Trillium
HEALTH RESOURCES

URGENT
NOTIFICATION FOR PROVIDERS

Update from NCTracks

COMPLETE TIMELY RE-VERIFICATION TO AVOID SUSPENSION AND TERMINATION

With the end of the federal public health emergency (PHE) re-verification requirements were reinstated. Providers for whom re-verification was delayed are being notified of their requirement to complete the re-verification process. Notifications are sent to the Message Center Inbox.

Please complete the re-verification process in a timely manner. Failure to respond to the verification requirements will result in the provider's suspension and termination from the program. You have 70 calendar days to submit your re-verification application to avoid suspension.

For more information and helpful information about re-verification visit the NCTracks Re-credentialing/Re-verification page and the "Provider Reverification Process Update- March 15, 2023" Medicaid Bulletin article on DHB's bulletin article website.

ENSURE WORK HISTORY IS COMPLETED CORRECTLY

A common issue with applications for re-verification is related to the work history section of the application.

If there is a gap of six months or more between job entries, the provider must **write, sign, and date** an explanation of the gap in their work history. This explanation document must be uploaded to the 'Upload Documents' page in the application.

*Note: For work history gap explanations- faxed, digital, electronic, scanned, or photocopied signatures are acceptable. However, signature stamps are **NOT** permitted.

NEW MEDICAID BULLETIN ARTICLES AVAILABLE AS OF JULY 5

The NC Division of Health Benefits (DHB) has recently published new Medicaid Bulletin articles:

- ♻ Making Care Primary Model Provider Update – July 3, 2023 - Includes an overview of the newest Center for Medicare and Medicaid Innovation payment model for Medicare, NC Medicaid's involvement and timelines.

Providers are encouraged to review this information. All bulletin articles, including those related to COVID-19, are available on DHB's Medicaid Bulletin webpage.

NCTracks Home

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URGENT NOTIFICATIONS FOR NETWORK PROVIDERS