

Medicaid and NC Health Choice Provider and Health Plan Lookup Tool

The online provider directory allows beneficiaries to find any Medicaid or NC Health Choice provider and select their Health Plan and PCP.

North Carolina is transitioning its Medicaid program to a managed care model. All eligible Medicaid and NC Health Choice beneficiaries will have the opportunity to choose one of five Health Plans, and then an in-network primary care provider (PCP). The Medicaid and NC Health Choice Provider and Health Plan Lookup Tool provides an online resource for beneficiaries to use while researching and ultimately selecting a Health Plan and PCP.

The Tool is expected to launch on **Jan. 25, 2021**, to allow beneficiaries, Health Plans and providers to become familiar with the online directory prior to open enrollment on **March 15, 2021**.

HOW IS THE NEW MEDICAID AND NC HEALTH CHOICE PROVIDER AND HEALTH PLAN LOOKUP TOOL DIFFERENT?

The Department has worked with the Enrollment Broker to re-design the online provider directory to address concerns expressed by the provider and beneficiary communities during the first launch in 2019. Key features of the new tool include:

- Four search capabilities: 1) Search by Health Plan for a Provider, 2) Search by Health Plan for an Organization, 3) Search by Provider for a Health Plan, 4) Search by Organization for a Health Plan.
- Advanced search option to filter results based on Provider or Organization specialty and sub-specialty (taxonomy). Organizations will also have taxonomies assigned to them based on their affiliated providers.
- The ability to view all providers within an Organization at a given location.
- Starting in March 2021, users will be able to not only search for Organizations by Legal Name but also by Doing Business As Name (DBA) and/or Service Location Name.



WHAT TYPES OF PROVIDERS ARE SHOWN IN THE TOOL?

The provider directory contains all active Medicaid and NC Health Choice providers including primary care providers, specialists, hospitals, and facilities. Beneficiaries required to enroll with a Health Plan and select a PCP will log in to an authenticated portal that only displays providers eligible for selection as their PCP.

DOES THE WEBSITE CONTAIN ONLY THE PROVIDER DIRECTORY?

In addition to the search capabilities designed to help beneficiaries search Health Plans, Providers, and Organizations, the website allows authenticated beneficiaries to select their health plan and PCP and contains resources for beneficiaries as well as Providers including:

- About the Data page that explains unique features of North Carolina's provider data.
- Get Answers page with frequently asked questions and responses.
- Provider Search Tutorial Video that walks users through the website in a comprehensive and conversational animated video.

HOW DO PROVIDERS ENSURE ACCURATE INFORMATION DISPLAYS IN THE DIRECTORY?

Provider information displayed in the online directory (see Specific Information outlined below) is sourced from their NCTracks provider record and supplemented with Health Plan contract data. To ensure that accurate information is displayed, please review the NCTracks provider record and make any necessary updates using the Manage Change Request (MCR) process. Also confirm that the information given to Health Plans during contracting is up to date.

ONCE THE TOOL IS LIVE, HOW WILL THE INFORMATION BE UPDATED?

Data displayed in the tool will be refreshed daily. Any information that is updated on an Organization or Individual NCTracks Provider Record will be reflected in the Provider Directory after the Managed Change Request is processed.

WHAT IS REQUIRED IN A SEARCH?

The available search options offer instruction about which fields are required to conduct a search. Required fields are designed to narrow search results to a level manageable to find the desired provider.

WHAT SPECIFIC INFORMATION ABOUT PROVIDERS WILL DISPLAY IN THE SEARCH RESULTS?

Depending on the search conducted, the results are expected to display the following applicable information for individual and/or organization providers:

- Provider's Last Name (or Organization name)
- Provider's First Name
- Provider Gender (individual providers only)
- NPI
- Service Location/s
- Hours of Operation
- Benefit Programs
- Contracted Health Plan
- Languages Supported
- Wheelchair Accessibility
- Accepting New Patients
- Accepting Siblings
- Accepting Female Age Group
- Accepting Male Age Group
- Provider's Specialty (based on Taxonomy)

For organizations, the results will also display a list of individual affiliated providers and include the specialties of those affiliated providers in the Provider's Specialty information.

SOME SERVICE LOCATIONS ARE USED FOR CLAIMS PAYMENTS OR FOR STAFF ALLOCATION PURPOSES AND SHOULD NOT BE CONTACTED TO SCHEDULE APPOINTMENTS. HOW WILL THIS BE HANDLED IN THE TOOL?

All active service locations will be displayed in the Tool, however only PCP/AMH-designated providers will be selectable by users. It is the responsibility of the Provider to only contract with Health Plans for locations where services are rendered.