Who’s Who in North Carolina Medicaid

NCTracks Info
• NCTracks Main Call Center 1-800-688-6696
• Provider Enrollment and Trading Partner Agreements 1-800-688-6696
• Prior Approval Unit (Medical and Dental) 1-800-688-6696
• Pharmacy Prior Approval 1-866-246-8505
• E-mail Address NCTracksProvider@nctracks.gov
• NCTracks Automated Voice Response System (AVRS) 1-800-723-4337
• CSRA NCTracks Website http://www.nctracks.nc.gov
• CSRA Provider Services Field Representative (Wake and Johnston Counties):
  Monika Dudikova, Provider Services Field Representative
  Phone: 919-786-6615
  Email: Monika.Dudikova@csra.com

CSRA – Fiscal Agent contracted by DMA for Medicaid claims adjudication and payment via NCTracks
• Main CSRA Call Center telephone number 1-800-688-6696

Division of Medical Assistance
• DMA Recipient and Provider Services Consultant Chandra Lockley, Managed Care Consultant
  Phone: 919-855-4066
  Email: Chandra.Lockley@dhhs.nc.gov
• CARE-LINE Information and Referral Service for recipients, 1-800-662-7030 • Contact List by department & service:
  http://dma.ncdhhs.gov/providers/programs-services
• DMA Website http://dma.ncdhhs.gov/
• NC PASARR Website http://www.ncmust.com
• North Carolina Health Check Program
  Frank Skwara, NC Health Check / EPSDT Manager
  Phone: 919-986-9777
  Email: Frank.Skwara@dhhs.nc.gov

Carolinas Center for Medical Excellence (CCME) - contracted by DMA to review prior authorizations and to conduct post-payment validation review for outpatient specialized therapies (OST) and to be the independent assessment entity (IAE) to conduct personal care service (PCS) assessments, which include new referrals, continuation of service reviews, and change of status reviews.
• CCME 1-800-228-3365
  CCME Outpatient Specialized Therapies Website, http://www.thecarolinascenercenter.org/
Community Care of Wake/Johnston Counties (CCWJC)—An integral part of NC Medicaid managed care that provides care coordination, disease management protocols, chronic care initiatives, and pharmacy management to NC Medicaid and NC Health Choice beneficiaries.

- Website: [http://www.ccwjc.com](http://www.ccwjc.com)
- For additional information contact: Anne Morton, Provider Services Manager, Phone 919-896-1805 Email: amorton@wakedocs.org
- HealthCheck Coordinators-ensuring children have access to a medical home and to ensure children fully utilize their medical home for preventive and sick care services for age’s birth through 20 years.
- CCWJC HealthCheck Coordinators-serving recipients 0-20yos including Health Choice recipients 6-18yos
  - Caprice Johnson, phone: (919)830-7684
  - Maria Bates (bilingual) phone: (919)819-6249
  - You can contact the HCC coordinator(s) via email: HealthCheckGroup@wakedocs.org

Alliance Behavioral Health - the Managed Care Organization (MCO) that manages the public mental health, intellectual/developmental disability and substance abuse services for the citizens of Durham, Wake, Johnston and Cumberland counties. Alliance seeks to ensure that individuals who seek help receive quality services and supports that they are eligible to help them achieve their goals and live as independently as possible. These services are delivered by a network of private providers who contract with Alliance.

- Alliance Behavioral Health website: [http://www.alliancebhc.org](http://www.alliancebhc.org)
- 4600 Emperor Boulevard Durham, NC 27703 Phone: 919-651-8401
- 24-hour Access/Crisis Number: 800-510-9132

MedSolutions - contracted by DMA to review prior authorizations for certain radiology procedures including CT, MR, PET scans, and ultrasounds.

- MedSolutions 1-888-693-3211
- Fax Number 1-888-693-3210
- MedSolutions Website, [http://www.medsolutionsonline.com](http://www.medsolutionsonline.com)

Roche Diagnostics Corporation Diabetes Care - contracted by DMA to be N.C. Medicaid's preferred manufacturer for glucose meters, diabetic test strips, control solutions, lancets, and lancing devices.

- ACCU-CHEK Customer Care: 1-877-906-8969

Medicaid Prior Approval Vendors - This table is intended to help clarify which vendors process Prior Approvals for NCTracks:

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Page 1 Revised January 2017
<table>
<thead>
<tr>
<th>Vendor</th>
<th>PA Type</th>
<th>Contact Information</th>
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</thead>
<tbody>
<tr>
<td>CSRA</td>
<td>DME  Optical Hearing aids</td>
<td>Phone: 1-800-688-6696  Email:</td>
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<tr>
<td></td>
<td>Hearing aids</td>
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<td></td>
<td>Long Term Care</td>
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<td>Medical/Surgical</td>
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<td>MPW Ambulance</td>
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<td>Out Of State Ambulance</td>
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<td>Dental/Orthodontics</td>
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<td>Therapeutic Leave</td>
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<td></td>
<td>Pharmacy</td>
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<td></td>
<td>Phone: 1-866-246-8505</td>
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<tr>
<td>MedSolutions/eviCore</td>
<td>Radiology</td>
<td>Phone: 1-888-693-3211</td>
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<tr>
<td>Liberty</td>
<td>PCS</td>
<td>Phone: 1-855-740-1400</td>
</tr>
<tr>
<td>CCME</td>
<td>Outpatient Specialized Therapies</td>
<td>Phone: 1-800-228-3365</td>
</tr>
<tr>
<td>Beacon Health Options</td>
<td>Behavioral Health</td>
<td>Phone: 1-888-510-1150</td>
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</table>

Prior Approvals handled by State agencies - as outlined in the table below:

<table>
<thead>
<tr>
<th>State Agency</th>
<th>PA Type</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>DMA</td>
<td>Home Health Hospice PDN Transplants Out of State Medical/Surgical</td>
<td>Phone: 919-855-4260</td>
</tr>
<tr>
<td>DPH</td>
<td>Sickle Cell Program Infant Toddler Program (ITP)</td>
<td>Phone: 919-707-5000  For sickle cell: 919-707-5700  <a href="mailto:ncsicklecell@dhhs.nc.gov">ncsicklecell@dhhs.nc.gov</a></td>
</tr>
<tr>
<td>LME/MCO</td>
<td>Behavioral Health</td>
<td><a href="http://www.ncdhhs.gov/mhddsas/lmeonblue.htm">www.ncdhhs.gov/mhddsas/lmeonblue.htm</a></td>
</tr>
</tbody>
</table>

For the most current list of Prior Approval contractors, see the DMA Prior Approval webpage at http://dma.ncdhhs.gov/providers/programs-services/prior-approval-and-due-process .

If you have any questions about Prior Approval in NCTracks, please contact the NCTracks Call Center at 1-800-688-6696 or NCTracksProvider@nctracks.com .