

MEDICAID TRANSFORMATION RESOURCE LINKS (07/19/21)

NC DHHS	PAGES	TOPIC SPECIFIC	LINKS
Medicaid Transformation	https://medicaid.ncdhhs.gov/transformation	Day One QRC	https://medicaid.ncdhhs.gov/medica/9521/download?attachment
Provider Playbook	https://medicaid.ncdhhs.gov/providers/provider-playbook-medicai-managed-care	What Providers Need to Know – After Go Live	https://medicaid.ncdhhs.gov/medica/9531/open
Fact Sheets	https://medicaid.ncdhhs.gov/providers/provider-playbook-medicai-managed-care/fact-sheets	Transitions of Care	https://medicaid.ncdhhs.gov/transformation/care-management/transition-care
Medicaid Help Center	https://ncgov.servicenowservices.com/sp_ncmedicaid?id=kb_view_helpcenter	Prompt Payment	https://files.nc.gov/ncdma/NCMT-Provider-FactSheet-Playbook-Provider-Payment-20200331.pdf
FAQs Page	https://medicaid.ncdhhs.gov/providers/provider-playbook-medicai-managed-care/frequently-asked-questions-and-answers-medicai-providers	Panel Management	https://medicaid.ncdhhs.gov/medica/9546/download?attachment
Fee Schedules	https://medicaid.ncdhhs.gov/providers/fee-schedules	Claims and Prior Auths	https://medicaid.ncdhhs.gov/medica/9903/open https://medicaid.ncdhhs.gov/medica/9908/download?attachment

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Trainings	https://medicaid.ncdhhs.gov/providers/provider-playbook-medicare-managed-care/provider-playbook-training-courses	Telehealth	https://medicaid.ncdhhs.gov/medica/9535/download?attachment
NC Tracks	https://www.nctracks.nc.gov/content/public/providers/provider-user-guides-and-training/fact-sheets.html	AMH	https://medicaid.ncdhhs.gov/medica/9557/download?attachment
Ombudsman Info	Provider Ombudsman 866-304-7062 919-527-6666 Member Ombudsman 877-201-3750	Maternal & Infant	Newborn Eligibility Protections for Pregnant Women and Newborns
Practice Support & Technical Assistance	NC AHEC practicesupport@ncahec.net	EBCI Tribal Option	https://medicaid.ncdhhs.gov/medica/9524/download?attachment

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PHPs	AmeriHealth Caritas	Carolina Complete Health	Healthy Blue	United Healthcare	WellCare
Provider Support Number	888-738-0004	833-552-3876	844-594-5072	800-638-3302	866-799-5318
Provider Manual	Provider Manual	2021 Provider Manual	HB Provider Manual	UHC Community Plan Provider Manual	Provider Resource Page
Provider Billing Manual	AHC Billing Manual	CCH 2021 Provider Billing Manual			Claims Info Page
Quick Reference Guide	AHC QRC	CCH QRC	HB QRC	UHC QRC	WellCare QRC
Provider Portal Guide or Page	AmeriHealth Portal Guide AmeriHealth NaviNet Portal Page	CCH Provider Portal Guide CCH Portal Guide - Account Mgr CCH Portal Page	Healthy Blue Portal Guide Healthy Blue Availity Portal Page	UHC Portal Guide UHC Portal Page	WellCare Portal Resource Page WellCare Portal Page
Provider Communications	Newsletter and Updates	Provider Updates Provider Bulletins/Newsletters	Provider Communications Email Sign-up Form	Network Bulletin	Provider Bulletins
Prior Auths	AHC PA Guide AHC PA Lookup Tool	CCH PA Guide CCH PA Form Tip Sheet CCH PA Lookup Tool	HB PA Lookup Tool HB PA Requirements Page	UHC PA Guide UHC PA Lookup Tool Login	WellCare PA Lookup Tool
Behavioral Health	AHC BH Toolkit	CCH BH Webpage with Toolkits BH UM Prior Auth Guidelines	BH Orientation	BH Webpage BH Toolkits Page	BH Webpage
Pharmacy	AHC Pharmacy Page	CCH Pharmacy Page	HB Pharmacy Webpage	OptumRx	WellCare Pharmacy

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<i>Clinical Policies</i>	AHC Clinical Policies	CCH Clinical Policies	HB Clinical Policy Info Page	UHC Clinical Policy Page for Community Plans	WellCare Clinical Policies Page
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