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LME-MCO Communication Bulletin #J284

Date: March 29, 2018

To: LME-MCOs

From: Deb Goda, Behavioral Health Unit Manager, DMA
Lisa Jackson, LME-MCOs Liaison, System Performance Team, DMH/DD/SAS

Subject: Medicaid and Health Choice Enrollment defect

On February 10, 2018, Medicaid and Health Choice health plan participation was end-dated in the NCTracks system in error for 675 providers. The error was caused by the Maintain Provider Eligibility Process, which was implemented on October 29, 2017 (<https://www.nctracks.nc.gov/content/public/providers/provider-communications/2017-announcements/Maintain-Provider-Eligibility-Process.html>).

The Medicaid and Health Choice health plans have been reinstated as of March 29, 2018. If Medicaid was the only health plan included in the provider's record then the system automatically terminated the entire provider record. With this scenario NCTracks will reinstate the providers entire record.

As a result of this error no MCO will be penalized for falling below the 95% threshold for paid encounters beginning on January 1, 2018. Penalties for a failure to meet this approval rate will not be assessed until after the period beginning April 1, 2018.

We have attached a list of providers who were impacted by this error. Please resubmit any claims that have been denied because of a missing health plan for any of these providers. If you have any additional questions please call Adolph Simmons at (919) 855- 4357 or e-mail at Adolph.Simmons@dhhs.nc.gov.

Previous bulletins can be accessed at: <http://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>.

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