November 16, 2015

Dear North Carolina Health Care Association:

The Centers for Medicare and Medicaid Services requires that all Medicaid providers are revalidated (recredentialed) at least every five years. This is to ensure that provider enrollment information is accurate and current. The provider’s credentials and qualifications will be evaluated to ensure that they meet professional requirements and are in good standing. The recredentialing process also includes a criminal background check on all owners and managing relationships associated with the provider record.

Every active NCTracks Provider must be recredentialed. However, shortly after NCTracks implementation in 2013, this process was suspended due to the backlog of pended provider managed change requests. Beginning November 2015, the recredentialing process will be reinstated.

Providers will receive a recredentialing/reverification letter, or an invitation via their NCTracks secure portal in-box or e-mail, when they are scheduled to begin the recredentialing process. This process is completed in the “Status and Management” section of the NCTracks Provider Portal under the section titled “Re-verification.” A reverification application will only appear when it is time to reverify. Providers are required to pay a $100 application fee for recredentialing/reverification.

**Recredentialing is not optional**. It is crucial that all providers who receive a recredentialing notice promptly respond and begin the recredentialing process. Providers will receive a recredentialing letter 45 days before their recredentialing due date. If the provider does not complete the recredentialing process **within the allotted** **45 days,** **payment will be suspended** until the recredentialing process is completed. The provider will also receive a termination notice. If the provider does not complete the recredentialing process within thirty (30) days from payment suspension and termination notice, **participation in the N.C. Medicaid and Health Choice Programs will be terminated**. Providers must submit a re-enrollment application to be reinstated.

Please notify your association members of the state’s intent to take action against providers that **do not respond** to their recredentialing notice. Information, including a link to a provider user guide with step-by-step instructions to complete the recredentialing process, is available on the NCTracks Provider Recredentialing/Reverification web page at <https://www.nctracks.nc.gov/content/public/providers/provider-recredentialing.html>. Providers in need of additional assistance may contact CSC at 800-688-6696.

Sincerely,



Dave Richard