Medicaid Transformation

North Carolina's Medicaid Managed Care transformation is scheduled to go live July 1, 2021. CMEP has worked with NC Medicaid and the individual PHPs to understand how this will impact our utilization management of the CME. Below are some frequently-asked questions about how this will impact reimbursement for child medical evaluations.

Q: Will my process for submitting documentation to the CMEP office for enhanced Medicaid reimbursement change?
A: No, the process will remain the same. Providers will continue to submit all required documentation to CMEP, which verifies that components of the service have been met and uploads the CMEP-authorized Checklist for CME Reporting (DMA-1061) in the CMEP Provider Portal for the provider to send to the PHP along with the accompanying 99499 claim for processing. Claims for reimbursement of services not covered by CPT code 99499 should be submitted directly to the PHP.

Q: Who will submit the 99499 claim to the patient's PHP?
A: It is the responsibility of the provider to submit the claim to the patient's PHP.

Q: Are the PHPs aware of and/or ready for the enhanced reimbursement for 99499?
A: Yes, CMEP leadership has been working closely with Medicaid to continue current processes.

Q: What happens if our patient is enrolled with a PHP we are not contracted with? Is payment reduced to 90% for out of network providers?
A: No, payment is not reduced. If it is, CMEP needs to be made aware so that we can inform Medicaid leadership.

Q: Does the CPT Code 99499 require pre-authorization from the PHP?
A: As long as the child has been referred for a CME by CPS or DCDEE, pre-authorization is not required.

Q: What should I do if I have a question about a claim?
A: First, contact the patient's PHP. Should the issue not be resolved or there is consistent issue across the PHPs, providers can utilize the Medicaid Provider Ombudsman by emailing Medicaid.ProviderOmbudsman@dhhs.nc.gov or calling 866-304-7062.

Fact Sheets on Medicaid Managed Care Claims Submissions, shared by the NC Pediatric Society:

What Providers Need to Know about Medicaid Managed Care Claims Submissions (including verifying eligibility and getting a prior authorization
https://files.nc.gov/ncdma/NCMT-Provider-FactSheet-Claims-Routing-Part-1-20210315.pdf

Claims Submission FAQ (including payment cycles)
https://files.nc.gov/ncdma/NCMT-Provider-FactSheet-Claims-Routing-Part-2-FAQ-20210315.pdf