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LME-MCO Communication Bulletin #J267

Date: September 27, 2017

To: LME-MCOs

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

Subject: Invalid Social Security Numbers (SSN) in NCTracks

This bulletin outlines steps NCTracks will take for providers enrolled in NCTracks with invalid Social Security numbers (SSN).

In preparation for re-verification activities for Medicaid behavioral health providers, the Division of Medical Assistance (DMA) discovered several providers enrolled in NCTracks with an invalid SSN. This re-verification effort was described in [JCB #240 Medicaid Enrollment of New Behavioral Health Providers in NCTracks](#). This process ensures DMA is compliant with 42 CFR 438.608(b).

Communications will be sent to the impacted providers instructing them to contact NCTracks and correct the SSN on their record within 30 days of receipt of the letter. If the provider does not correct their record within the allotted timeframe, their record will be terminated and they will need to re-apply with NCTracks to continue participating in Medicaid and/or North Carolina Health Choice. Encounters associated with impacted providers will be denied when submitted to NCTracks.

A copy of the letter and a list of impacted providers is included in this bulletin. LME-MCOs are encouraged to reach out to any providers on this list who they contract with and encourage them to submit the requested information to NCTracks as soon as possible to prevent a disruption of services.

If you have questions, please contact Leslie Downes at Leslie.Downes@dhhs.nc.gov or 919-855-3206.

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

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