



North Carolina Department of Health and Human Services

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary, DHHS

Division of Mental Health, Developmental
Disabilities and Substance Abuse Services
3001 Mail Services Center
Raleigh, North Carolina 27699-3001
Tel 919-733-7011 Fax 919-508-0951
Courtney M. Cantrell, Ph.D.
Director

Division of Medical Assistance
2501 Mail Services Center
Raleigh, North Carolina 27699-2501
Tel 919-855-4100 Fax 919-733-6608
Robin Gary Cummings, M.D.
Deputy Secretary for Health Services
Deputy Secretary for Medicaid

MCO Communication Bulletin #J143

Date: June 2, 2015

To: LME-MCOs

From: Kathy Nichols, Lead Waiver Program Manager, Contracts Section, DMA, and Mabel McGlothlen, LME System Performance Team Leader, DMH/DD/SAS

Subject: Multiple LME-MCO Locations in Provider Files

The purpose of this email is to provide guidance to LME-MCOs regarding continuing to serve beneficiaries even when their Medicaid cards reflect an alternate LME-MCO location.

The Division of Medical Assistance (DMA) recently learned of an issue with provider data NC FAST uses to link beneficiaries to an LME-MCO. Each LME-MCO has one address and phone number which is printed on recipient Medicaid ID cards. The address and phone number is included in a file from NCTracks to NC FAST. NC FAST assigns beneficiaries to an LME-MCO, not the county DSS.

Recently, the file from NCTracks included the address and phone number for multiple alternate locations for some LME-MCOs. This caused beneficiaries to be assigned to one of the alternate locations. The alternate address and phone number is printed on Medicaid ID cards. It is returned in the recipient eligibility response.

Please continue to serve beneficiaries linked to your LME-MCO as always, even if their ID cards have the address and phone number of an alternate location. Capitation payments are paid to the provider ID, so this should not affect your capitation payments. DMA, The Office of NCTracks, NC FAST and CSC are working to resolve the issue as quickly as possible.

Please contact Kathy Nichols if you have questions at Katherine.nichols@dhhs.nc.gov or 919-855-4290.

Previous bulletins can be accessed at: <http://jtcommunicationbulletins.ncdhhs.gov/>

Cc: Robin Gary Cummings, M.D., DMA
Dave Richard, DHHS
DMA Leadership Team
DMH/DD/SAS Leadership Team
Dale Armstrong, DSOHF
Mary Hooper, NCCCP