

Instructions for enrolling your Medicaid patients into Community Care of North Carolina/Carolina ACCESS

1. **REMEMBER:** Patients have freedom of choice. They do not have to choose you as their medical home. If they prefer to choose another provider or do not want to enroll, refer them to their caseworker at the department of social services.
2. Check the Medicaid card. If the patient is enrolled with another practice but requests to have your practice as their medical home, complete the enrollment form with the information for your practice.
3. Explain the benefits of being a member of Carolina ACCESS.
 - A medical home with a primary care provider (PCP). The medical home is a place for well check-ups, sick visits, treatment of special health care needs, etc.
 - Medical advice available 24/7. There is no need to go to the ER unless patients have a health care issue that will impact their life or health without immediate treatment.
 - Coordinated medical services so that patients receive necessary care either by the PCP or by a referral to a specialist. The PCP will help find the right specialist.
 - Arrangements for hospitalization when necessary
 - Care management services available through the CCNC/CA network.
4. Inform the patient of all services they can get without authorization of the PCP. These services are listed in the Member Handbook and also in the Basic Medicaid Billing Guide found on the DMA web site at: <http://www.ncdhhs.gov/dma/basicmed/>
5. Discuss any office policy. Include circumstances under which a member will be disenrolled.
6. Remind them to take their Medicaid card anytime they seek services.
7. Unless they are under 21 years old, receive Medicare, or are pregnant, they are limited to 22 medical visits and 8 visits to a chiropractor, podiatrist, or optometrist per state fiscal year (July 1 thru June 30). Remind them that they must be responsible for keeping up with their visits.
8. The Community Care of North Carolina/Carolina ACCESS Enrollment Form for Medicaid Recipients must be completed by a staff member with your practice on behalf of the recipient. Your Carolina ACCESS provider number should not be shared with the recipient.

**COMPLETE AN ENROLLMENT FORM AND HAVE THE PATIENT OR GUARDIAN SIGN.
MAIL OR FAX TO THE LOCAL DEPARTMENT OF SOCIAL SERVICES.**

ALWAYS GIVE YOUR PATIENT A CAROLINA ACCESS MEMBER HANDBOOK.

This book can be your guide when explaining the benefits and requirements of being a member of Carolina ACCESS. You can order handbooks by contacting the Division of Medical Assistance, Managed Care Section, at 919-855-4780 or faxing a request to the Managed Care Section at 919-715-0844 or 919-715-5235. Handbooks are available in English and Spanish