

AmeriHealth Caritas North Carolina (ACNC)

Non-Emergency Medical Transportation (NEMT)

This presentation is subject to change based upon new information received from NCDHHS.



Delivering the Next
Generation
of Health Care

Overview

Mission and Vision

North Carolina Medicaid

Medicaid Managed Care Program Overview

Non-Emergency Medical Transportation – ModivCare

Featured Education

Mission and Vision



AmeriHealth Caritas North Carolina is part of the AmeriHealth Caritas Family of Companies, one of the nation's leaders in health care solutions for those most in need.

Our mission

To help people get care, stay well, and build healthy communities. We have special concern for those who are poor.

Our vision

To be the 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.

North Carolina Medicaid

Medicaid may be available to people who are:

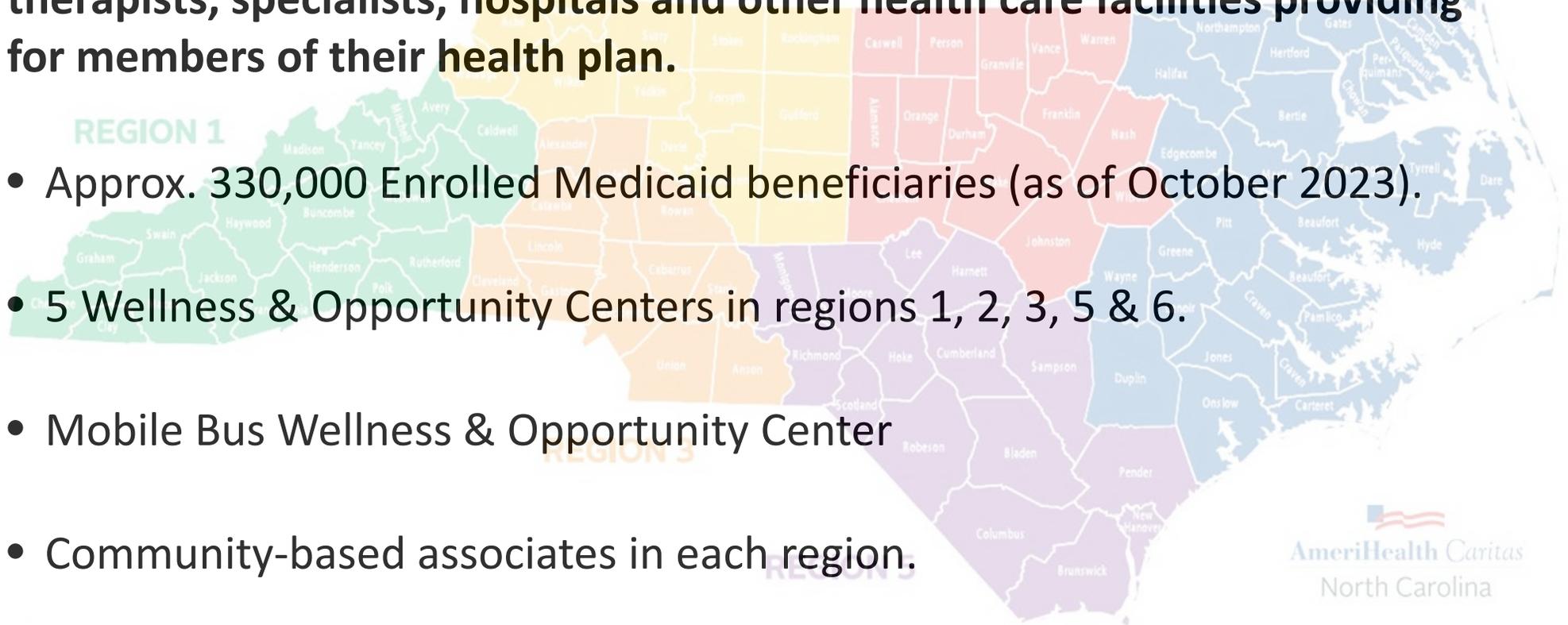
- Age 65 or older
- Blind or disabled
- Infants and children under the age of 21
- Pregnant
- Low-income individuals and families
- In need of long-term care
- Receiving Medicare

Source: https://ncgov.servicenowservices.com/sp_beneficiary?id=bnf_eligibility

Standard Plan - Medicaid Managed Care

ACNC is Standard health plan offering integrated physical health, pharmacy, care coordination, basic mental health and wellness programs. These services are administered through a provider network of doctors, therapists, specialists, hospitals and other health care facilities providing for members of their health plan.

- Approx. 330,000 Enrolled Medicaid beneficiaries (as of October 2023).
- 5 Wellness & Opportunity Centers in regions 1, 2, 3, 5 & 6.
- Mobile Bus Wellness & Opportunity Center
- Community-based associates in each region.
- Since May 2023, 70,000 contracted providers and provider groups.
- More than 400 associates state-wide.



Non-Emergency Medical Transportation - ModivCare

Providers can contact ModivCare directly for contracting.

Appointments

- Scheduled no later than two business days before the appointment.
- Not more than 30 days in advance.
- ModivCare normal business hours are Monday- Saturday 7am -6pm.

Types of transportation

- ModivCare taxis (varies by region).
- Public transportation (varies by region).
- Mileage reimbursement (once criteria is met).
- Reservations available 24/7/365.
- ModivCare **1-833-498-2262**.



Transportation Reimbursement

Members who have transportation or drive themselves to appointments can receive mileage reimbursement at the current IRS rate which is 65.5 cents per mile.

Those seeking reimbursement must complete a [paper form](#) or through the ModivCare app, available for smartphones.

Featured Education



Featured Education

1. [The National CLAS Standards:](#)

Culturally and Linguistically Appropriate Services in Health and Health Care were created to advance health equity, improve quality of care and eliminate health care disparities.

2. [Early Periodic Screening, Diagnostic and Treatment \(EPSDT\):](#)

PCPs are responsible for coordinating the medical needs of members according to the American Academy of Pediatrics (AAP) Bright Futures Periodicity Schedule or upon request at other times in order to determine the existence of a physical or mental condition.

3. [Long Term Service and Supports \(LTSS\):](#)

Receiving LTSS is a very personal matter. ACNC has a person-centered approach that integrates and coordinates primary, acute and behavioral health care with LTSS.

4. [Tribes of North Carolina:](#)

Outlines the American Indian healthcare journey and services available under NC Medicaid.

5. [Provider Orientation Training:](#)

This training (currently taking or reviewing) is offered monthly within 30-days of joining the ACNC network.

6. [Registering for and Using NaviNet:](#) demonstration using NaviNet to determine member eligibility and benefits, locate care gaps reports, file a grievance or appeal, inquire about claims status and how to handle prior authorizations online.

Please refer to the [provider manual](#) for a list of State trainings and attestation requirements.

Featured Education

[Into the Mouths of Babes \(IMB\)](#)

One-hour Continuing Medical Education (CME) session. Step-by-step guide found at [NCDHHS](#) website. Required before submitting for reimbursement.

[North Carolina Integrated Care for Kids \(NC InCK\) and the Alternative Payment Model](#)

Short training explaining the child-centered local service delivery structure and how integrated community-based services for children with an alternative payment model design improves outcomes.

[Submitting Electronic Claims](#)

ACNC accepts ANSI 5010 ASC X12 275 attachments (solicited and unsolicited) via our preferred vendor Change Healthcare. Spend 7 minutes and watch this self-paced [Medical Attachments video](#) on how to use the portal, making it easier to submit documentation with your claims.



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North Carolina