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LME-MCO Communication Bulletin #J233

Date: January 26, 2017

To: LME-MCOs

From: Deb Goda, Behavioral Health Unit Manager, Community Based Services, DMA and Mabel McGlothlen, Team Leader for System Performance and Project Management, DMH/DD/SAS

Subject: Recent Updates re: Medicaid Managed Care Final Rules: Network Provider Directory Changes due for implementation 7/1/17

This bulletin shares information distributed by CMS on January 20, 2017, regarding: *42 CFR 438.10(h)(1)(i) - (viii); 42 CFR 438.10(h)(2): I.C.4 Network Provider Directory* changes that need to be implemented by **July 1, 2017**.

I.C.4.01 - I.C.4.08 [Applies to Health Insuring Organizations (HIOs), Managed Care Organizations (MCOs), Prepaid Inpatient Health Plans (PIHPs), Prepaid Ambulatory Health Plans (PAHPs), Non-Emergency Medical Transportation Prepaid Ambulatory Health Plans (NEMT PAHPs), Primary Care Case Management (PCCM) entities]:

For each of the following provider types covered under the Medicaid contract (physicians, including specialists; hospitals; pharmacies; behavioral health providers; and Long-Term Services and Supports (LTSS) providers, as appropriate), the Medicaid contract requires the Managed Care Plan (MCP) to make the following information on the MCP's network providers available to the enrollee in paper form upon request and electronic form:

- Names, as well as any group affiliations
- Street addresses
- Telephone numbers
- Website URLs, as appropriate
- Specialties, as appropriate
- Whether network providers will accept new enrollees

- The cultural and linguistic capabilities of network providers, including languages (including ASL) offered by the provider or a skilled medical interpreter at the provider's office, and whether the provider has completed cultural competence training
- Whether network providers' offices/facilities have accommodations for people with physical disabilities, including offices, exam room(s) and equipment

If you have any questions, please contact Lisa Jackson at lisa.jackson@dhhs.nc.gov or 919-855-4383.

Previous bulletins can be accessed at: <http://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>

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