

To: All Providers

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VP of Network Management

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Subject: Reminder: As the Federal Public Health Emergency Ends, Provider Reverification Requirements are Reinstated, SPECIAL BULLETIN COVID-19 #251: Sun-setting of Temporary COVID-19 Flexibilities Tied to the NC State of Emergency, Road Map to Ready- Disaster Preparedness, Attention IDD Providers: National Core Indicators™ (NCI) Staff Stability Survey for 2021 Available

REMINDER: AS THE FEDERAL PUBLIC HEALTH EMERGENCY ENDS, PROVIDER REVERIFICATION REQUIREMENTS ARE REINSTATED

With the end of the federal Public Health Emergency (PHE) expected in the Summer of 2022, NC Medicaid providers will begin receiving reverification notices. These notices will be sent to providers with approaching reverification due dates, as well as those whose reverification was suspended during the federal PHE. The Centers for Medicare and Medicaid Services (CMS) requires that all Medicaid providers are revalidated (also referred to as reverification/re-credentialing).

Since March 2020, CMS allowed for the suspension of reverification due to the PHE caused by COVID-19. However, with the anticipated end of the PHE, the NC Medicaid must ensure enrolled providers are compliant with the reverification requirement.

***Note:** Providers will receive a reverification notice in their Message Center Inbox on the secure NCTracks Provider Portal when reverification is due. Due dates for reverification are specific to each provider; therefore, not all providers will be receiving notices simultaneously.*

- 🌱 Providers have 45 days after notification to complete the reverification process. [NC Senate Bill 105 Session Law 2021-180 Section 9D.9\(a\)](#) temporarily waived the \$100 fee for Medicaid enrollment and reverification, through June 30, 2023.
- 🌱 Reverification is not optional. Providers who receive a notice for reverification are encouraged to promptly respond and begin the online process.
- 🌱 Providers who do not complete the process timely will receive a Notice of Suspension via postal mail and in their NCTracks Message Center Inbox.

The notice informs the provider that they are in suspended status and their claims will not process.

Providers have 30 days following notification of suspension to complete reverification. Those who do not comply will be terminated from the Medicaid program.

Reverification does not apply to time-limited out-of-state (OOS) enrolled providers.

For help with the reverification process, providers can refer to the [Provider Re-credentialing/Re-verification page in NCTracks](#) website. Providers are also encouraged to review Provider Announcements, User Guides and Frequently Asked Questions.

Contact: NCTracks Call Center: [800-688-6696](tel:800-688-6696)

This announcement has been made in previous Network communications.

 [Network Communications Bulletin #216](#)

 [Network Communications Bulletin #220](#)





 [Network Communications Bulletin #222](#)

SPECIAL BULLETIN COVID-19 #251

SUN-SETTING OF TEMPORARY COVID-19 FLEXIBILITIES TIED TO THE NC STATE OF EMERGENCY

As communicated previously in [SPECIAL BULLETIN COVID-19 #237: Extension of NC State of Emergency Temporary Flexibilities](#), multiple COVID-related flexibilities are set to sunset on June 30, 2022.

To support providers and the NC Medicaid community, the NC Medicaid team compiled a comprehensive list of all the clinical policy flexibilities developed in response to COVID-19. Information on these can be found in [SPECIAL BULLETIN COVID-19 #237](#) and includes:

-  flexibilities that have been or are being incorporated into permanent policy.
-  temporary flexibilities that will end on June 30, 2022.
-  temporary flexibilities that will end at the end of the federal public health emergency (PHE) (date TBD).
-  The flexibilities detailed in [SPECIAL BULLETIN COVID-19 #237](#) have not changed.

Note: The policy changes listed within this bulletin will apply to NC Medicaid Direct and Medicaid Managed Care. The Standard Plans and LME/MCOs may be no more restrictive in amount, scope and duration than the permanent policies, unless required by NC Medicaid's contract with the Standard Plans or LME/MCOs.

Based on the North Carolina State of Emergency (SOE) established through [Executive Order \(EO\) 116](#), NC Medicaid (including NC Medicaid Direct and NC Medicaid Managed Care) implemented temporary changes to clinical policy to support providers and beneficiaries during the COVID-19 SOE.

Policy changes were announced by bulletin and indicated that certain flexibilities would end at the earlier of the cancellation of the SOE or when the policy modification was rescinded by NC Medicaid. **Currently the SOE is scheduled to end July 14, 2022.**

Many of the policy flexibilities implemented during the NC SOE and federal PHE have been made into permanent NC Medicaid clinical coverage as shown in the [linked document](#).

Roadmap2 Ready

As a reminder, for services provided to Medicaid beneficiaries (not NC Health Choice) under 21 years of age, Early and Periodic Screening, Diagnostic and Treatment (EPSDT) provisions apply. EPSDT is a federal Medicaid requirement that requires the state Medicaid agency to cover services, products or procedures for Medicaid beneficiaries under 21 years of age if the service is medically necessary to correct or ameliorate a defect, physical or mental illness, or a condition (health problem) identified through a screening examination (includes any evaluation by a physician or other licensed practitioner). It is possible that providers could request one of the temporary flexibilities based on the need of the beneficiary under EPSDT.

Additionally, NC Medicaid continues to study and evaluate many flexibilities utilized in the PHE. If you would like to submit a Clinical Coverage Request for an item to be considered for permanent coverage, please use the [Provider/Stakeholder Request for Coverage Form](#) and follow that process. Submitting a request will result in future consideration for permanent policy coverage and will not impact the June 30 end date.

FEDERAL PHE

At the time of this bulletin, the federal PHE is still in effect. Please refer to the [federal Public Health Emergency website](#) for more information and updates.

 [Special Bulletin COVID-19 #251](#)

 [Special Bulletin COVID-19 #237](#)

DISASTER PREPAREDNESS

FEMA suggests printing their emergency supply list and taking it to the store with you to build your kit. When building the kit consider your unique needs such as planning for pets or medical needs. Kits should be kept at home, work, and in your car. Review their recommendations by visiting [Ready.gov](#).

Trillium Health Resources is focused on preparing members and provider agencies for Hurricane Season. Disasters can happen anytime, but proactive measures can help reduce their impact. To help develop your disaster plan for hurricanes, please refer to our webpage [here](#). Our Roadmap2Ready campaign was developed by our Community Crisis and Disaster Response team with the intention of

connecting members and providers to reliable resources that assist with preparing for a hurricane. Our team collaborates with state, county, and community programs within our 28 county catchment area to identify gaps and needs related to inclusive disaster response.

Please inform Trillium of any service provision or operational changes as a result of a tropical storm or hurricane by completing the **Changes to Provider Operations form**. This form is located on the [Community Crisis and Disaster Response webpage](#) under the "Provider" tab when a storm is approaching. Our goal is to stay up to date about changes to service provision and to assist with continuing to best serve members.

ATTENTION IDD PROVIDERS: NATIONAL CORE INDICATORS™ (NCI) STAFF STABILITY SURVEY FOR 2021 AVAILABLE

We are encouraging you to complete the National Core Indicators™ (NCI) Staff Stability Survey for IDD Providers. It is vitally important that we hear from you about issues affecting the IDD DSP workforce. Your agency should have already received an email with the survey; the email subject is "NC NCI Staff Stability Survey 2021." **Surveys are due June 30, 2022.** If you are an I/DD provider and you have not received the survey link, or if you have any questions, please contact NCISurvey@dhhs.nc.gov.

**This announcement went out in the [Network Communication Bulletin #222](#).