Claims to submit <b>Physical</b> Health Claims, this brings you to Availity.	ProviderConnect, <a href="https://id.partnersbhm.org/">https://id.partnersbhm.org/</a> then choose <b>Behavioral</b> Health Claims to submit <b>Behavioral</b> Health Claims, this brings you to Alpha+.
Paper	Partners Health Management Attn: Claims PO Box 8002 Farmington, MO 63640-8002	Partners Health Management 901 S. New Hope Road, Gastonia, NC 28054
Clearinghouse/SFTP	Provider's Clearinghouse connection to Availity, then the claim can be passed for processing.	Behavioral Health Claims will be submitted to Alpha+
Payor ID	68069	13141

Medicaid claims should be submitted within 365 days from date of service.

Questions:

Phone: 704-842-6486

Fax: 704-854-4203



# Clearinghouse and Set Up of New Payers

## Existing Availity Trading Partners

If you are currently sending EDI Transactions for other Health Plans via a secure FTP account with Availity, follow your standard business process to work with Partners Health Management. If you need assistance, please refer to the resources in this [EDI Quick Start Guide for Availity](#).

## New to Availity?

If you do not already have an Availity Account, please register with the links below:

1. Go to [www.availity.com](http://www.availity.com)
2. Click **Register** and complete the process. For registration guidance or tips, we recommend you refer to the following resource prior to starting your registration application:
  - [Register and Get Started with Availity Portal microsite](#)
  - [EDI Quick Start Guide for Availity](#)
  - [Submitting a Claim on Availity Essentials](#)

# Provider Payments

- **Clean claims will be resolved (finalized paid or denied) 95% within 15 calendar days and 99% within 30 calendar days following receipt of the claim.**
- Carolina Complete Health AMH payments are paid out on the 20th of every month
- Partners check run scheduled is weekly on Mondays, with payment issued to providers on Tuesdays.
- Remittance Advice, also referred to as an 835 or Explanation of Payment (EOP), are issued with payment and can be accessed several ways:
  - Payspan: <https://www.payspanhealth.com/>
  - Physical copy if you receive paper check

# Electronic Funds Transfer for Claims

Behavioral Health Claims	Physical Health Claims
<p><u>Partners EFT process:</u></p> <p>Please contact Partners Vendor Group for EFT and banking information set: <a href="mailto:vendorsetup@partnersbhm.org">vendorsetup@partnersbhm.org</a></p>	<p><u>Payspan: A Faster, Easier Way to Get Paid (PDF)</u> <a href="https://www.payspanhealth.com/nps">https://www.payspanhealth.com/nps</a></p> <p>To contact Payspan: Call 1-877-331-7154, Option 1 or email <a href="mailto:providersupport@payspanhealth.com">providersupport@payspanhealth.com</a> Monday thru Friday 8:00 am to 8:00 pm est.</p> <p>Providers must register with each line of business (LOB): there will be registration codes specific for Partners.</p> <p>Payspan offers monthly training sessions for providers covering the following topics:</p> <ul style="list-style-type: none"><li>How to Register with Payspan (New User)</li><li>How to Add Additional Registration Codes to an Existing Payspan Account</li><li>How to navigate through the Payspan web portal</li><li>How to view a payment</li><li>How to find a remit</li><li>How to change bank account information</li><li>How to add new users</li></ul> <p>Registration information can be found through CCH: <a href="https://network.carolinacompletehealth.com/training">https://network.carolinacompletehealth.com/training</a></p>

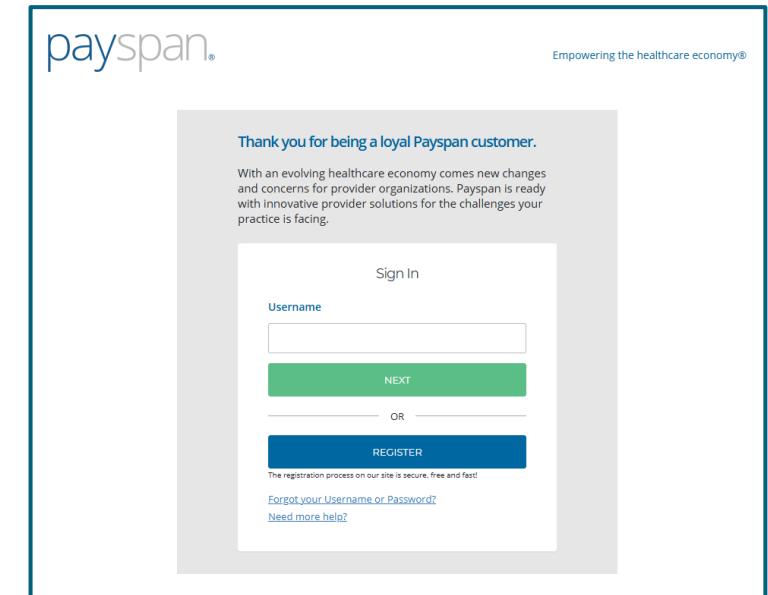
# Electronic Funds Transfer

**To contact Payspan: Call 1-877-331-7154, Option 1 – Monday thru Friday 8:00 am to 8:00 pm est.**

**Payspan offers monthly training sessions for providers covering the following topics:**

- How to register with Payspan (New User)
- How to add additional registration codes to an existing Payspan account
- How to navigate through the Payspan web portal
- How to view a payment
- How to find a remit
- How to change bank account information
- How to add new users

For training links visit our website under [Education and Training](#)



# Access ERA in Payspan

1

View	Payment #
<input type="checkbox"/>	Payment Date 07/24/2024  Effective Date 07/24/2024  Availability Date 07/24/2024  Mailed Date

Scroll down and click 'View all EOP'

2

View	Payment #
<input type="checkbox"/>	Printable View Download CSV Payment History Export 5010

Availability Date  
07/24/2024  
  
Mailed Date

Download CSV

# Medical Home Payment and Reporting

**Where can practices find their Medical Home fee Capitation Reports?**

Via Payspanhealth.com. For providers not yet enrolled, visit <https://www.payspanhealth.com/> and click register or contact Payspan: Call 1-877-331-7154, Option 1 – Monday thru Friday 8:00am to 8:00pm EST. Also see attached guide. [Using Payspan to Access Medical Home Payments \(PDF\)](#)

**What section of that portal should they be directed to?**

In Payspan, under Payment details, click View, then Download CSV. Open the excel document and save a copy for your records.

**What system or portal do they need access to, to obtain said reporting? On what date of the month is the enrollment count for the Medical Home PMPM payment captured?**

1<sup>st</sup> of the month

**When does your plan project that these payments will be made to practices each month?**

20th of each month. First couple of months may be close to end of the month.

# Claims Reconsideration Process

- Partners works diligently with Providers to resolve their issues; however, there are times when a Provider is dissatisfied with a Claims Processing outcome.
- If dissatisfied with the Claims Processing outcome, Providers can complete the **Reconsideration Form** listed below.
- Claims Analysts will review claims submitted on the form for accuracy and provide the research outcome.
- If dissatisfied with the outcome of the Claims Reconsideration, Providers have the option to **File a Grievance/Complaint**.

Email claims reconsideration review form to [claimsdepartment@partnersbhm.org](mailto:claimsdepartment@partnersbhm.org).  
The form is located at <https://providers.partnersbhm.org/claims-information/>.  
A grievance can be submitted if provider is unsatisfied with the outcome of the claim review. <https://providers.partnersbhm.org/grievance- incident-reporting/>.

# Ways Providers Can File a Grievance



Providers Members Services Be Involved About Us Medicaid Transformation Tailored Plan

- Intake Points: Any Partners staff may receive provider grievances via the following methods:
  - Telephone – Call 1-888-235-HOPE (4673)
  - Mail – Partners Health Management, c/o Grievance/Complaint, 901 South New Hope Road, Gastonia, NC 28054
  - Email – [Grievances@partnersbhm.org](mailto:Grievances@partnersbhm.org)
  - Online – Feedback form  
<https://www.partnersbhm.org/feedback/>
  - In person – Every employee at Partners is able to receive your grievance or complaint.
  - ProviderCONNECT (Provider Portal)

## Feedback

You're always welcome to tell us your thoughts. Use the form below to leave a compliment or grievance/complaint about Partners or our Providers. All feedback is important to us. Some concerns and complaints will require a formal process when we look into them. These are considered grievances/complaints. Although your feedback is confidential, there are times when it is helpful for us to contact you.

You can file a grievance/complaint by:

- ▶ Telephone – Call 1-888-235-HOPE (4673)
- ▶ Mail – Partners Health Management, C/o Grievances/Complaints, 901 South New Hope Road, Gastonia, NC 28054
- ▶ Email – [Grievances@partnersbhm.org](mailto:Grievances@partnersbhm.org)
- ▶ Online – Use our [feedback form](#) >
- ▶ Or in person – Every employee at Partners is able to take your grievance/complaint.

**Concerns, Grievances/Complaints, and Compliments**  
Please use this form to express concerns, grievances/complaints and compliments about Partners or its providers.

**Name\***  
 First  Last

**Phone\***  
 **Email**

**Home Address**  
 Address Line 1  
 Address Line 2  
 City  State  Zip Code  
Please enter the address where you receive mail

**Grievance/Complaint, Concern or Compliment\***

After a brief description of why you are submitting this form, if you allow, Partners will follow up with you for more details.

Some issues may require us to clarify the situation by contacting you for discussion. May Partners Health Management contact you to discuss your issue?\*

Yes, Partners may contact me.  No, Partners should not contact me.

There are times when we would need to share your personal information with the parties involved in order to rectify the issue. If your issue is deemed as such, may we share your information with the parties involved?\*

Partners should keep my personal information confidential. I recognize my issue may not fully be resolved without full disclosure of the situation.

When necessary, Partners may share my personal information with other parties involved.

**Who filled out this form?\***  
 Me  My friend or family member  My provider

**Submit**

*Partners will provide providers any reasonable assistance in completing forms and other procedural steps.*



# ProviderCONNECT

## File a Grievance/Complaint

[/ Additional Resources](#) / [File a Grievance/Complaint](#)

Grievances (also called concerns or complaints) are defined as "an expression of dissatisfaction about matters involving the MCO or MCO Provider Network." Grievances/complaints are expressions of dissatisfaction about any matters other than an "action" (summarized as Utilization Management Department decisions to deny, reduce, suspend or terminate any requested services).

Anyone at Partners can receive a grievance/complaint. Grievances/complaints may be submitted via telephone, mail, email, Partners' website, or in person.

The Legal Department is responsible for assigning grievances/complaints to appropriate staff or departments for resolution. The Legal Department also tracks, monitors, and ensures that the grievance/complaint is resolved. Timelines regarding resolution are available in the [Provider Operations Manual](#).

If the person filing the grievance/complaint is a member or recipient, or is someone acting by or on behalf of a member or recipient, and would like to request an extension to the resolution of the grievance/complaint, the request\* should be submitted either in person, by calling 1-877-864-1454, or in writing to the following address:

### Partners Behavioral Health Management

c/o Grievances  
901 South New Hope Road  
Gastonia, NC 28054

\*Include the grievance/complaint reference number located at the top of the Grievance Acknowledgement letter in the request.

Please remember that:

- Any person or organization has the right and ability to bring a grievance/complaint.
- Upon enrollment and upon request, the grievance/complaint process must be shared with all enrollees and families of enrollees accordingly.
- Additionally, Providers must inform enrollees and families that they may contact Partners directly about any grievance/complaint.
- Providers must publish and make available the toll-free Partners' Customer Services number for enrollees and family members, along with the telephone number for the Disability Rights of North Carolina.
- Partners has a standardized appeal process for grievances/complaints that is outlined in the [Provider Operations Manual](#).
- Providers must keep documentation on all grievances/complaints received, including dates received, the issues included in the grievances/complaints, and resolution information.
- Any unresolved grievances/complaints should be referred to Partners.

If you have questions regarding this process, please call 1-877-864-1454 or email [Grievances@PartnersBHM.org](mailto:Grievances@PartnersBHM.org)

[Grievance/Complaint Online Form](#)

[Grievance/Complaint Online Form](#)

Please use this form to express concerns, grievances/complaints and compliments about Partners or its providers.

Name \*

First

Last

Phone \*

Email

Home Address

Address Line 1

Address Line 2

City

State

Zip Code

Please enter the address where you receive mail.

Grievance/Complaint, Concern or Compliment \*

Enter a brief description of why you are submitting this form. If you allow, Partners will follow-up with you for more details.

Some issues may require us to clarify the situation by contacting you for discussion. May Partners Health Management contact you to discuss your issue? \*

Yes, Partners may contact me.

No, Partners should not contact me.

There are times when we would need to share your personal information with the parties involved in order to rectify the issue. If your issue is deemed as such, may we share your information with the parties involved? \*

When necessary, Partners may share my personal information with other parties involved.

Partners should keep my personal information confidential. I recognize my issue may not fully be resolved without full disclosure of the situation.

Who filled out this form? \*

Me  My friend or family member  My provider

Submit



*Partners will provide providers any reasonable assistance in completing forms and other procedural steps.*

# Partners Provider Communications

- Physical Health Provider Communications

This Link will take you to the Communications page for Physical Health Communications

- Provider Alerts

This Link will take you to the Partners Provider Knowledge Base where you will see Partners Provider Communications and Alerts.

# Provider Support and Who to Contact

Who	What	How
Partners Providers Services Line	<ul style="list-style-type: none"><li>Claims questions</li><li>Prior Auth questions</li><li>Grievances and Appeals</li><li>Portal (ProviderConnect)</li><li>Member assignment</li></ul>	1-877-398-4145; 7 a.m. to 6 p.m. Monday-Saturday
Carolina Complete Health Network Provider Relations	<ul style="list-style-type: none"><li>Tailored Plan Physical Health Contracting</li></ul>	NetworkRelations@cch-network.com
Carolina Complete Health Provider Engagement	<ul style="list-style-type: none"><li>Payspan</li><li>Panel Status</li><li>Education</li></ul>	<u>CCHN Provider Engagement Team</u>

# Questions?

# Additional Resources

- ▶ Pro Auth Additional Resources
- ▶ Claims/Payments Additional Resources
- ▶ Personal Care Services Additional Resources
- ▶ Skilled Nursing Facilities Additional Resources
- ▶ General Provider Resources



# Pro Auth Additional Resources

# Submitting an Authorization Request

- ▶ From the Dashboard:

- At the top right of the screen click either:
  - Create Inpatient Authorization or
  - Create Service/Procedure Authorization



- **Inpatient services** must be submitted as an Inpatient Authorization
  - **NOTE:** Inpatient level of care is provided by hospitals
  - ICF-IID is not considered Inpatient
- **Outpatient services** must be submitted as a Service/Procedure Authorization

For either option, you must select **Behavioral Health** or **Medical**

- Behavioral Health includes mental health, substance use and intellectual and developmental disabilities
- Medical is physical health services only

# Uploading Documentation in ProAuth

- ▶ In the Prescreen section, there will be a button to “ADD ATTACHMENT” in the upper right-hand corner.
- ▶ Tip: Minimize the zoom on the browser screen if you are not seeing the buttons.

Create Service/Procedure Behavioral Health Authorization

Prescreen      Authorization Details      Services      Confirmation

**Prescreen**

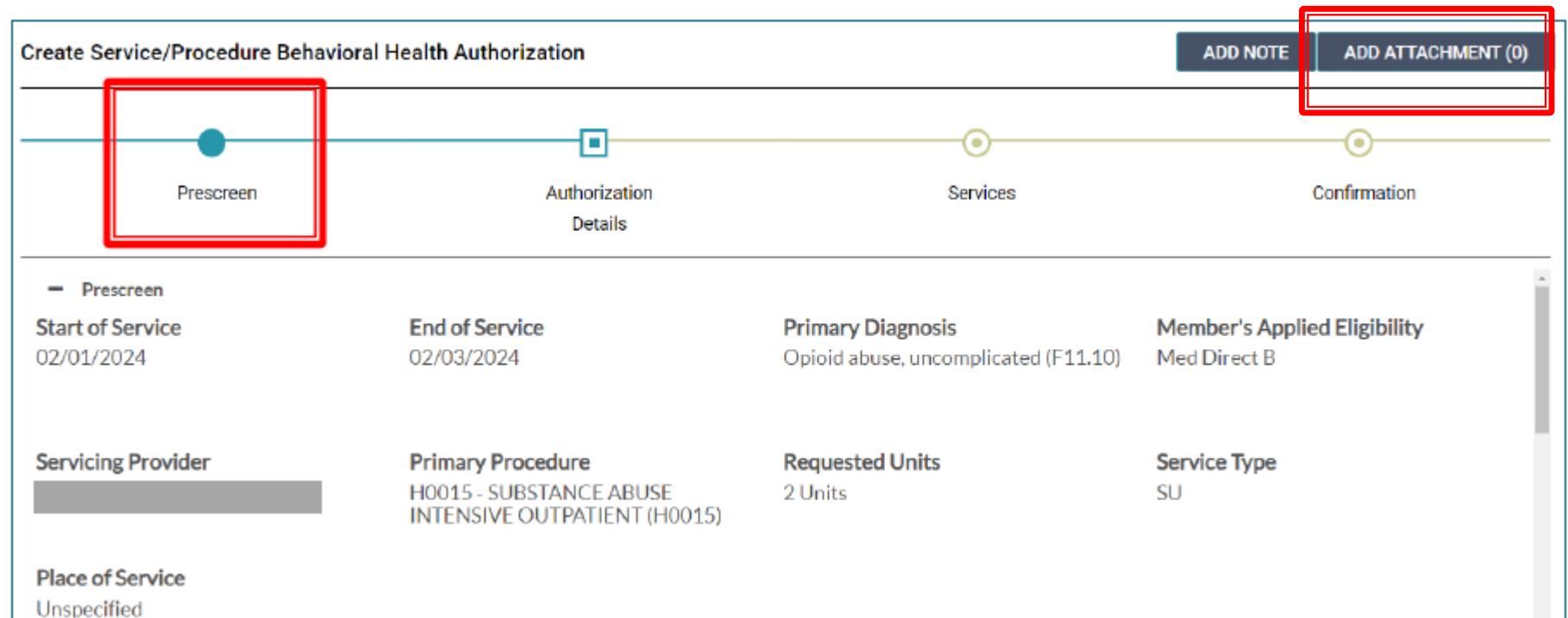
Start of Service: 02/01/2024      End of Service: 02/03/2024      Primary Diagnosis: Opioid abuse, uncomplicated (F11.10)      Member's Applied Eligibility: Med Direct B

Servicing Provider: [Redacted]

Primary Procedure: H0015 - SUBSTANCE ABUSE INTENSIVE OUTPATIENT (H0015)      Requested Units: 2 Units      Service Type: SU

Place of Service: Unspecified

**ADD NOTE**      **ADD ATTACHMENT (0)**



# Submitting Authorizations Manually

- ▶ Providers can find the Partners Manual Authorization Request Form here:  
<https://providers.partnersbhm.org/utilization-management/>
- ▶ This form is to be used for the following situations:
  - The ProAuth/TruCare system is not available and is not expected to be available for an extended period. For example; 4 hours or more; this information will be communicated via the Partners website.
  - The Provider is an out-of-network and/or non-participating provider who is serving a Partners member who either requires specialty treatment not available in the network, is out of the catchment area when a crisis occurs or lives in another catchment area, but Medicaid is not expected to change. For example, members living in residential situations outside of the Partners catchment area but continue to have Medicaid from one of Partners counties.
  - A service is being requested that is not in the Partners Benefit Plan and is not an available drop-down option for services in the ProAuth/TruCare system. For example, an EPSDT Medicaid request for a service not included in the Partners Medicaid Benefit Plan.



# Claims/ Payments Additional Resources

# How to File Claims as an OON Provider

- ▶ OON Providers must submit all first-time claims for reimbursement no more than one hundred eighty (180) calendar days from the Date of Service, or in the case of a health care provider facility, within one hundred eighty (180) calendar days after the date of the member's discharge from the facility. See page two for OON Provider Claim Submission guidance.
- ▶ Providers should use the appropriate paper claim form type (CMS 1500 or UB 04) and submit to:
  - Partners Health Management
  - PO Box 8002
  - Farmington, MO 63640-8002
- ▶ OON Providers who have an EDI/Clearinghouse claim submission process, may submit physical health claims to Payer ID 68069.

**Note for Home Health and Community Based Personal Care Services:** OON Providers subject to EVV requirements, must submit claims through Electronic Visit Verification (EVV). Partners utilizes HHAeXchange as the EVV vendor. Please view the Partners EVV Welcome Letter for additional details on connecting with the HHA portal.

# Availity Tips

- ▶ Providers should be able to see an updated number of units dropdown.
- ▶ Availity has included a video detailing to new unit's process.

Number of units (or quantity and quantity type)

LINES

1	Service From Date	Service To Date	Procedure Code	Revenue Code	Non Covered Amount	Charge Amount	Quantity	Quantity Type	Total
	03/01/2024	03/05/2024	Type to search...	0101 - All Incl...	0	4194.16	2	UN - Unit	\$4,194.16

+ Add a Line

Play 00:15

Actions

Total: \$4,194.16

# Availity Tips

- ▶ For Additional Training, Log Into Availity
- ▶ Select **Get Trained** under **Help & Training (Essentials)** or **Help & Resources (Essentials Pro)**.
- ▶ For Availity customer support for Availity products and applications, call 1-800-282-4548.
- ▶ For information about Availity product training, view [ALC FAQ](#) and [ALC User Guide](#).



# PCS Per Diem Rate Change: Provider Tips

- Provider should bill their usual and customary charge. Continue using the same claim form type.
- When billing per diem, each day of care should be listed on a separate line.
- **A claim line that spans multiple dates or includes a unit greater than one, will deny.**
- Claims lines submitted for dates of service on or after the effective date must be billed for a single date of service and bill 1 unit.
- Claims created in advance under the current guidelines of 1 unit = 15 minutes will not be compatible with the new billing guidelines of 1 unit per day.



# Inpatient Claims Submission Tips

## ▶ Physical Health Claims

- Physical Health claims uses the primary diagnosis on inpatient claims to determine the claim is physical health vs. behavioral health and processes the claim accordingly.
- If an inpatient claim has a primary diagnosis for physical health but the member also received behavioral health services during the stay, the claim will be processed using the appropriate DRG for the full stay.

## ▶ Behavioral Health Claims

- Behavioral Health claims uses the primary diagnosis on inpatient claims to determine if the claim is behavioral health vs. physical health. If an inpatient claim has a behavioral health primary diagnosis, the claim will be processed at the per diem rate for the room and board revenue code.



# Outpatient Claims Submission Examples

- ▶ Child presents for an EPSDT Well Child Check and the PCP also manages ADHD diagnoses

Service Line CPT Code	Service Line Primary Diagnoses Code
99393	Z00129
99401	F909
99213	F909
92551	Z00129

- ▶ Adult member sees their PCP for ADHD management and has a cough. The PCP runs a COVID test during the visit.

Service Line CPT Code	Service Line Primary Diagnoses Code
99214	F909
87636	R051

- ▶ Today, these claim scenarios today are billed to Medicaid Direct, and July 1, 2024, they will be processed by Carolina Complete Health for Partners' Tailored Plan providers.
- ▶ Please use the physical health claim submission steps outlined on Slide 13.

# Payment Expectations

- Providers can expect the first checkwrite by July 9, 2024.
- This checkwrite will include dates of service July 1, 2024, forward.
- Partners will include interest and penalties as part of claims processing according to the contractual agreement.
- The payment will be reflected on the Remittance Advice/Explanation of Payment using Claim Adjustment Reason Code (CARC) 225 – Penalty or Interest Payment by Payer.

# Medical Home Fees and Common Questions

Report Details  
Available in  
Payspan

<b>PayerName</b>
<b>PaymentNumber</b>
<b>PaymentDate</b>
<b>TotalPaymentAmount</b>
<b>PayeeName</b>
<b>PayeeTIN</b>
<b>LOB</b>
<b>PCPName</b>
<b>PCPNPI</b>
<b>MemberProduct</b>
<b>MemberName</b>
<b>MemberID1</b>
<b>MemberID2</b>
<b>MemberCOVDate</b>
<b>MemberMonths</b>
<b>CAPPaymentAmount</b>

# Medical Home Fees and Common Questions

- **Where can practices find their Medical Home fee Capitation Reports?** Payspan portal. Providers are receiving training on how to navigate reports available on Payspan by CCHN, our provider team. Via Payspanhealth.com. For providers not yet enrolled, visit <https://www.payspanhealth.com/nps> and click register or contact Payspan: Call 1-877-331-7154, Option 1 – Monday thru Friday 8:00am to 8:00pm EST. Also see attached guide. [Using Payspan to Access Medical Home Payments \(PDF\)](#)
- **What system or portal do they need access to, to obtain said reporting? What section of that portal should they be directed to?** In Payspan, under Payment details, click View, then Download CSV. Open the excel document and save a copy for your records.
- **On what date of the month is the enrollment count for the Medical Home PMPM payment captured?** 1<sup>st</sup> of the month
- **When does your plan project that these payments will be made to practices each month? i.e., 15th of each month, by the first of the month, etc.** 20<sup>th</sup> of each month. First couple of months may be close to end of the month.
- **What type of monthly reporting is provided with each payment? Can practices download copies of these reports for their records?** Payspan reports are available for practices to review payments.
  - What details are provided in this report to assist practices with balancing their finances? See next slide.

# Known Issues Tracker

- ▶ Both Partners and CCH maintain a Known Issues Tracker. Physical Health Tailored Plan providers may reference this weekly for issues related to claims and other operational areas.
- ▶ Partners: <https://providers.partnersbhm.org/claims-information/>
- ▶ CCH:  
[https://network.carolinacompletehealth.com/content/dam/centene/carolinacompletehealth/pdfs/CCH Known Issues Tracker Current.pdf](https://network.carolinacompletehealth.com/content/dam/centene/carolinacompletehealth/pdfs/CCH_Known_Issues_Tracker_Current.pdf)



# Personal Care Services Provider Resources

# Personal Care Services Referral Process

The steps for submitting a new referral for PCS includes the following:

1. Partners DHB-3051 form should be completed by the member's primary care provider or physician.
2. Fax the completed form to Partners at **704-457-5261**.
3. Once this form is completed, a member of our team will contact you within 30 days to schedule a face-to-face meeting to complete your assessment.
4. After the assessment has been completed and the start date has been determined, an authorization will be created/submitted by Carolina Complete Health (CCH) and will be shared with the Provider agency. Providers will receive notification of authorization via ProviderCONNECT.

If you have questions related to PCS forms, please submit them  
to **Partners\_PCSInquiry@PartnersBHM.org**

# Important Reminder: Personal Care Services

- ▶ The rate methodology for providers rendering Personal Care Services (PCS) in congregate setting was originally planned to change effective Jan. 1, 2025. To provide additional support, the rate methodology changes will be delayed until April 1, 2025.
- ▶ **Impacted Providers:** Personal Care Services for Beneficiaries in Congregate Settings
  - Special Care Home – 99509-SC
  - Adult Care Homes – 99509-HC
  - Combination Homes – 99509-TT
  - Supervised Living Facilities for adults with MI/SA – 99509-HH
  - Supervised Living Facilities for adults with I/DD- 99509-HI
  - Family Care Homes – 99509-HQ
- ▶ **Impacted Procedure Codes:** Only procedure code 99509 and modifiers SC, HC, TT, HH, HI, HQ will be impacted by the change.
- ▶ For additional details, review the information in the December 20<sup>th</sup> Medicaid Bulletin: [“Personal Care Services Rate Reimbursement Methodology for Individuals Living in Congregate Settings”](#)
- **Impacted CPT Code:** Only procedure code 99509 and modifiers SC, HC, TT, HH, HI, HQ will be impacted by the change.
- Reimbursement will no longer be based on the actual time spent delivering the service on a specific day. Instead, reimbursement will be based on a calculated per diem (daily) rate.
- Per diem rates will be based on the number of total units prior-approved for PCS services to each specific beneficiary for an authorized period.



# SAMPLE Per Diem Claim

24. A. DATE(S) OF SERVICE From MM DD YY To MM DD YY							B. PLACE OF SERVICE EMG	C. D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS	D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS	E. DIAGNOSIS MODIFIER POINTER	F. \$ CHARGES	G. DAYS OR UNITS	H. EP/SOT Family Plan	I. ID. QUAL	J. RENDERING PROVIDER ID. #	
1	04	01	25	04	01	25	14		99509	HQ		\$XX.XX	1		NPI	
2	04	02	25	04	02	25	14		99509	HQ		\$XX.XX	1		NPI	
3	04	03	25	04	03	25	14		99509	HQ		\$XX.XX	1		NPI	
4	04	04	25	04	04	25	14		99509	HQ		\$XX.XX	1		NPI	
5															NPI	
6															NPI	
25. FEDERAL TAX I.D. NUMBER	SSN	EIN	26. PATIENT'S ACCOUNT NO.	27. ACCEPT ASSIGNMENT? For govt. claims, see back)	YES	NO	28. TOTAL CHARGE	\$	29. AMOUNT PAID	\$	30. Rsvd for NUCC Use					
31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.)							32. SERVICE FACILITY LOCATION INFORMATION				33. BILLING PROVIDER INFO & PH # ( )					
SIGNED				DATE			a. NPI	b.	a. NPI	b.						

- Representation of how to bill the service line(s) on the claim.
- Providers should enter appropriate diagnoses code(s) and all other required claim fields.



# PCS Per Diem Rate Change: Q&A

- Q: Can multiple claims be billed at one time?
  - A: Yes, 1 claim line = 1 date of service, and a full month of claim lines (28, 29, 30 or 31 lines) can be on a claim.
- Q: Can a claim be submitted weekly?
  - A: Yes
- Q: Should the calculated daily rate be included in the claim when filing?
  - A: No, the provider should bill 1 unit per day and Carolina Complete Health's billing system will calculate the daily rate.
- Q: With this new change, does billing have to be completed monthly, only?
  - A: No, billing can be completed at the same cadence as before; however, 1 unit must be billed per day.
- Q: Will the last day of the month be automatically cutback to the lower percentage if the approved PCS hours are runs out before the end of the month?
  - A: Yes



# Personal Care Services (continued)

- ▶ **If your organization provides Personal Care Services to Medicaid Direct Members, please see below opportunities from NC Medicaid:**
  - NC Medicaid provided virtual office hours January through March to address any questions about the daily rate reimbursement process.
  - NC Medicaid met with providers during office hours and reviewed with them previously paid claims and walk them through how to submit claims that align with the daily per diem methodology
  - [PowerPoint Presentation PCS Rate Methodology Changes](#)

# PCS Reminder

- ▶ **EVV:** PCS billed by taxonomy 253Z00000X with CPT 99509 and an HA or HB modifier are subject to EVV requirements and claims must be submitted through HHAeXchange.
  - All providers are expected to be fully compliant with EVV requirements.
  - EVV data must be validated prior to claims adjudication.
  - Claims without the required EVV criteria will deny.
  - Partners works with [HHAeXchange](#) as its EVV partner.
- ▶ **Non-EVV:** Other physical health PCS services (i.e Congregate Care settings) can be billed through Availity via the Partners' Portal: ProviderCONNECT.

# Contracting with Partners Tailored Plan

- ▶ Physical Health Providers may enter a contract with Partners Tailored Plan through our physical health partner, Carolina Complete Health
- ▶ Please initiate your contract with the [Contract Request Form](#)
- ▶ You may also reach out to the Carolina Complete Health Network team via email at: [networkrelations@cch-network.com](mailto:networkrelations@cch-network.com)

**Note:** Prior to contracting, providers must be credentialed with NC Medicaid. NCTracks is the system of record for provider enrollment data.



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# **Skilled Nursing Facilities (SNF) Additional Resources**

# Skilled Nursing Facility FAQ's

**Q: What is the Skilled Nursing Facility (SNF) admission process under Partners Tailored Plan?**

A: Partners' Utilization Management (UM) team works with hospital discharge planners to identify eligible members. SNFs submit admission requests to Partners Intake. After UM reviews for medical necessity, approval is sent, and SNFs submit the DHB-2039 form to DSS to begin financial eligibility review.

**Q: When is a PASRR evaluation required?**

A: All admissions require a PASRR Level 1 Screening. If positive for SMI, ID/DD, or related conditions, a Level 2 Evaluation is conducted to assess placement needs and specialized services.

# Skilled Nursing Facility FAQ's

## **Q: Who coordinates services once a member is admitted to a SNF?**

A: The Care Transitions Team (CTT) enrolls the member in TruCare, coordinates with SNFs on discharge plans, and ensures tracking and support through weekly Clinical Huddles. If the member is a Level 2 on the PASRR, they will have a Tailored Care Manager (TCM) assigned to coordinate care.

## **Q: What happens if a member is discharged within 90 days?**

A: The CTT creates a 90-day Transition Plan and facilitates post-discharge services, including transportation, home support and outpatient appointments. A warm handoff is made to the TCM.



# Skilled Nursing Facility FAQ's

**Q: How is Medicaid disenrollment handled for members in SNFs?**

A: If a member remains in a SNF for 90 consecutive days, they are disenrolled from the Tailored Plan and moved to NC Medicaid Direct on the first day of the following month. CTT submits the LTSS Disenrollment Form and notifies the TCM and SNF of the change.

Partners will not be doing Physical Health but will be coordinating care for Behavioral Health/IDD.

**Q: Who can hospital staff contact for help?**

A: CTT Referrals: [CTT\\_inpatientED\\_Referrals@partnersbhm.org](mailto:CTT_inpatientED_Referrals@partnersbhm.org)

# Skilled Nursing Facility Medicaid Disenrollment

## Medicaid Disenrollment

- If member remains in SNF for 90 consecutive days, they are disenrolled from the Tailored Plan and transferred to NC Medicaid Direct on the first of the following month.
- If discharge results in admission to CAP/C, CAP/DA or PACE, CTT will also complete the LTSS Disenrollment Form.
- CTT submits the LTSS Disenrollment Form to the state and notifies involved parties (UM, TCM, SNF).
- CTT will support the Provider and Network team during this process by submitting the LTSS Disenrollment form.
- CTT will facilitate a warm hand-off by communicating discharge plans directly to the member's assigned Tailored Care Manager (TCM) via email or phone call after notification of the discharge. CTT will document warm hand-off in TruCare notes.



# General Provider Resources

# Provider Resources

NC Medicaid Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan will launch July 1, 2024.  
If you are experiencing a behavioral health crisis, call Partners new Behavioral Health Crisis Line: 833-353-2093.

The Tailored Plan Primary Care Provider Choice Period ends May 15. Call 1-888-235-4673 to select your Primary Care Provider or fill out the Choose or Change Your PCP form.

877-864-1454 ▶ Training Resource and Collaborative ▶ Provider Knowledge Base ▶ Find a Provider ▶ ProviderCONNECT ▶ MemberCONNECT

 PARTNERS  
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Strengthening Communities.<sup>®</sup>

Tailored Plan Home Members Recipients Pharmacy Providers Contact

## Partners Tailored Plan

Partners Tailored Plan covers services for mental health, substance use disorders, intellectual & developmental disabilities, physical health and pharmacy. If you have questions or want more information, contact Member and Recipient Services at 1-888-235-4673.

If you are a provider in the Partners network, or are interested in joining our network, please call our dedicated Provider Line at 1-877-398-4145.



**Members**  
If you have Medicaid, we have a lot of information to help you get or use services. You can select a topic from the Members tab at the top of the page. If you need to talk to someone, you can call our Member and Recipient Services Line at 1-888-235-4673. We want to help you get the most out of your benefits plan.  
▶ Learn More

**Recipients**  
If you do not have Medicaid, are uninsured or under insured, you may get services using state funds. The Recipients tab at the top of the page will give you information on many topics. You may also call Member and Recipient Services for more information. That number is 1-888-235-4673.  
▶ Learn More

**Pharmacy**  
Partners Tailored Plan works with CVS Health to ensure your pharmacy needs are met. You can find information on the pharmacy program by selecting a topic from the Pharmacy tab located at the top of the page, including a link to the NC Medicaid Preferred Drug List.  
▶ Learn More

**Provider**  
Providers may use the Provider tab to find information on joining the Partners Tailored Plan network, manuals and forms, how to access ProviderCONNECT, our secure provider portal and how to access online training materials. We truly see our providers as partners and are here to help you succeed.  
▶ Learn More

## Learn More About Partners Health Management

- <https://www.partnersbhm.org/tailoredplan/>
- <https://www.partnersbhm.org/tailoredplan/providers/manuals-forms-and-policies/>
- <https://www.partnersbhm.org/wp-content/uploads/partners-quick-reference-guide.pdf>
- <https://www.partnersbhm.org/tailoredplan/pharmacy/>
- <https://www.partnersbhm.org/tailoredplan/providers/provider-training-materials/>
- <https://providers.partnersbhm.org/claims-information/>
- [NC DHHS Tailored Plan Toolkit](#)

# Tailored Plan Transportation Services

## Non-Emergency Medical Transportation (NEMT)

**Non-Emergency Medical Transportation (NEMT)** is the new name for your transportation benefits under the Tailored Plan.

Members and/or their guardian will need to use **Modivcare**, Partners' transportation vendor, to access this service.

**Tailored Plan Members:** Call Member Services at **1-888-235-4673** and choose the "Transportation" option starting May 16, 2024, to schedule rides that will begin July 1, 2024.

## What appointments are covered?

- Medical, dental and vision
- Behavioral health
- Prescription pick-up following Primary Care Provider (PCP) appointments
- Women Infants Children (WIC)
- Non-medical appointments such as educational classes and weight-control classes, including Weight Watchers

<https://www.partnersbhm.org/tailoredplan/members/tailored-plan-transportation-services/>

# Food Assistance and Resources

- ▶ Partners is here to help you find free or low-cost food programs close to home. This page lists community food pantries, meal programs and other organizations that provide groceries or prepared meals across our service area.
- ▶ These resources are offered by local nonprofits, churches and community groups. Partners shares this information to help connect you with the support available in your community.
- ▶ If you need help finding food resources, contact **Partners Member and Recipient Services** at **1-888-235-HOPE (4673)**, Monday-Saturday, 7 a.m.–6 p.m.
- ▶ <https://www.partnersbhm.org/food-resources/>

# DHHS SNAP Information

- ▶ This week, NCDHHS announced that November benefits for the 1.4 million North Carolinians who rely on the Supplemental Nutrition Assistance Program (SNAP) will be delayed as the federal government shutdown continues.
- ▶ On Oct. 10, the U.S. Department of Agriculture (USDA) directed NCDHHS to delay the issuance of November SNAP benefits due to the ongoing federal shutdown. As of today, NCDHHS has not received the necessary federal funding for the program.
- ▶ Additionally, the USDA sent guidance and a notice to states on Friday, Oct. 24, 2025, stating it would not be using the roughly \$6 billion in federal contingency funds available to keep the SNAP program running for November. The notice also explained that the federal government would not reimburse any state funds used to cover SNAP benefits. SNAP benefits in North Carolina represent about \$230 million to \$250 million each month. NCDHHS will stay in close communication with federal partners and will issue SNAP benefits to beneficiaries as soon as federal funding is provided.



# DHHS SNAP Information

- ▶ **NCDHHS is providing the following guidance for people who depend on food and nutrition benefits:**
- ▶ **Continue to Apply and Renew:** All residents should continue to apply for SNAP benefits and submit renewal paperwork on time. County DSS offices remain open and are processing all applications to prevent a backlog when funding is restored.
- ▶ **Check Your Balance:** Any benefits currently on your EBT card are still available to use. Check your balance on the ebtEDGE app, at [ebtEDGE.com](http://ebtEDGE.com), or by calling the number on the back of your card (1-888-622-7328).

**Thank you for joining us today for this  
informational session**

