

Provider Services Press 3

HP Enterprise Services Provider Services assists providers with DMA policies and procedures. In addition, HP Enterprise Services Provider Services offers response and resolution to provider inquiries, both verbal and written, and Carolina ACCESS overrides.

Option Number	Description	Definition
1	NPI Unresolved and Carolina ACCESS denial codes 270, 286, and 2270	All provider types with National Provider Identifier (NPI) or Carolina ACCESS questions
2	Facilities and Hearing Aid	<ul style="list-style-type: none"> • Children’s Developmental Service Agencies (CDSA) • Community Intervention Service (CIS) Agencies • Critical Access Behavioral Health Agencies (CABHA) • dialysis providers • hearing aid services • hospitals • long-term care facilities • mental health services • nursing facilities • psychiatric residential treatment facilities • residential child care facilities (Levels II–IV)
3	Community Services	<ul style="list-style-type: none"> • dental providers • domiciliary care providers <ul style="list-style-type: none"> ○ ambulance ○ Community Alternative Program (CAP) ○ Department of Social Services (DSS)/Department of Health and Human Services (DHHS) ○ hospice ○ home infusion therapy ○ private duty nursing ○ rural health centers ○ federally qualified health clinics ○ adult care homes ○ at-risk case management • HIV case management • durable medical equipment • home health care • orthotic/prosthetic • personal care
4	Outpatient Pharmacy	pharmacy providers

Option Number	Description	Definition
5	Physician	<ul style="list-style-type: none"> • ambulatory surgery • anesthesiology • certified registered nurse anesthetist • chiropractor • county health department • eye care • Health Check • independent diagnostic testing facility • independent mental health providers • independent practitioners <ul style="list-style-type: none"> ○ audiology ○ occupational ○ physical ○ respiratory therapists ○ speech/language • local education agency • nurse midwife • nurse practitioner • physician's office • podiatrist • radiologist
6	Health Choice	<ul style="list-style-type: none"> • all providers

IPRS Press 4

The Integrated Payment and Reporting System (IPRS) analysts provide claims and electronic file submission support to area programs and local management entities (LMEs) for their services and recipients covered by the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Abuse Services.

Option Number	Description
1	Provider Services
2	ECS

PASRR Press 7

Completes Preadmission Screening and Resident Review (PASRR).