

# PROVIDER TRANSITION GUIDE

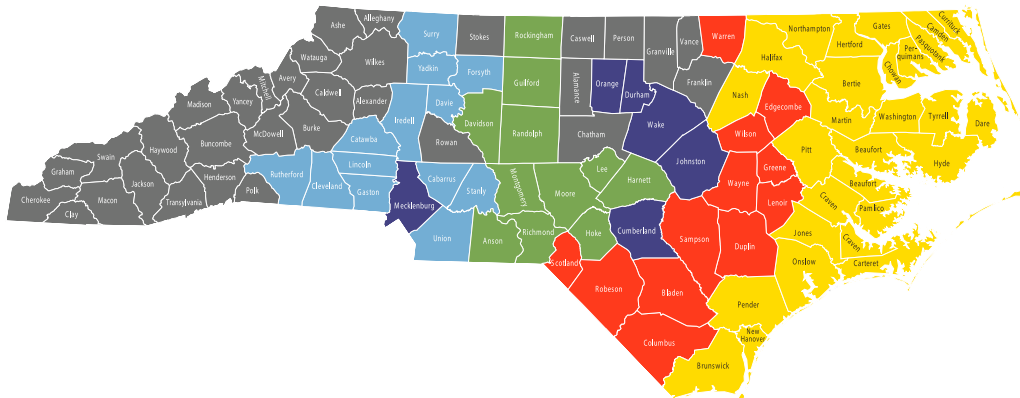
## Consolidation Timeline

Providers will continue to work with Cardinal Innovations until their county's realignment date. After the realignment date, providers should contact their new LME/MCO with any questions.



## County Realignments

Providers will continue to work with Cardinal Innovations until their county's realignment date. After the realignment date, providers should contact their new LME/MCO with any questions.



- Alliance Health:** Cumberland, Durham, Johnston, **Orange, Mecklenburg** and Wake.
- Eastpointe:** Duplin, Edgecombe, Greene, Lenoir, Robeson, Sampson, Scotland, **Warren**, Wayne, and Wilson.
- Partners Health Management:** Burke, **Cabarrus**, Catawba, Cleveland, **Davie, Forsyth**, Gaston, Iredell, Lincoln, Rutherford, **Stanly**, Surry, **Union** and Yadkin.
- Sandhills Center:** Anson, **Davidson**, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph, Richmond and **Rockingham**.
- Trillium Health Resources:** Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Currituck, Dare, Gates, **Halifax**, Hertford, Hyde, Jones, Martin, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Tyrrell and Washington.
- Vaya Health:** **Alamance**, Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, **Caswell, Chatham**, Cherokee, Clay, **Franklin**, Graham, **Granville**, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, **Person**, Polk, **Rowan, Stokes**, Swain, Transylvania, **Vance**, Watauga, Wilkes and Yancey.

\*Counties listed in **blue** are from the Cardinal Innovations service region.

## Provider Contracts with Cardinal Innovations

### Counties transitioning to Vaya Health:

For providers serving counties transitioning to Vaya and currently in good standing with Cardinal Innovations, there is no action needed. Contracts for providers who are currently enrolled in Medicaid will automatically transfer to Vaya on the scheduled consolidation date. Therefore, there's no need to terminate an active contract with Cardinal Innovations.

*More information about contracts for state-funded services coming soon.*

### Counties transitioning to another LME/MCO:

Providers in any county not transitioning to Vaya will need to contact their respective new LME/MCO to request a contract.

## Authorizations

### Inpatient Hospitalization Providers:

Continue to submit all initial and reauthorization requests as normal via our Provider Portal until the relevant transition date. These requests will be included in the authorization transfer from Cardinal Innovations to the new LME/MCO if the authorizations cross over on the transition date.

### All other providers:

- Continue to submit reauthorization requests into Provider Portal until **one week** prior to the transition date.
- Less than a week prior to transition, providers will need to hold all future reauthorization requests for members until their realignment date.
- In the event an initial authorization request is required during the week prior to transition under Cardinal Innovations, please submit that via Provider Portal as normal. This authorization will transfer with all others on the transition date under the new LME/MCO.
- Begin submitting all future and continued authorization requests to their new LME/MCO on their transition date.

### Cardinal Innovations will:

- Provide authorization reports to providers every two weeks and on the transition date.
- Provide all current authorizations for members to the new LME/MCO as requested.
- Complete all current pending authorizations in the GuidingCare system and provide those to the new LME/MCOs for transition.

### Billing & Claims:

Before submitting a claim, providers affected by a county transition are encouraged to:

1. Verify member eligibility through NCTracks with every visit.
2. Confirm which LME/MCO serves the county where the member receives Medicaid coverage from.
3. Review the date of service (DOS).
  - If the DOS is before a transition date, submit the claim to Cardinal Innovations through Provider Direct.
  - If the DOS is on or after a transition date, confirm that the authorization has been transferred and the member is enrolled with the new LME/MCO. Submit the claim to the new LME/MCO.

If a claim is denied, first check the DOS.

- If the DOS is before the realignment date, call the Cardinal Innovations Provider Line at 1-855-270-3327.
- If the DOS is after the realignment date, call the new LME/MCO for assistance.

## Contacting Your LME/MCO

### Alliance Health

Provider Helpdesk: 1-919-651-8500

Provider Network: [www.alliancehealthplan.org/providers](http://www.alliancehealthplan.org/providers)

### Cardinal Innovations Healthcare

Provider Line: 1-855-270-3327

Realignment and Consolidation Information: [www.cardinalinnovations.org/County-Realignments](http://www.cardinalinnovations.org/County-Realignments)

### Eastpointe Human Services

Provider Help Desk: 1-800-513-4002

Provider Network: [www.eastpointe.net/provider](http://www.eastpointe.net/provider)

### Partners Health Management

Provider Help Desk: 1-877-864-1454 – 4 – 1 or email [PNAS@partnersbhm.org](mailto:PNAS@partnersbhm.org)

Provider Network: [providers.partnersbhm.org](http://providers.partnersbhm.org)

### Sandhills Center

Provider Help Desk: 1-855-777-4652 or email [providerhelpdesk@sandhillscenter.org](mailto:providerhelpdesk@sandhillscenter.org)

Provider Network: [www.sandhillscenter.org/for-providers](http://www.sandhillscenter.org/for-providers)

### Trillium Health Resources

Provider Help Desk: 1-855-250-1539 or email [NetworkServicesSupport@TrilliumNC.org](mailto:NetworkServicesSupport@TrilliumNC.org)

Provider Network: [www.trilliumhealthresources.org/for-providers](http://www.trilliumhealthresources.org/for-providers)

### Vaya Health

Provider Line: 1-828-225-2785 ext. 1512 or email: [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com)

Provider Network: [providers.vayahealth.com](http://providers.vayahealth.com)