



**Partners'/CCHN Tailored Plan  
General Information Session Office Hours  
March 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



# Poll Update

Your experience matters to us, and we want to understand how we can support you in the most meaningful way. When you have a moment, please complete the poll on your screen so we can learn what you need from us.



# 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.



# 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>	<b>NetworkRelations@cch-network.com</b>
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>



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# Upcoming Changes

# Important Physical Health Update: Claim Dispute Timely Filing

- ▶ For claims with dates of service 4/1/26 and after, contracted providers **have 90 calendar days from the date of the Explanation of Payment (EOP) or Electronic Remittance Advice (ERA) to submit a claim dispute.** Non-par providers have 60 calendar days from the EOP/ERA to submit a claim dispute. This was previously 365 calendar days for claims processed by Carolina Complete Health.
- ▶ **What's not changing:** Providers have 365 calendar days from the date of service/date of discharge to file first time claims and 365 calendar days from the date of service/date of discharge to file a claim correction



# Important Physical Health Updates: UM Vendor Changes

Service	Current Physical Health Vendor	Future State Physical Health Vendor
Radiation Oncology	None	Evolent: effective no earlier than 5/1/26
Musculoskeletal Surgery	None	Evolent: effective 4/1/26
Interventional Pain Management	None	Evolent: effective 4/1/26
Cardiovascular Procedures	None	TurningPoint: effective 5/1/26
Genetic Testing	None	EviCore effective no earlier than 5/1/26.



# Important Physical Health Updates: UM Vendor Changes

- ▶ **EviCore:** Lab Management for genetic testing
  - Clinical Guidelines
  - eviCore Provider Web Portal: <https://www.evicore.com/>
  - Phone: 1-888-333-8641
- ▶ **Evolut:** Radiation Oncology, Musculoskeletal Surgery, Interventional Pain Management, Advanced Imaging.
  - Web resources: <https://www1.radmd.com/all-health-plans/carolina-complete-health>
  - Provider Portals: <https://www.evolut.com/provider-portal>
    - Rad Oncology: utilize the CarePro Provider Portal
    - Advanced Imaging, MSK, and IPM: utilize the RadMD™ Provider Portal
  - Phone: 1-800-424-4889
- ▶ **TurningPoint:** Cardiovascular Procedures
  - Portal: <http://www.myturningpoint-healthcare.com>
  - Phone: 984-377-8573 | 855-909-5444
  - Fax: 833-986-1059



# Important Physical Health Updates: Centene Vision

- ▶ For dates of service on or after April 1, 2026, Centene Vision will process claims for **routine eye benefits only** for North Carolina Medicaid members. This change applies to Partners Tailored Plan members.
- ▶ All **medical claims** with dates of service on or after April 1, 2026, must be submitted as physical health and processed by Carolina Complete Health.
- ▶ **Claims Submitted by Date of Service:**

Prior to April 1			On or After April 1		
Routine	OD Medical	Med/Surg	Routine	OD Medical	Med/Surg
Centene Vision	Centene Vision	Partners Physical Health	Centene Vision	Partners Physical Health	Partners Physical Health

# Important Physical Health Updates: Upfront Rejections

- ▶ Effective April 1, 2026, Carolina Complete Health will be moving from claims denials to upfront rejections for certain adjudication codes. If providers receive this rejection, they will need to make the appropriate corrections to the claim and resubmit the claim.
- ▶ Please see the [January 30 bulletin](#) for a list of updated rejection codes.

## Provider Tips to Avoid These Rejections:

- ▶ Verify you are billing in accordance with credentialing information in NC Tracks for NPI and taxonomy information.
- ▶ Ensure you are billing the NPI and taxonomy information in the appropriate box on the claim and in alignment with the CCH Provider Billing Manual. This information begins on page 48 through 74.
  - For example, when services are rendered at a service facility location that differs from the billing address listed in field 33, providers are required to complete box 32, 32a, and 32b as outlined on page 58 of the Provider Billing Manual.



# Important Physical Health Updates: Hospital Inpatient Claims

- ▶ Beginning April 15, 2026, any hospital inpatient claim billed as physical health greater than \$250k will no longer be reviewed post payment and will move to a pre- payment review.
- ▶ For any hospital inpatient claim with a header or total billed amount at or more than \$250,000, please include an itemized bill.
- ▶ [Feb 13 Bulletin](#)





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# 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](#)



# Shared Decision-Making Guides

Partners Health Management offers shared decision-making tools that support provider-member conversations and personalized whole person care. These resources allow providers and members to work together to help members make informed decisions and focus on what matters to the members about their health goals.

- Improves member engagement
- Supports personalized care
- Strengthens chronic disease management
- Aligns with whole person care



# Shared Decision-Making Guides

Available tools:

- Partners KERUNIT page: [KERUNIT - Partners Health Management - Provider Knowledge Base](#)
- Diabetes Medication decision aid: <https://carethatfits.org/diabetes-medication-choice/>
- [Depression Medicaid decision aid: Depression Medication Choice – care that fits](#)
- My Life, My Healthcare (I CAN) Tool kit: [My Life My Healthcare – care that fits](#)





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# Known Issues Tracker (KIT)

# 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)



# 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	16	Configuration	DME; Lab	24	Yes	3/6/2026	An issue was identified where various DME and lab claims, including COVID labs, denied as non-covered. The State has confirmed these services are eligible for coverage under NC Medicaid, even when not specifically listed on the covered code list.	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	63	Claims; Configuration	DME	83	Yes	#####	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	10/1/2025	120	Other	Lab	22	Yes	3/6/2026	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	282	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



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# Hot Topics

# Measles Information

NCDHHS is sharing an update as measles cases continue to rise across North Carolina.

As you know, [Measles](#) is a highly contagious, vaccine-preventable disease that is spread by direct person-to-person contact as well as through the air.

As of Feb.17, 2026, NCDHHS reports 22 confirmed measles cases in NC since late December 2025. Most cases have been linked to known outbreaks (including the large outbreak in upstate South Carolina) and have affected unvaccinated people, especially children



# Measles Information

NCDHHS now recommends that families of infants 6-11 months talk with their health care provider about the option of early MMR vaccination if they live in or routinely visit areas with community transmission, including:

Buncombe County

Charlotte metro counties: Cabarrus, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, Union.

(See the press release: [NCDHHS Shares Provider Guidance, Updates as Measles Cases Rise](#))

<https://www.partnersbhm.org/measles-important-health-notice/>



# Measles Information

## What you should know

If you think you or your child may have symptoms, **call your health care provider before going in.**

[MMR vaccination protects against measles and is recommended for everyone ages 1 year and older who is not vaccinated.](#)

**Unsure of your vaccination status?** [NCDHHS measles immunity checker tool](#) is available for people who aren't sure whether they need additional protection.

## Where to get vaccinated

- Start with your health care provider.
- If you're uninsured or underinsured, find no- or low-cost vaccines near you:
  - o No-cost vaccines for eligible children: [Vaccines for Children](#)
  - o Contact your [local health department](#)
  - o Find a [federally qualified health center](#)

## More guidance and shareable resources

For guidance, resources, and vaccine information, visit: [dph.ncdhhs.gov/measles](https://dph.ncdhhs.gov/measles).



# 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

- ▶ **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>



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

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#:

Member 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 conductuallas 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 (7am-6pm EST).....1-866-453-7196  
Provider Services (7 am-6pm EST).....1-877-398-4145



Partners

*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.

# 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](#)





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# **ProviderConnect: 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>
- 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/>**

# 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/>



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# Prior Authorizations

# 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:

**Updated:** December 18, 2024



# Submitting Authorizations

## Electronic Submission (Preferred)

ProAUTH via ProviderCONNECT Secure Provider Portal:

- <https://id.partnersbhm.org/>
- ProAuth is Partners platform for authorization submission through our secure provider portal, ProviderCONNECT.
- Providers will be given instructions to access ProAuth when they join the network and access ProviderCONNECT.
- **ProAuth is the preferred method for service authorization request submission.**

## Manual Submission

**Phone:**

- 1-877-398-4145

**Fax or Email with the [Manual Authorization Request Form](#)**

• **Physical Health Fax Numbers:**

Inpatient Requests 336-527-3208

Outpatient Requests 704-884-2613

Transplant Requests 866-753-5659

Pharmacy PADP Requests 704-772-4300

• **UM Physical Health Email Addresses:**

For Service Requests:

[PHManualAuthorizations@partnersbhm.org](mailto:PHManualAuthorizations@partnersbhm.org)

For Questions that are GENERAL and without Protected Health Information (PHI):

[PHUMQuestions@partnersbhm.org](mailto:PHUMQuestions@partnersbhm.org)

# Logging into ProAuth

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

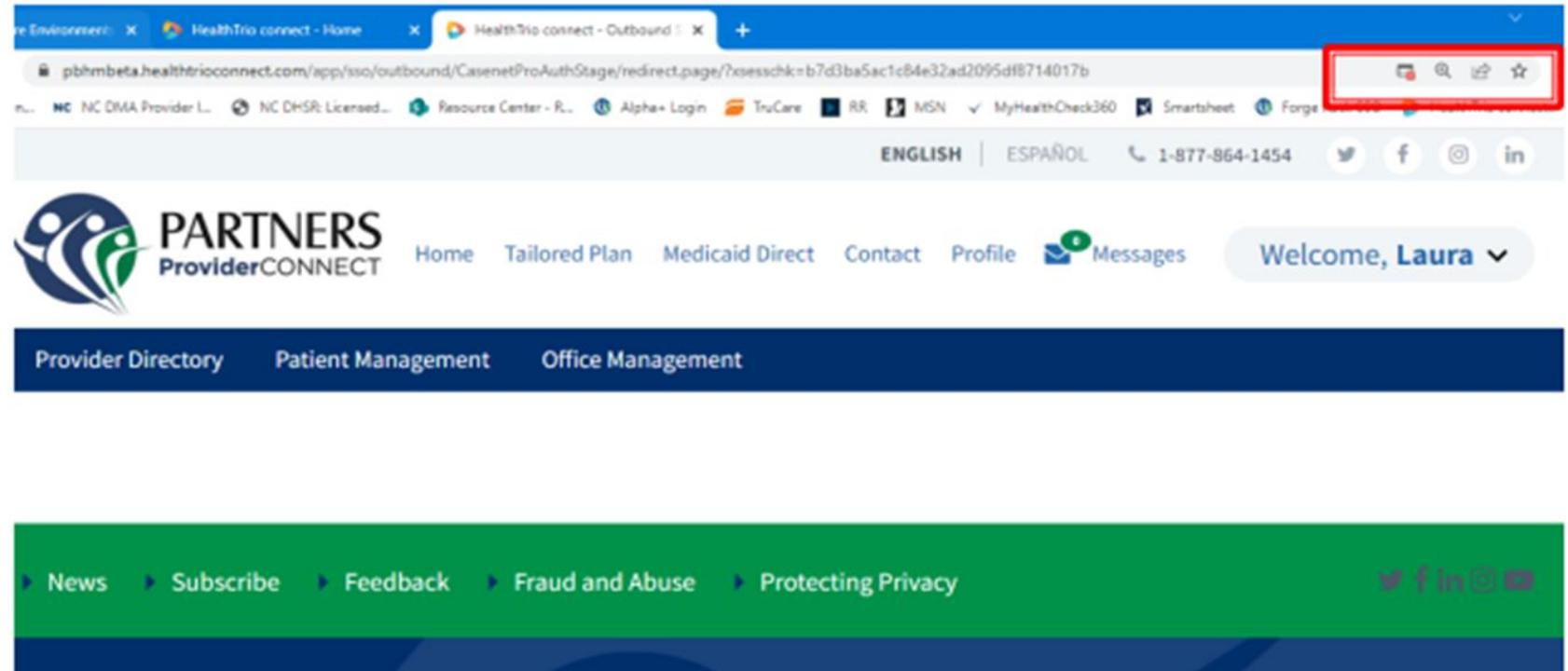
# Getting to ProAuth

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

The screenshot displays the PARTNERS ProviderCONNECT homepage. At the top left is the logo for PARTNERS ProviderCONNECT. To its right is a navigation menu with links for Home, Medicaid Direct, Tailored Plan, Contact, Profile, and Messages (with a notification badge). A 'Welcome,' greeting is visible in the top right corner. Below the navigation is a dark blue bar with links for Provider Directory, Resources, Patient Management, Office Management, and References. A green banner below this bar reads 'Partners NC Medicaid Direct Health Plan Effective April 1'. Another green banner below that reads 'ProAuth Authorizations directly accessed under the Quick Links Now!'. A red notification icon is followed by the text 'Notice: Providers must now use ProAuth for prior authorizations'. Below this is a section for 'Provider Alert: Local Administrators Must Set Up General Users in ProviderCONNECT. To View Previous Alerts: Provider Alert Archives' and 'Provider Bulletin: Provider Communication Bulletin #140 | May 2023'. The 'QUICK LINKS' section is on the left, featuring a red box around the 'ProAuth Authorizations' link. To the right of the quick links is a section titled 'Explore the Provider Knowledge Base' with a sub-header 'Provider News, Provider Tools,' and a small image of a laptop displaying the website.

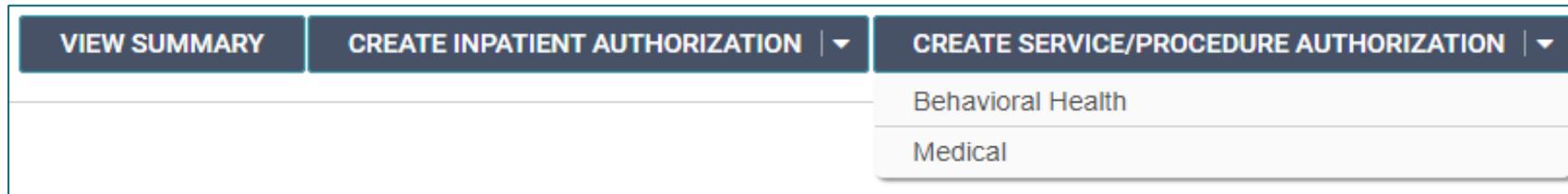
# Getting to ProAuth (cont)

- ▶ 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.



# 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.



A screenshot of a web interface showing a row of three buttons: "VIEW SUMMARY", "CREATE INPATIENT AUTHORIZATION", and "CREATE SERVICE/PROCEDURE AUTHORIZATION". The "CREATE SERVICE/PROCEDURE AUTHORIZATION" button is open, showing a dropdown menu with two options: "Behavioral Health" and "Medical".

# 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 \(PDF\)](#)

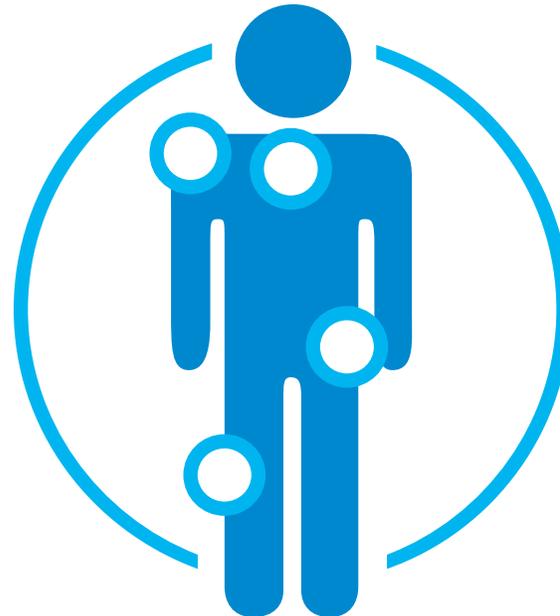
Resource: [Partners Physical Health DME Provider Guide](#)



# Evolut (Formerly National Imaging Associates, Inc.)

- ▶ Partners, through its partnership with Carolina Complete Health, will use Evolut (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 Evolut.
- ▶ Providers may submit prior authorization requests to Evolut 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

# Evolut (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 Evolut’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: [Evolut 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



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# 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 the logo and links for Home, Tailored Plan, Medicaid Direct, Contact, Profile, and Messages. A user is logged in as 'Welcome, Wake'. Below this is a secondary navigation bar with links for Resources, Provider Directory, Patient Management, Office Management, and References. The main content area features three green banners with news: '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 the banners are two boxes for alerts: 'Provider Alert Update: ProviderCONNECT Update: UM Service Authorization Decision Letters' and 'Provider Alert: Provider Alert Archives' and 'Provider Bulletin: Provider Communication Bulletin #150 | March 2024'. On the left, there is a 'QUICK LINKS' section with icons and text for: 'Submit a request for Help Partners' SysAid', 'Behavioral Health Claims', 'Physical Health Claims' (highlighted with a blue border), 'ProAuth Authorizations', 'RadMD', 'Sign up for the Pyx Health Mobile App and get a FREE GIFT CARD!', and 'Partners Events'. On the right, there is a 'Provider Knowledge Base' section with the text 'Explore the Provider Knowledge Base' and a list of categories: 'Provider News', 'Provider Tools', 'Access to Care & Utilization Management', 'Care Management', 'Finance, Claims, & Billing', 'Quality Management', 'Corporate Compliance', 'Clinical Tools', and 'Additional Resources'. A green button at the bottom of this section says 'See PKB for all your needs!'. In the background, a laptop displays the website interface.

# Submitting Claims

Method	Physical Health Claims Submission	Behavioral Health Claims Submission
<b>Electronic</b>	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+.
<b>Paper</b>	Partners Health Management Attn: Claims PO Box 8002 Farmington, MO 63640-8002	Partners Health Management 901 S. New Hope Road, Gastonia, NC 28054
<b>Clearinghouse/SFTP</b>	Provider's Clearinghouse connection to Availity, then the claim can be passed for processing.	Behavioral Health Claims will be submitted to Alpha+
<b>Payor ID</b>	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

Partners EFT process:

Please contact Partners Vendor Group for EFT and banking information set: [vendorsetup@partnersbhm.org](mailto:vendorsetup@partnersbhm.org)

### Physical Health Claims

Payspan: A Faster, Easier Way to Get Paid (PDF)

<https://www.payspanhealth.com/nps>

To contact Payspan: Call 1-877-331-7154, Option 1 or email [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com)

Monday thru Friday 8:00 am to 8:00 pm est.

Providers must register with each line of business (LOB): there will be registration codes specific for Partners.

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

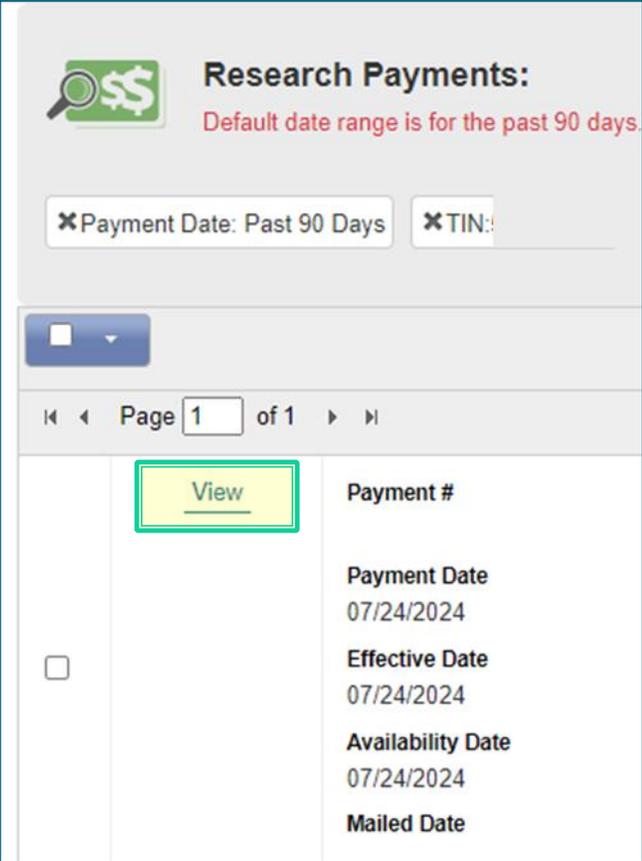
Registration information can be found through CCH:

<https://network.carolinacompletehealth.com/training>



# Access ERA in Payspan

1



**Research Payments:**  
Default date range is for the past 90 days.

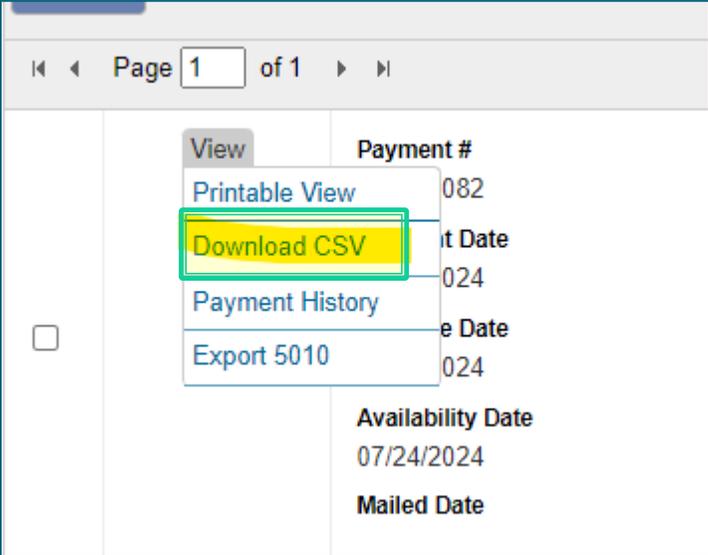
✕ Payment Date: Past 90 Days ✕ TIN: \_\_\_\_\_

Page 1 of 1

<input type="checkbox"/>	<a href="#">View</a>	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



Page 1 of 1

<input type="checkbox"/>	View	Payment #
<input type="checkbox"/>	Printable View	082
	<b>Download CSV</b>	it Date
	Payment History	024
	Export 5010	e Date
		024
		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.



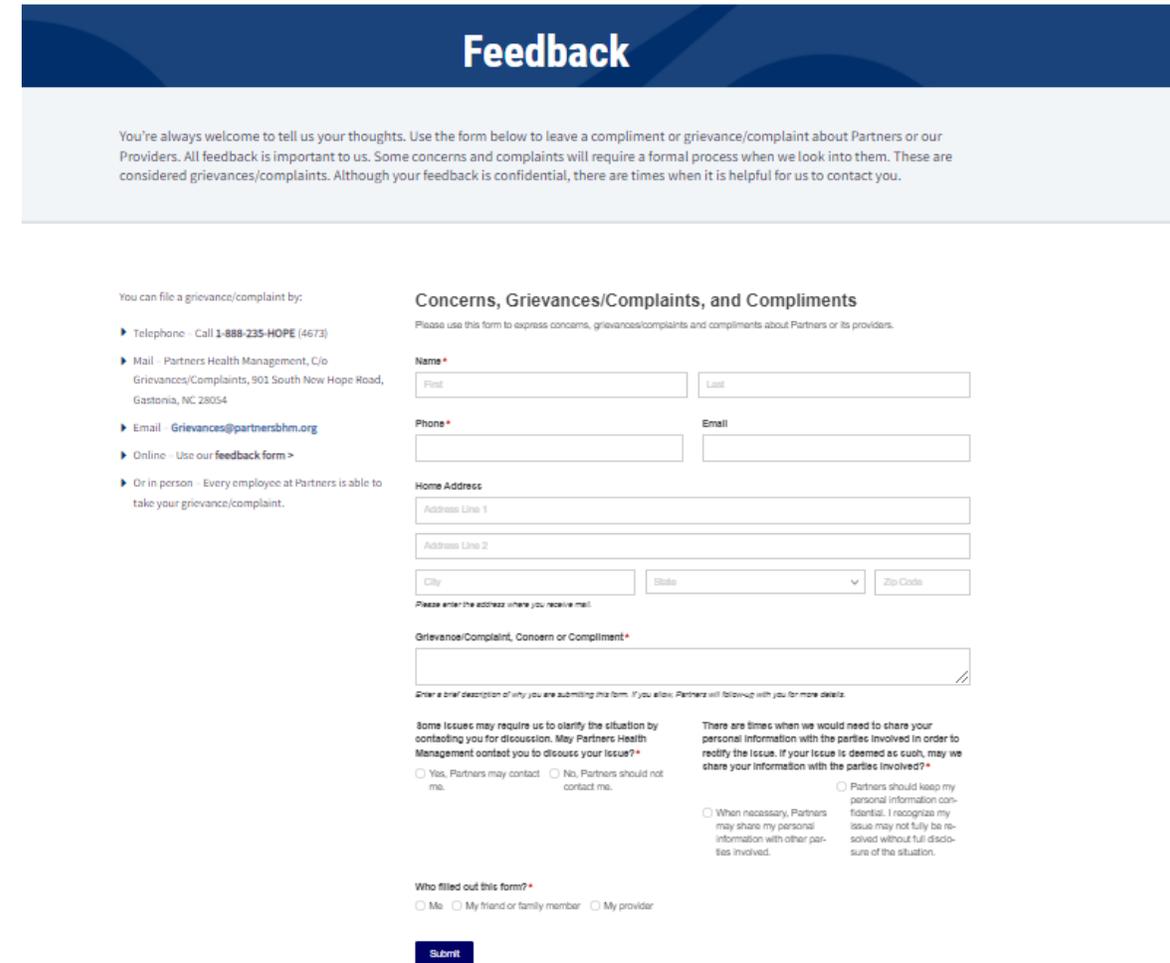
# Claims Reconsideration Process

- 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

- 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 \***

Enter a brief description of why you are submitting this form. If you allow, Partners will followup 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

*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 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.



# Questions?



# Additional Resources

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

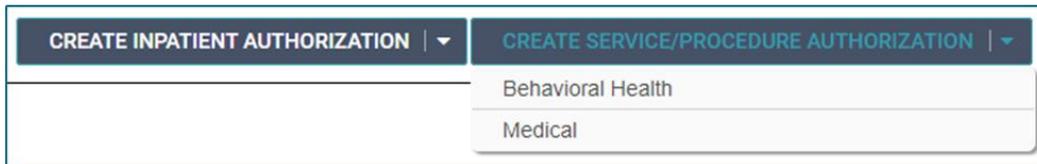




# Pro Auth Additional Resources

# 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

ADD NOTE ADD ATTACHMENT (0)

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			



# 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.



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# 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.

The screenshot displays the Availity web interface for managing a claim. At the top, there is a navigation bar with 'essentials', 'Home', and 'Notifications'. A notification states: 'Procedure code searches use content licensed by the American Medical Association (AMA). For more details conditions.' Below this is a '+ Add' button and a 'Add Additional Claim Information' dropdown. The main section is titled 'LINES' and contains a table with the following data:

Line Item	Service From Date	Service To Date	Procedure Code	Revenue Code	Non Covered Amount	Charge Amount	Quantity	Quantity Type	Actions
1	03/01/2024	03/05/2024	Type to search...	0101 - All Incl...		4194.16	2	UN - Unit	Actions

At the bottom of the table, there is a '+ Add a Line' button and a 'Total: \$4,194.16' label. A video player is overlaid on the right side of the interface, showing a play button and a progress bar. A red arrow points from the video player to the 'Quantity Type' dropdown menu in the table, which is highlighted in yellow. The video player controls include a play button, a progress bar at 00:15, and various icons for volume, full screen, and settings.

Number of units (or quantity and quantity type)

# 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

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



# 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.





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# 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					B. PLACE OF SERVICE	C. EMG	D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances)			E. DIAGNOSIS POINTER	F. \$ CHARGES	G. DAYS OR UNITS	H. EPSDT Family Plan	I. ID. QUAL	J. RENDERING PROVIDER ID. #	
	From MM DD YY	To MM DD YY	CPT/HCPCS	MODIFIER													
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? (Forget claims, see back)		28. TOTAL CHARGE		29. AMOUNT PAID		30. Rsvd for NUCC Use	
										<input type="checkbox"/> YES <input type="checkbox"/> NO		\$		\$			
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.				

EXAMPLE

PHYSICIAN OR SUPPLIER INFORMATION

NUCC Instruction Manual available at: [www.nucc.org](http://www.nucc.org) PLEASE PRINT OR TYPE APPROVED OMB-0938-1197 FORM 1500 (02-12)

- 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



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	Recipients	Pharmacy	Provider
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.	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.	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.	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.
<a href="#">▶ Learn More</a>	<a href="#">▶ Learn More</a>	<a href="#">▶ Learn More</a>	<a href="#">▶ Learn More</a>

## 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](https://www.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**

