



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

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LME-MCO Joint Communication Bulletin # J360

Date: April 22, 2020

To: Local Management Entities/Managed Care Organizations (LME-MCOs) and CAP-DA

From: Deb Goda, Behavioral Health Unit Manager, NC Medicaid
Renee Rader, Assistant Director for Policy and Program

Subject: Medicaid and Health Choice Enrollment Defect

In December 2019, it was brought to DHB's attention that the issue previously communicated in JCB J284 began occurring again. This issue was logged under defect #22984. Medicaid and Health Choice health plan participation was end-dated in the NCTracks system in error for 890 providers due to inactivity. Providers were terminated between 12/27/2017 and 2/9/2020, when the issue was fixed.

The Medicaid and Health Choice health plans for these providers have been reinstated as of March 31, 2020. If Medicaid was the only health plan included in the provider's record, then the system automatically terminated the entire provider record. With this scenario NCTracks will reinstate the providers entire record.

As a result of this error no MCO will be penalized for falling below the 95% threshold for paid encounters beginning on January 1, 2020. Penalties for a failure to meet this approval rate will not be assessed until after the period beginning April 1, 2020.

We have attached a list of providers who were impacted by this error. Please resubmit any claims that have been denied because of a missing health plan for any of these providers. If you have any additional questions, please call Adolph Simmons at (919) 855-4357 or e-mail at Adolph.Simmons@dhhs.nc.gov.

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

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