



NC Department of Health and Human Services

Joint DMH/DD/SAS & DHB (NC Medicaid) Update Call

North Carolina Providers

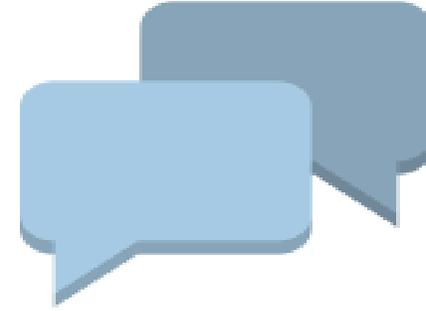
Thursday, June 2, 2022

Provider Resources

- NC Medicaid Ombudsman
Call **877-201-3750** or visit ncmedicaidombudsman.org Monday – Friday 8 a.m. to 5 p.m.
- Provider Ombudsman
Call **919-527-6666** or visit Medicaid.ProviderOmbudsman@dhhs.nc.gov
- NC Medicaid Help Center
 - Internal Team
 - Knowledge Center medicaid.ncdhhs.gov/helpcenter
 - Member Harm Process
- Health Plan Oversight
- Communication & Engagement with Stakeholders
- Provider Claims & Payment Supports
- Request to Move Process & Forms
 - <https://ncmedicaidplans.gov/submit-forms-online>
- Back Porch Chat
 - <https://public.3.basecamp.com/p/Pn8C41JMakRUDIHAAta1xdhB6>



Questions & Answers



Have a question, send it to us. The Division of Mental Health, Developmental Disabilities and Substance Abuse Services is working to centralize questions so we can ensure your questions are answered in a timely manner by the appropriate subject matter experts.

Comments, questions and feedback are welcome at:

- BHIDD.HelpCenter@dhhs.nc.gov
- Medicaid.Transformation@dhhs.nc.gov
- www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-abuse-services

Requests for presentations or to provide feedback:

Medicaid.NCEngagement@dhhs.nc.gov