



## NC Department of Health and Human Services

### Joint DMH/DD/SAS & DHB (NC Medicaid) COVID-19 Update for **NC Providers**

February 3, 2022

# Provider Resources to Address Issues in Managed Care

- NC Medicaid Ombudsman
  - Call **877-201-3750** or visit [ncmedicaidombudsman.org](http://ncmedicaidombudsman.org) Monday – Friday 8 a.m. to 5 p.m.
- Provider Ombudsman
  - Call **919-527-6666** or visit [Medicaid.ProviderOmbudsman@dhhs.nc.gov](mailto:Medicaid.ProviderOmbudsman@dhhs.nc.gov)
- NC Medicaid Help Center
  - Internal Team
  - Knowledge Center [medicaid.ncdhhs.gov/helpcenter](http://medicaid.ncdhhs.gov/helpcenter)
  - Member Harm Process
- Health Plan Oversight
- Communication & Engagement with Stakeholders
- Provider Claims & Payment Supports
- Request to Move Process & Forms
  - <https://ncmedicaidplans.gov/submit-forms-online>
- Back Porch Chat
  - <https://public.3.basecamp.com/p/Pn8C41JMakRUDiHAta1xdhB6>



# Questions & Answers



Have a question, send it to us. The Division of Mental Health, Developmental Disabilities and Substance Abuse Services is working to centralize questions so we can ensure your questions are answered in a timely manner by the appropriate subject matter experts.

Comments, questions and feedback are welcome at:

- [BHIDD.HelpCenter@dhhs.nc.gov](mailto:BHIDD.HelpCenter@dhhs.nc.gov)
- [Medicaid.Transformation@dhhs.nc.gov](mailto:Medicaid.Transformation@dhhs.nc.gov)
- [www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-abuse-services](http://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-abuse-services)

Requests for presentations or to provide feedback:

[Medicaid.NCEngagement@dhhs.nc.gov](mailto:Medicaid.NCEngagement@dhhs.nc.gov)