

ACNC Market President Heidi Chan (left in photo) joined other prepaid health plan (PHP) leaders, Governor Roy Cooper, and NC State Representative Donny Lambeth (far right) in March following passage of historic Medicaid Expansion legislation in North Carolina. On December 1, 2023, North Carolina will become the 40th state in the nation to expand Medicaid following passage of the Affordable Care Act in 2010.

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A year in review with Market President, Heidi Chan

Each month at our associate town halls, we get the privilege of hearing about tangible ways our team and our provider partners are helping improve the lives of AmeriHealth Caritas North Carolina (ACNC) members across the state. Stories have ranged from assisting members in addressing food and housing insecurity, to coaching individuals with chronic disease about self-management, and many more. We are reminded, again and again, that engaging with our members makes such a difference in improving their health and their emotional well-being.

On December 1, 2023, North Carolina will become the 40th state to expand Medicaid. We are eager for the December 1, 2023, deadline and beyond as we are able to serve more members all across the state.

In this issue of *Connections*, we look at North Carolina Medicaid's delegated Care Management model and how our team works closely with advanced medical homes (AMH) and clinically integrated networks (CIN) to ensure our members are getting the support they need to get and stay healthy. We also are excited to highlight provider groups that are participating — and excelling — in our value-based care programs, which have awarded more than \$3,244,661.26 for delivery of wellness care. We value our providers and the vital role you play in improving health outcomes.

With the rollout of our new Mobile Wellness & Opportunity Center (which you can read about on page 19), we have yet another tool for member outreach that will allow us to partner with providers and community organizations to bring programming, information and even clinical services to members where they live and work. As we work to engage new populations as part of Medicaid expansion, I hope you will consider ways we could partner with you as we work to fulfill our mission to help people get care, stay well and build healthy communities.

Sincerely,



Heidi Chan



Poe Center President's Award

ACNC was recognized by the Alice Aycock Poe Center for Health Education with the 2023 President's Award for sponsorship of the center's Family Life Teaching Theatre in Raleigh, where school-aged children, youth, and families learn about adolescent growth and development, healthy relationships and reproductive health. ACNC is partnering with the Poe Center to bring a variety of health education programs to communities across the state through our Wellness & Opportunity Centers. ACNC Market President Heidi Chan (center) is pictured with Ann Rollins (left) and Max Ammons (right) of the Poe Center at their annual meeting in September.

Heidi Chan, Market President

As Market President for ACNC, Chan is responsible for strategic direction and general oversight of all the plan's day-to-day operations, including provider network management, marketing and community outreach, growth and leadership. Prior to joining ACNC in 2019, Chan served as Market President of Blue Cross Complete of Michigan, and as Director of Regulatory Affairs, Member Communications and Compliance, for AmeriHealth Caritas in Pennsylvania.

Introducing our Provider Network leadership



**Kristen Kanach,
Director of Provider Network Management**

Kristen Kanach joined ACNC as Director of Provider Network Management in January 2023. In this role, she oversees the staff that manage relationships and contracts with AmeriHealth Caritas' network of providers in North Carolina.

Kanach has more than 16 years of experience in the health care industry, primarily in network management.

Kanach holds a bachelor's degree from the University of California, Los Angeles (UCLA). She is a California native who recently relocated to Charlotte with her family.



**Reneé Simmons,
Director of Provider Network Management,
AmeriHealth Caritas Next plan**

Reneé Simmons was named Director of Provider Network Management in February 2023. She works with Kristen Kanach to oversee the Provider Network Management team that supports both the ACNC Medicaid plan and the AmeriHealth Caritas Next Health Insurance Marketplace® plan. (See more about AmeriHealth Caritas Next on page 16.)

Simmons has been with the AmeriHealth Caritas Family of Companies since 1996 in various positions with our plans in South Carolina and Louisiana.

Simmons holds a bachelor's degree from Southern Wesleyan University and is also an alum of the University of South Carolina. In her free time, she enjoys reading and spending time with her family.



Do you know your Provider Network Account Executive?

Your Provider Network Account Executive is your liaison with ACNC. They are responsible for orientation, continuing education and problem resolution for our network providers. To find your dedicated Account Executive, visit the Provider Resources section of our **website**.

Provider Network Manager, Aja Berry (left) is pictured with NC Governor Roy Cooper (right) and Provider Network Account Executive Desiree Bobbitt (center) during the NC Community Health Center Association Conference.

Around the state



L-R: Provider Network Account Executives Clarence Lawing, BJ Callicutt and Lori Osborne attended the i2i Center for Integrative Health Conference in Raleigh in June, hosting a Fun in the Sun raffle for providers. Photo courtesy of Cramer Gallimore Photography Studio.



L-R: Chyder Vang, Provider Network Account Executive, pictured with raffle winner Samantha Combs and Jason Rice, Provider Network Behavioral Health Manager, during the North Carolina Public Health Association Conference (NCPHAC).



Provider Network Manager Chelsea Arsenault (far right) enjoyed meeting providers from Carolina Neurosurgery & Spine Associates at the North Carolina Medical Group Management Association (NCGMA) Spring Conference in Wilmington, North Carolina.



ACNC sponsored a signature Healthy Hoops event with the Thomasville Housing Authority in July, combining a basketball clinic with health education for young people.



Denise Rivera-Coladonato (left) goes over member material with Jaramial Lee (right) from Mecklenburg County Health Department during a stakeholder event at the Mecklenburg Wellness & Opportunity Center.



Provider Network Operations Director Karen Frazier-Moore attended the Community Care Physician Network (CCPN) Clinician Conference in May to talk with providers about claims and billing support.

Regional baby showers raise maternal health awareness

ACNC is working to improve maternal health outcomes, especially among people of color, by hosting quarterly regional community baby showers around the state. Our Quality Team has partnered with our Wellness & Opportunity Centers and numerous community partners to host events this year in Charlotte, Greensboro and Greenville to educate, empower and support women who have recently delivered a baby (within the past 6 months) or who are pregnant, as well as their families.

We work with our transportation vendor, ModivCare, and local partners to provide members with transportation to and from events as needed. Through the baby showers, we hope to:

1. Improve birth outcomes.
2. Encourage member engagement in the **Bright Start® care management program**.
3. Increase member and family use of Wellness & Opportunity Centers for ongoing education and support.
4. Encourage members to receive prenatal and postpartum care.
5. Offer opportunities to learn about child vaccinations and well-child visits.



During the triad and surrounding region baby shower in Greensboro, a new mom was showered by volunteer students from North Carolina Agricultural & Technical State University. Go Aggies!

Our baby showers offer us a chance to celebrate the arrival of these new babies and to encourage moms to get the prenatal and postpartum care they need. We offered dietary and general health information, early childhood development and education tips, and information about immunizations and wellness checks. We also shared discussions around breastfeeding, sleep, and car seat safety. In similar fashion, we met moms and families at our Greenville Wellness & Opportunity Center in October. Stay tuned to the 2024 calendar of events on our **community webpage** for future baby showers near you.

What is a shower without goodies? Free portrait-sittings and resources were a big hit with members and guests who attended the baby showers at both the Greensboro and Greenville Wellness & Opportunity Centers.



This new mom frames her smile and baby bump during the Greensboro baby shower at the Wellness & Opportunity Center.



Moms learned about resources and support available during pregnancy and the postpartum period at our Greenville Baby Shower.

A conversation with Jennifer Frazer, Director, Quality Management

1. Why is collaboration between the PHP and providers so important when it comes to improving outcomes for our members?

Jennifer Frazer: Collaboration between providers and PHPs is critical if we are to achieve the aim of improving our members' health and building healthier communities. I believe that the key elements to improving outcomes for the people we serve are data sharing, identifying opportunities for action planning with a focus on partnering with the provider community, and meeting both providers and members where they are. We appreciate the chance to work with providers to meet the goals of providing high-quality care. Medicaid managed care is still relatively new to our state and certainly not without its challenges. However, I am confident that, as we continue to build trust and work collaboratively with providers, we will improve the health and lives of Medicaid members.

2. As a nurse, what lessons from being on the front lines do you bring to strategizing and planning new initiatives for providers to take part in that directly impact member care AND their practice or health system bottom line?

Jennifer Frazer: I think that my experience as a primary care nurse in the community clinic setting, as well as the time that I spent supporting primary care providers in safety net clinics on their quality improvement journey, has given me valuable insight into the lived experience of both providers and the members whom we serve. I was fortunate early on in my career to work with a number of providers who dedicated their careers to caring for the underserved and most vulnerable populations, even when it wasn't lucrative to do so. I was inspired by that passion and dedication, and I often draw from my experiences with both the provider community and the underserved as I go about identifying opportunities and searching for feasible and realistic steps we can take, as partners, to better the lives of members we serve.

3. Are there any pilots where providers can participate and provide feedback?

Jennifer Frazer: ACNC is focused on an initiative that supports and encourages providers to submit appropriate CPT Category II codes for blood pressure results, A1C results and timeliness of prenatal care. Our plan has developed and printed a HEDIS Quick Reference Guide that is a pocket-sized, handy reference tool for our provider partners. We are distributing them during conferences and office visits and sharing provider performance for HEDIS measures so that providers can see where they have opportunities. We welcome any feedback that provider partners may have as we roll out this valuable tool.



Jennifer Frazer, RN, BSN, MHA, CPHQ, Director, Quality Management

Jennifer Frazer is the Director of Quality Management and joined the ACNC team in April 2022.

She leads a team of 11 associates who support high-quality, equitable outcomes for more than 310,000 members in North Carolina through the development, implementation, measurement and ongoing quality improvement of the health plan's Quality Management Program.

Prior to joining ACNC, Frazer served as Director of Quality with United Healthcare Community & State, North Carolina Plan. She has more than 15 years of clinical experience, including quality management and performance improvement in acute care, primary care and health plan settings in North Carolina. Jennifer is driven by her passion for advancing health equity and promoting patient-centered, evidence-based care to deliver improved health outcomes.

Frazer earned a Bachelor of Science in nursing from the University of North Carolina at Charlotte and a Master of Health Administration from Louisiana State University in Shreveport, and she is a Certified Professional in Healthcare Quality.

4. What would you like our providers to know about member incentive programs?

We are also focused on increasing childhood immunization rates by offering a number of rewards. The first is a member reward for flu vaccination in children 2 and under. Eligible members 2 and under can earn a \$50 reward for completing one dose of flu vaccine, limit one reward per fiscal year. Additionally, we are working to organize vaccination events within our Wellness & Opportunity Centers and on our mobile bus.

*If you are interested in partnering with us on a vaccination event aimed at reaching more children and closing vaccination gaps, please reach out to your **Provider Network Account Executive** for partnership opportunities. Visit our community webpage and look for **Wellness & Opportunity Centers** to find links to event calendars for all of our centers.*

5. If a primary care, maternal health, health department or hospital system provider is reading this and would like to participate in the HEDIS Quick Reference Guide pilot you mentioned, whom should they contact?

Jennifer Frazer: That's a great question.

We would love to hear from you, and we always encourage first contact with your Provider Network Account Executive. If you are new to the provider network, check out the **Provider Network Account Executives webpage** to connect.

6. Over this past year, we have invited providers to participate in Clinical Leadership Forums on a quarterly basis. Can you share the goal of these forums and how our leadership desires to have an impact?

Jennifer Frazer: These forums provide an opportunity for providers to engage with our clinical leaders to discuss quality improvement activities, local challenges, and best practices related to quality and population health outcomes. The forums are virtual, open to providers across the state, and are held quarterly, the second Wednesday from Noon to 1 p.m., in March, June, September and December each year.

We especially enjoy hosting because it gives us a chance to engage and collaborate with whole-person care providers who are focused on improving outcomes for our members. These events have been a valuable opportunity to hear from providers across the state and to open dialogue so that we can partner to improve outcomes for members.

Check out the schedule and register for the 2024 series on our **Provider Training webpage**.



Our Mobile Center team hosted a flu shot clinic as part of SouthLight Healthcare's Day of Recovery event in Raleigh in September.



Tamika Smith and Tommie Angel, of NC Pediatrics in Wilmington, signed up to participate in the HEDIS Quick Reference Guide Pilot during the NC Pediatrics Society Annual Meeting in September.



Find out more about CARE Card rewards, our member incentive program, on our website.



Value-based programs pay off for members and providers

Quality Enhancement Programs are reimbursement systems developed for participating practitioners who deliver quality, cost-effective and timely care to our members. These programs offer opportunities for providers to enhance revenue while providing high-quality and cost-effective care. Earlier this year, we launched a new **Value-Based Programs webpage** with manuals, measures and resources. We encourage providers to enroll in and use the full functionality of our provider portal, **NaviNet**, where we offer additional materials for providers focused on closing care gaps.

Early in each calendar year, we offer **training opportunities** to learn about the particulars of the current program and the quarterly payment schedule. We encourage providers to engage with us in value-based payment systems, whenever possible, to both reward the excellent work you are doing and improve quality health outcomes in the future. Don't forget that this includes getting credit for the high-quality care you are providing via documentation and billing code submission!



Goshen Medical Center, in Southport, was recognized with a value-based payment for their performance closing Gaps in Care for Child and Adolescent Well Care Visits (WCV). Elice Graham, ACNC Value-Based Programs Manager, standing in the back, visited the Brunswick County team to learn more about their efforts.

Pictured from left to right: Corrine Edick, PA-C; Kathy Frye, RN; Lisa Whitlow; Lorena Mauney, FNP, and Lynn Morse, LPN. Gloria Joyner, of Goshen Medical Center, is not pictured.

Highest performing provider groups in each QEP measure

Child and Adolescent Well-Care Visits (WCV):

Group Names:

Durham County Government

Goshen Medical Center (pictured on page 8)

A Woman's Place in Fayetteville

Lifeway Health

Chapel Hill Children & Adolescents' Clinic

Childhood Immunization Status (CIS) Combo 10:

Group Names:

Chapel Hill Children & Adolescents' Clinic

ABC Pediatrics of Asheville

Richmond Pediatrics

Duke University Affiliated Physicians

County of Union

Immunizations for Adolescents (IMA) Combo 2:

Group Names:

Choice Pediatrics

Carmel Pediatrics

Grove Park Pediatrics

First Pediatric Care Center

University of NC Hospitals at Chapel Hill

Well-Child Visits in the first 30 Months of Life (W30)_0-15:

Group Names:

Kids Care Pediatrics

Robeson County Health Dept

Carolina Family Health Centers

Neighborhealth Center

Whiteville Medical Associates

Well-Child Visits in the first 30 Months of Life (W30)_15-30:

Group Names:

Uwharrie Regional Pediatrics

Clinic for Special Children

North State Medical Center

Holly Springs Pediatrics

ABC Pediatrics of Asheville



A fresh look for NaviNet

The NaviNet provider portal Plan Central homepage has a fresh look! The portal helps speed up the provider-health plan connection and can often replace paper transactions, including prior authorizations. If you are not a NaviNet user, **register today**.



Here are some of the key enhancements to our new designs:

- Fresh new look with larger text sizes for easier reading
- Cleaner layout for improved alphabetical navigation
- Faster access to key Quality Improvement information
- Extended list of resources

Registering for and using NaviNet, our provider portal

Are you a provider or clearinghouse looking to save time and move away from paper prior authorizations? If you've signed up for NaviNet, the provider portal, are you using all its functionality? Maybe you have multiple claims needing attention and didn't realize you can save up to 16 minutes per submission using NaviNet instead of fax.

Sign up for our newest live webinar: **Registering for and Using NaviNet**, held the fourth Tuesday of every month, 1 – 2 p.m. **Registering** for this training helps providers understand how efficient the provider portal, NaviNet, is for member eligibility and benefits, locating care gap reports, filing a grievance or appeal, inquiring about claims status, and handling our plan's prior authorizations — all online. This training is being offered the fourth Tuesday of each month from July to November.



You can also reach out directly to our value-based team via acncvalue@amerihealthcaritasnc.com. We offer one-on-one provider care gaps and HEDIS measures training. Just email to request a meeting.

Evidence-based clinical guidelines

ACNC provides comprehensive, outcomes-driven health solutions for our members. Part of this approach means making it a priority to reduce unnecessary variations in care. We've used the latest scientific evidence and research to create clinical guidelines, which represent the most current professional standards. While these guidelines are intended to inform, they aren't intended to replace a physician's clinical judgment. The physician remains responsible for determining the applicable treatment for everyone. Clinical guidelines are made available to members, practitioners and providers through the **ACNC Clinical Resources webpage**.

Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Training

Early and Periodic Screening, Diagnostic and Treatment Services (EPSDT) are defined as any service that is medically necessary "to correct or ameliorate a defect, physical or mental illness, or a condition identified by screening," whether or not the service is covered under the North Carolina State Medicaid Plan. The services covered under EPSDT are limited to those within the scope of the category of services listed in the federal law at 42 U.S.C. § 1396d(a) [1905(a) of the Social Security Act].

Review our new **EPSDT webpage** that offers helpful tips on prior authorization and claims for EPSDT services. All providers that provide EPSDT services are encouraged to watch the 18-minute EPSDT training video and take a quick survey.

Language services support for provider practices

Interpretation and translation services for members for whom English is not their primary language and auxiliary aids and services for the hearing and visually impaired are free to AmeriHealth Caritas North Carolina members. To access any of these services, providers may contact Member Services toll-free at: **1-855-375-8811 (TTY 1-866-209-6421)**.

“Let Us Know” program: Population Health referrals and support for chronic conditions

Providers are encouraged to refer members to the PH program as needs arise or are identified. If you recognize a member with a special, chronic or complex health condition who may need the support of one of our programs, please contact the Rapid Response Outreach Team at **1-833-808-2262**. Providers can also complete a Let Us Know intervention form and fax it to our Rapid Response Outreach Team fax line at **1-833-816-2262** for members who have missed appointments or need transportation services or further education on their treatment plan or chronic condition. This **form** can be downloaded from our website.

Members are also referred to the PH program through internal plan processes. Identified issues and diagnoses that result in a referral to the PH program may include multiple diagnoses (three or more actual or potential major diagnoses):

- Risk score indicating over- or under-utilization of care and services
- Pediatric members requiring assistance with EPSDT
- Pediatric members in foster care or receiving adoption assistance
- Infants receiving care in the neonatal intensive care unit (NICU)
- Members with dual medical and behavioral health needs
- Members with substance use disorder-related conditions
- Members who are developmentally or cognitively challenged
- Members with a special health care need
- Members with polypharmacy use
- Pregnant members
- Members with high trauma exposure
- Members in need of long-term services and supports to avoid hospital or institutional admission

AmeriHealth Caritas North Carolina *Connections* Editorial Board

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What is delegated care management?

The North Carolina Department of Health and Human Services (NCDHHS) developed the **Advanced Medical Home (AMH) program** as the primary vehicle for delivering care management in NC Medicaid Managed Care. The AMH program requires prepaid health plans (PHPs) to delegate certain care management functions to AMHs at the local level. To provide these care management functions, AMHs may work with their affiliated health care system or make an arrangement with an entity called a “clinically integrated network,” a care management vendor or another population health entity. To ensure that beneficiaries across the state are receiving high-quality care management, NCDHHS developed standards for AMHs.

We spoke with Shawna Sumerlin, RN; MaED; MSN; CCM; Manager, Integrated Care Management, on our Population Health team to learn more about how ACNC provides direct care management services and works with Advanced Medical Homes (AMH) Tier 3 and Clinically Integrated Networks (CIN) to provide care coordination and care management for our members.

Describe the goals and objectives for ACNC's Population Health program.

ACNC's Population Health (PH) program is a holistic solution that uses a population-based health management program to provide comprehensive care management services. This fully integrated model allows members to move seamlessly from one component to



L-R: Care Management and Pharmacy Employees Monique Verene, Amie Chandler, Karishma Kulhari, Ma'Laychus Wilkins, SaToya Moore and others attend a Care CrewSM event at our Mobile Wellness & Opportunity Center.



Shawna Sumerlin, RN; MaED; MSN; CCM; Manager, Integrated Care Management

Shawna Sumerlin is Manager, Integrated Care Management, for AmeriHealth Caritas North Carolina. She is responsible for the

Long Term Services and Supports team, the Bright Start maternity team and the local Delegation Oversight team. Her duties include providing support to practices and providers, fulfilling orientation needs for staff, conducting evaluations, recruiting and interviewing potential employees, ensuring the productivity of supervisory staff, and following state reporting requirements. Sumerlin also provides department oversight; ensures that the supervisors are regularly monitoring and tracking associates' productivity and performance; and establishes and implements policies, procedures and practices within the organization.

Prior to joining AmeriHealth Caritas, Sumerlin served as QI Coordinator and Accreditation Specialist, Community Care Plan of Eastern Carolina; District Coordinator, Community Care Plan of Eastern Carolina; Assistant Nurse Manager, Medical Intermediate Unit of Vidant Medical Center; and Registered Nurse, Medical Intensive Care Unit of Pitt County Memorial Hospital.

She graduated with honors from East Carolina University, where she earned a Bachelor of Science in biology, a Bachelor of Arts in anthropology, a Master of Education in science and adult education, a Registered Nurse license, and a Master of Science in nursing leadership.

She is a passionate and consistent volunteer with multiple organizations, such as God's Love of Pitt County, Pitt County Girl Scouts of America and her local volunteer fire department. Sumerlin has been recognized as a Certified Case Manager by the Commission for Case Management Certification, AmeriHealth Caritas Performance Award (2021 & 2022), and numerous other awards.

another, depending on their unique needs. From this integrated solution, ACNC delivers and coordinates care across all programs.

The overall objective of the PH program is to proactively identify and intervene with members with potentially avoidable health care needs and empower at-risk members to regain optimum health or improved functional capability. Members are identified through population assessments that include a focus on social determinants of health. Members for each population are segmented by criteria such as age, clinical conditions, utilization patterns and adherence to evidence-based clinical practice guidelines.

Describe how our ACNC Population Health team works with our AMH and CIN providers to offer the highest quality care for our members?

Shawna Sumerlin: Our delegation oversight team works daily with the AMH and CIN providers to respond to requests and to ensure they have the tools they need to provide care management services for our members. Tools include information about our value-added benefits, the ACNC website and opportunities to receive our

provider digest and other communications that support them in giving high-quality care.

We are routinely having conversations about high-risk members, members with frequent emergency department (ED) and hospital visits, and possible interventions for the Care Manager (CM) to try when working with these members. We collaborate with the AMH and CINs to figure out the best way to reach and assist those members. I believe this is a huge benefit of the oversight role — being able to assist with daily tasks while keeping a high-level view in mind about moving the needle to reduce utilization and cost.

Note: If you would like to receive our monthly provider digest email newsletter, please request to have your email added to our list: acncprovidercommunications@amerihealthcaritasnc.com.



Care Management Oversight Coordinator Terri Tillman Beck (right) hands a back-to-school bag with goodies inside to an event attendee.

Options for pharmacy prior authorizations

Providers may submit a request for pharmacy prior authorizations in any of the following ways:

1. Prior authorization request forms can be accessed **here**, under **How to submit a request for pharmacy prior authorizations**.
 - Download and complete the appropriate prior authorization form from the list.
 - Make sure **ALL** pertinent questions are answered, attach any documentation requested and make sure the form is signed by the ordering prescriber.
 - Fax your completed Prior Authorization Request form to **1-877-234-4274**, or call **1-866-885-1406**, 7 a.m. through 6 p.m., Monday through Saturday.
 - If you have questions after business hours (Sunday and holidays), please call Member Services at **1-855-375-8811 (TTY 1-866-206-6421)**.
2. Call the ACNC Pharmacy Provider Services at **1-866-885-1406** to submit a prior authorization request for a medication to be picked up at a pharmacy.
3. Submit an electronic prior authorization (e-PA) through your electronic health record (EHR) software.

If the pharmacy prior authorization for a medication is denied, you can appeal the decision.

How to submit an appeal:

1. Address **EACH** reason for the denial listed in the denial letter and provide pertinent documentation to support the appeal, e.g., letter of medical necessity including reason for continuation of medication, office visit notes, laboratory tests or values, or the completed drug-specific form (if applicable).
 - Ensure that the consent section on the Appeal Request form is signed by the member or their legal guardian. Please include their current telephone number.
 - Include your current contact information, including phone number and fax number, for expedient communication.
 - Fax the Appeal Request form to **1-833-883-2262**, along with all pertinent documentation for the appeal, e.g., letter of medical necessity, office visit notes, laboratory tests or values, or the completed drug-specific form (if applicable).
2. If a communication is received from the Appeals Department, requesting additional information, please address **EACH** specific item noted therein and resubmit for timely processing.



The key to provider recredentialing is found in NCTracks

Recredentialing/reverification is an evaluation of a provider's ongoing eligibility for continued participation in NC Medicaid. The Affordable Care Act mandates that providers be recredentialed every five years. NC Medicaid notifies providers of their recredentialing due date via the message center inbox in the **NCTracks** secure provider portal.

Providers who do not complete the recredentialing process on time will be suspended from Medicaid program participation. The provider will be terminated from the NC Medicaid program following 50 days of suspension. For convenience, NC Medicaid has posted a list of **"Active Provider Re-Verification Due – July 2023 – Dec 2023"** dates (updated biannually).

Providers are encouraged to review the reverification due date list and frequently check your Provider Message Inbox for notifications or the reverification section of the Status and Management page in the **NCTracks** Secure Portal for the option to reverify. **Find more information on the NCDHHS website**, or contact the **NCTracks** Call Center at **1-800-688-6696** for assistance.

Help us fight fraud, waste and abuse

Unfortunately, there may be times when you see suspected fraud, waste or abuse relating to Medicaid services. If you suspect that someone is committing Medicaid fraud, report it. Examples of Medicaid fraud, waste and abuse include:

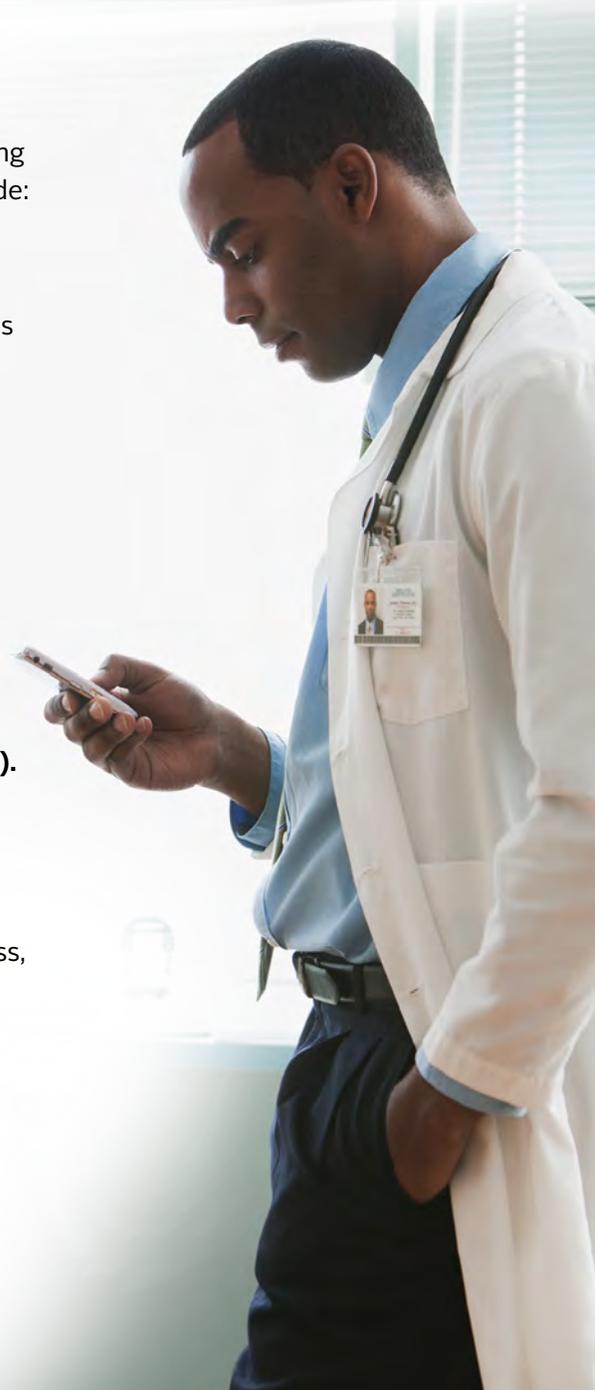
- An individual who does not report all income or other health insurance when applying for Medicaid
- An individual who is not a Medicaid member but uses a Medicaid member's card with or without the member's permission
- A health provider or a clinic who bills for services that were not provided or were not medically necessary

You can report suspected fraud, waste and abuse in any of the following ways:

- Call the ACNC Fraud, Waste and Abuse Hotline at **1-866-833-9718**, or email **fraudtip@amerihealthcaritas.com**.
- Call the Medicaid Fraud, Waste and Program Abuse Tip Line at **1-877-DMA-TIP1 (1-877-362-8471)**.
- Call the State Auditor's Waste Line at **1-800-730-TIPS (1-800-730-8477)**.
- Call the U.S. Office of Inspector General's Fraud Line at **1-800-HHS-TIPS (1-800-447-8477)**.

Below are examples of information that will assist with the investigation:

- Contact information (e.g., name of individual making the allegation, address, phone number). This information is optional; you can remain anonymous.
- Description of the alleged fraudulent or abuse activities
- Time frame of the allegation(s)
- Name and identification number of the suspected individual
- Source of the complaint, including the type of item or service involved in the allegation
- Approximate dollar amounts involved, if known
- Place of service



Offering whole-person care for today, tomorrow, and whatever comes next



Our parent company, AmeriHealth Caritas has more than 40 years of experience serving low-income and chronically ill populations. Operating in 13 states and the District of Columbia, AmeriHealth Caritas serves approximately 5 million Medicaid, Medicare and Health Insurance Marketplace members through its integrated managed care products, pharmaceutical benefit management, specialty pharmacy services and behavioral health services.

Our vision is to be a national leader in empowering those in need, especially the underserved and the disabled, across their full life journey, from wellness to resilience, in order to reach their American Dream.

Products offered in North Carolina through AmeriHealth Caritas North Carolina, Inc. (ACNC) include a Medicaid managed care prepaid health plan (PHP) and AmeriHealth Caritas Next.



ACNC is a prepaid health plan offering a standard benefit plan to North Carolina Medicaid members. ACNC helps North Carolinians get care, stay well and build healthy communities by addressing the acute and broader social factors that drive health outcomes.

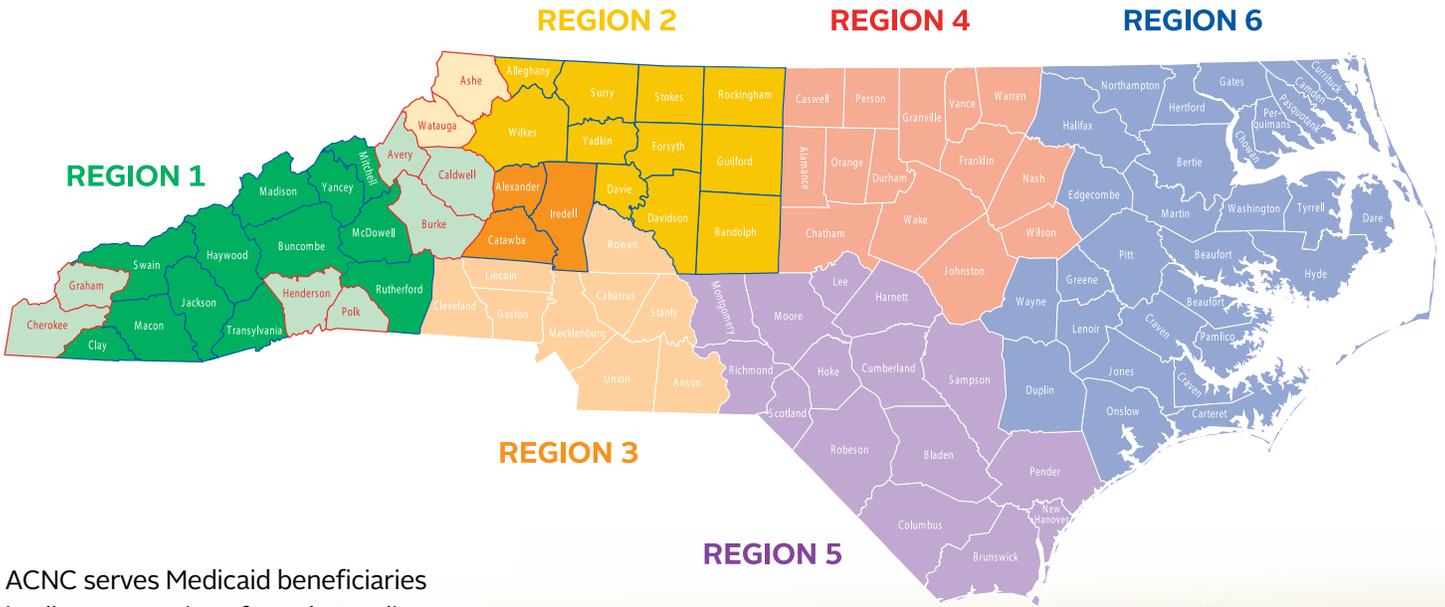
ACNC serves more than 330,000 Medicaid beneficiaries across the state, with a provider network of more than 70,000 primary care, specialist, behavioral health, vision and ancillary service providers. Our network also includes more than 100 hospitals and health systems.



A product of AmeriHealth Caritas North Carolina, Inc.

AmeriHealth Caritas Next offers individual and family health plans both on and off the North Carolina Health Insurance Marketplace. AmeriHealth Caritas Next provides affordable health insurance so existing members will experience a seamless transition when they are no longer eligible for Medicaid. It is also available to individuals and families who are unable to obtain health insurance through their employer, Medicaid, or Medicare.

If you are interested in being part of the AmeriHealth Caritas Next Provider Network, please go to www.amerihealthcaritasnext.com/nc or contact providerrecruitmentnext@amerihealthcaritas.com. Our AmeriHealth Caritas Next plans in North Carolina feature qualified health plans at the Bronze, Silver and Gold metal levels with varying coverage and premium levels.



ACNC serves Medicaid beneficiaries in all 100 counties of North Carolina, represented in the six regions shown. AmeriHealth Caritas Next offers Marketplace plans to residents in 35 counties, outlined **in the map**.





Our Mobile Center was a centerpiece of an August Back-to-School event in Durham, which included immunizations, food and diaper distribution, school supplies and haircuts for kids. Durham Bulls mascot Wool E. Bull event made an appearance!



Ayanna Morris and Kendra Hinton, both Community Educators, joined Krisann at SouthLight Healthcare's Day of Recovery event in Raleigh.

Meeting our members where they are

As soon as our Mobile Wellness & Opportunity Center arrived in Raleigh in late July, it was on the road to serve members. The full-sized bus includes meeting space, two computer kiosks and a private treatment area, complete with a medical-grade refrigerator. Programming is similar to what is offered in our five regional Wellness & Opportunity Centers, including health education, health screenings and immunizations, and resume and job search support. The Mobile Wellness & Opportunity Center will primarily serve the greater Raleigh/Durham/Chapel Hill area, but it also is traveling across the state to reach members, with a special emphasis on outreach in more rural areas. If you would like to learn more, contact your **Provider Network Account Executive** for partnership opportunities. Visit our **community webpage** and look for **Wellness & Opportunity Centers** to find links to event calendars for all of our centers.

“I am very excited to have the opportunity to travel around our beautiful state of North Carolina,” said KrisAnn Winkler, Wellness Center Administrator. “I am enjoying meeting many wonderful people and utilizing the Mobile Wellness & Opportunity Center to assist our members with resources to further their health care journey.”

Helping members understand their benefits

Do you have a patient who is new to ACNC? We offer new member orientations monthly at our Regional Wellness & Opportunity Centers and via Zoom. Members are always welcome to reach out to Member Services with questions at **1-855-375-8811 (TTY 1-866-209-6421)**, 24 hours a day, seven days a week. We recommend new members thoroughly review the **member handbook** to have a good understanding of their **rights and responsibilities** as a patient.

Wellness & Opportunity Center calendar of events

Region 1

Asheville Wellness & Opportunity Center
216 Asheland Avenue
Asheville, NC 28801



SCAN ME

Region 2

Greensboro Wellness & Opportunity Center
3018 West Gate City Blvd
Greensboro, NC 27403



SCAN ME

Region 3

Charlotte Wellness & Opportunity Center
3120 Wilkinson Blvd., D-1
Charlotte, NC 28208



SCAN ME

Region 4 and Statewide Mobile Wellness & Opportunity Center



SCAN ME

Region 5

Fayetteville Wellness & Opportunity Center
4101 Raeford Road, Suite 100
Fayetteville, NC 28304



SCAN ME

Region 6

Greenville Wellness & Opportunity Center
1876 West Arlington Blvd
Greenville, NC 27834



SCAN ME



All Wellness & Opportunity Centers offer Healthy Cooking Classes. This one was held in Asheville in October.



During one of the regional baby shower events, multiple families enjoyed lunch, raffle prizes and resources at the Greensboro Wellness & Opportunity Center.



Members of the Region 3 Population Health and Community Outreach teams strategize at the Charlotte Wellness & Opportunity Center.

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