

To: All Providers

From: Kristine Brewington, MS, LCMHCS, LCAS, CCS, CCJP
VP of Network Management

Date: January 10, 2023

Subject: Provider Data Management / Credentialing Verification Organization Solution
Coming in 2024, DMH/DD/SAS Community Engagement

SPECIAL BULLETIN MEDICAID TRANSFORMATION

PROVIDER DATA MANAGEMENT / CREDENTIALING VERIFICATION ORGANIZATION SOLUTION COMING IN 2024

In September 2015, Session Law 2015-245 directed the North Carolina Department of Health and Human Services (NCDHHS) to transition Medicaid to a managed care structure. This federally approved change imposed additional administrative burdens and program complexity to North Carolina Medicaid enrolled providers.

NCDHHS seeks to support its providers by replacing the current provider enrollment and data management system components of NCTracks with a centralized Provider Data Management / Credentialing Verification Organization (PDM/CVO) solution.

The new PDM/CVO is a timesaving, cost-effective, and scalable solution that consolidates provider data management and furnishes a centralized solution to coordinate enrollment, credentialing and ongoing data maintenance among the payers as a multi-payer system.

The PDM component will have the capability to manage data intake and maintenance throughout the provider lifecycle, and the CVO component will perform credentialing on behalf of NCDHHS. In addition, this solution will:

- 🌱 **Improve user experience** by eliminating redundant data entry across multiple plans, simplifying registration for multi-payer providers, enhancing security controls, and providing real-time assistance.

- 🌱 **Address NC Medicaid program needs** by reducing provider administrative burden in NC Medicaid Managed Care and NC Medicaid Direct and upgrading data architecture and modularity.
- 🌱 **Align with Centers for Medicare & Medicaid Services (CMS) Standards and Conditions** to support seamless coordination, integration, and interoperability.

PDM/CVO will be operational in early-2024.

- 🌱 During this transition, providers will experience a seamless managed care enrollment and credentialing process with no beneficiary service or provider payment delays.
- 🌱 In addition to all provider enrollment activities taking place using the new PDM/CVO platform, existing data in each provider enrollment record will be converted and loaded into the new system.
- 🌱 Current re-credentialing deadlines will remain unchanged.

During the new centralized credentialing process rollout, provider communities are encouraged to remain informed through webinars, stakeholder meetings, and training workshops, as well as to maintain an accurate provider record.

For the most up to date provider information, please visit the [NC Medicaid Provider webpage](#).

🌱 [Read original article](#)

DMH/DD/SAS COMMUNITY ENGAGEMENT

STATE CONSUMER AND FAMILY ADVISORY COMMITTEE MEETING (SCFAC)

SCFAC advises NCDHHS and the General Assembly on the planning and management of the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS).

Join us for our next meeting!
In-Person and Virtually

Date/Time:

Wednesday, Jan. 11, 2023, 9:00-2:45 p.m.

In-Person:

306 N. Wilmington Street
Bath Building Conf. Room 107
Raleigh, NC 27699-3001

Parking:

Visitor Lot #1- Located between Jones and Edenton Street

Virtually:

Join Link: [SCFAC Meeting Link](#)

Access Code: 2433 556 2669

Password: UjgCMrdM337

[Meeting Agenda](#)

STAKEHOLDER ENGAGEMENT BEHAVIORAL HEALTH CLINICAL COVERAGE POLICY UPDATE

NC Medicaid invites you to join this stakeholder engagement webinar offered to learn about the 1915(i) Option Community Living and Supports and Supported Employment Draft Policies. The webinar is open to all stakeholders.

Date/Time: Thursday, Jan. 12, 2023, 9:30-10:30 a.m.

Join Link: [Click here to join](#)

[Download Teams](#) | [Join on the web](#)

Dial-In: 984-204-1487

Access Code: 258 223 008 029

Passcode: M354mk

Video Conference: ncgov@m.webex.com

Video Conference ID: 112 410 755 6

 [1915\(i\) Supported Employment Clinical Coverage Policy](#)

 [1915\(i\) Community Living and Supports Clinical Coverage Policy](#)

NC MEDICAID OMBUDSMAN INTERACTIVE MONTHLY UPDATE

The NC Medicaid Ombudsman presents a monthly webinar about Medicaid Managed Care and related topics. The webinars are designed for Medicaid beneficiaries, health care providers and other Managed Care stakeholders. We're interactive! Presenters will solicit feedback from attendees about their experiences with Managed Care and answer questions from attendees.

Date/Time: Wednesday, Jan. 18, 2023, 2:00 p.m.

Join Link: [Click here to register](#)

NCDHHS MENTAL HEALTH TOWN HALL

Join Secretary Kody Kinsley, Senator Jim Burgin, and Representative Hugh Blackwell for a Community Discussion on Improving Behavioral Health and Resilience across North Carolina

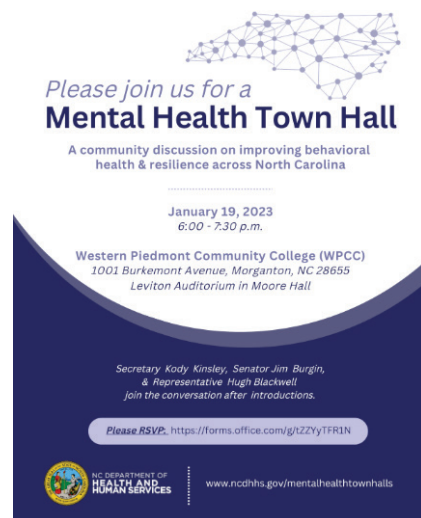
Date/Time: Thursday, Jan. 19, 2023, 6:00-7:30 p.m.

Join Link: [Click here to RSVP](#)

Location: Western Piedmont Community College (WPCC)

1001 Burkemont Avenue, Morganton, NC 28655

Leviton Auditorium in Moore Hall



JOINT DMH/DD/SAS AND DHB CONSUMER MONTHLY WEBINAR

This webinar series is for consumers, family members, and community stakeholders to provide updates from the Division of MH/DD/SAS and Division of Health Benefits (NC Medicaid).

Date/Time: Monday, Jan. 23, 2023, 2:00-3:00 p.m.

Join Link: [Click here to register](#)

Previous webinars for these series can be found on the [Community Engagement and Training website](#)

NCDHHS PERSON-CENTERED PLANNING TRAINING

DHHS is implementing a DHHS approved Person Centered Planning training that meets the requirements for service providers responsible for developing a PCP. Person Centered Planning is a collaborative planning practice which emphasizes self-determination and choice in helping individuals to achieve their unique vision of preferred life. Core principles and practices of Person-Centered Planning, and how these differ from traditional approaches, will be reviewed.

Participants will receive concrete guidance in both the process and documentation of Person-Centered Planning, including strategies for respecting strengths-based, person-centered principles while also satisfying expectations associated with clinical, accreditation, and fiscal regulations. Hypothetical, case-based examples of quality Person Centered Plans will be shared as a way of illustrating key quality elements. There are five live virtual training sessions to choose from.

The training will be recorded and posted online for future use. This training will be offered free of charge. Live virtual training dates are:

- 🌱 Wednesday, Jan. 11, 2023, 9:00-1:00 p.m. **Registration is closed**
- 🌱 Wednesday, Feb. 22, 2023, 9:00-1:00 p.m. **Registration is closed**
- 🌱 Tuesday, Feb. 28, 2023, 12:30-4:30 p.m. [Click here to register](#)
- 🌱 Wednesday, March 8, 2023, 9:00-:00 p.m. [Click here to register](#)
- 🌱 Tuesday, May 9, 2023, 12:30-4:30 p.m. [Click here to register](#)

Visit the [Person-Centered Planning Training webpage](#) for more information.

ENHANCED ePASS ACCOUNTS FOR NC MEDICAID BENEFICIARIES

[ePASS](#) is North Carolina's secure self-service website where beneficiaries can apply for various benefits, view case details, renew their Medicaid and update their information without having to visit or contact their local Department of Social Services.

NC Medicaid encourages beneficiaries to create an enhanced ePASS account where they can make sure their contact information is correct and make any updates without having to go through their local DSS.

Correct addresses ensure that beneficiaries receive information about how the end of the federal COVID-19 Public Health Emergency affects their eligibility for Medicaid benefits and other ways to receive health care (e.g., through the marketplace). Although CMS has not announced a date for the end of the PHE, it is anticipated to happen in 2023.

To help beneficiaries create an ePASS account, fact sheets are available with step-by-step instructions in [English](#) and [Spanish](#).

CLINICAL COVERAGE POLICY 8A-ENHANCED MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

CCP 8A-Enhanced MH & SAS – Mobile Crisis Management draft has posted for an additional 15-day public comment period. The policy can be accessed at [Proposed Medicaid and NC Health Choice Policies | NC Medicaid \(ncdhhs.gov\)](#) and comments can be submitted to medicaid.public.comment@dhhs.nc.gov.

[Click here to view the Clinical Coverage Policy](#)

NC DEPARTMENT OF TRANSPORTATION BICYCLE HELMET INITIATIVE

Research shows bicycle helmets save lives and prevent serious injuries. To encourage more children to wear helmets, the N.C. Department of Transportation's annual [Bicycle Helmet Initiative](#) will give free protective headwear to



organizations across the state to distribute to youth cyclists. Organizations can [apply](#) online with NCDOT's Integrated Mobility Division. The deadline for applications is Feb. 3. "Wearing a helmet is an easy way to reduce risk of head injuries when riding a bicycle," said Ryan Brumfield, Director of the Integrated Mobility Division. "We hope the Bicycle Helmet Initiative will help reduce bicycle injuries and help raise awareness about the importance of safe bicycling practices."

In just the last five years, the program has provided people over 45,000 free bike helmets, including nearly 20,000 helmets provided to over 260 organizations in 2022 alone. [Research shows](#) bicycle helmets prevent 60% of head injury deaths and they reduce the risk of head injuries by up to 85%. Unfortunately, less than half of all children wear a helmet when they ride a bike. To apply, download an application online at NCDOT's [Bicycle Helmet Initiative webpage](#). Applicants may request 25, 50, 75, or 100 helmets, and awardees will receive the helmets in the Spring.

The Bike Helmet Initiative started in 2007 and works with local communities to spark interest in bicycle safety. As part of that, applicants should consider partnering with a local law enforcement agency, parks and recreation department, church or other organization to host bike safety events. The Bike Helmet Initiative is paid for using sales of the [Share the Road specialty license plate](#).

FAMILY AND SUPPORT NETWORK OF NORTH CAROLINA FOCUS ON FAMILY AND DISABILITY SEMINAR

Rethinking Guardianship: Making Alternatives a Reality Virtual Professional Development Opportunity and Free Learning for Family Members!



Many people with I/DD live successful, independent lives while maintaining their right to be their own guardian. Learn about supported decision making and how families are using it to help their loved ones maintain independence. Hosted by Linda Kendall Fields, Rethinking Guardianship.

Date/Time: Tuesday, Jan. 10, 2023, 12:00-1:30 p.m.

Join Link: [Click here to join](#)

COMMUNITY ENGAGEMENT

If you have something happening in your community that you would like to include in our communication broadcast, send an email with details to Badia.Henderson@dhhs.nc.gov.