

NORTH CAROLINA MEDICAID PARTNER QUICK REFERENCE GUIDE



PROVIDER SERVICES CONTACT NUMBER

Toll Free: 1-877-398-4145



PROVIDER PORTAL

Website: partnersbhm.org/tailoredplan/providerconnect

- Prior Authorization Tool
- Provider Manual
- Provider Bulletin
- Provider Alerts
- Resources
- Access Member Information
- Submit and manage claims through single sign on to Alpha+

PRIOR AUTHORIZATIONS / NOTIFICATIONS

ProAuth is Partners platform for authorization submission through our secure provider portal, ProviderCONNECT. Providers will be given instructions to access ProAuth when they join the network and access ProviderCONNECT.

- Phone: 1-877-398-4145
- Physical Health Fax: 336-527-3208
- I/DD Fax: 704-884-2690
- MHSU Fax: 704-884-2701
- AST Fax: 704-884-2703



PROVIDER DISPUTES

Partners has a process in place which allows providers to dispute an adverse action/decision and receive a timely response.

- Website: partnersbhm.org/tailoredplan/providers/appeals-submissions/
- Must be filed within 30 calendar days from Partners Notice of Action filing
- Appeals may be filed by:
 - Calling 1-877-398-4145
 - Mail to: Partners Health Management, c/o Provider Disputes, 901 S. New Hope Road, Gastonia, NC 28054
 - Email to: provider_disputes@partnersbhm.org



CLAIMS / EDI

- Medicaid claims should be submitted within 365 days from date of service.
- State Benefit claims should be submitted within 90 days from date of service.
- Claims can be submitted via:
 - ProviderCONNECT to submit claims in Alpha+ for Medicaid Tailored Plan Behavioral Health and State Benefits
 - ProviderCONNECT to submit claims in Availity for Medicaid Tailored Plan Physical Health claims
 - Mail physical health claims to: Partners Health Management Claims, PO Box 8002, Farmington, MO 63640-8002
- Questions:
 - Phone: 704-842-6486
 - Fax: 704-854-4203



MEMBER SERVICES / ELIGIBILITY

- Check member eligibility via:
 - Secure web portal: partnersbhm.org/tailoredplan/providerconnect
 - Provider Line: 1-877-398-4145


MEMBER CARE

Our Member Services team can help find and navigate resources and services for members. Partners has a dedicated website with information to ensure best outcomes.


- Website: partnersbhm.org/tailoredplan/members/
- Member and Recipient Services Line: 1-888-235-4673
- MemberCONNECT, our secure member portal, access from the website home page
- Pyx Health: partnersbhm.org/member-education/#Pyx-Health

ID CARDS

Front

 PARTNERS Improving Lives. Strengthening Communities. SM	Member ID Card Partners Tailored Plan 901 S. New Hope Rd. Gastonia, NC 28092 www.partnersbhm.org
Name: Medicaid ID#:	
Date Issued:	
PCP Information: PCP Name: PCP Address: PCP Phone: This card is not a guarantee of eligibility, enrollment or payment	RxBIN: 025052 RxPCN: MCAIDADV RxGRP: RX22AC Pharmacy: 1-866-453-7196

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Important Contact Information/Información importante de contacto	
Member and Recipient Services/Servicio para miembros y destinatarios (7 am-6 pm EST).....	1-888-235-4673, TTY: 711
Partners MemberCONNECT.....	www.partnersbhm.org
24-Hour Nurse Line/Línea de enfermería las 24 horas.....	1-888-369-2452
24-Hour Behavioral Health Crisis Line/Línea de crisis de salud conductuales 24 horas.....	1-833-353-2093
If you suspect a doctor, clinic, home health service or any other kind of medical provider is committing Medicaid fraud, report it. Call 919-881-2320.	
For a medical emergency, go to the nearest emergency room or call 911.	
Prescriber Services (7 am-6 pm EST).....	1-866-453-7196
Provider Services (7 am-6 pm EST).....	1-877-398-4145
 Partners	

PHARMACY

Pharmacy services are provided through our partner, CVS.

- Website: partnersbhm.org/tailoredplan/pharmacy/
- Partners Toll Free Pharmacy Line: 1-866-453-7196
- CVS Pharmacy Phone: 877-817-2184
- CVS Pharmacy Fax: 866-255-7569
- CVS Pharmacy Speciality FAX: 866-249-6155

The Preferred Drug List, Prior Authorization Criteria and forms may be found at: partnersbhm.org/tailoredplan/pharmacy/pharmacy-medication-prior-authorization/

Physician Administered Drug Program (PADP) information may be found at: partnersbhm.org/tailoredplan/pharmacy/pharmacy-medication-prior-authorization/

- PADP Phone: 1-877-398-4145
- PADP Fax: 1-336-527-3208

NURSE LINE

Partners 24-hour, toll-free nurse line for questions or concerns about a member's health, symptoms or medication.

Toll Free: 1-888-369-2452

BEHAVIORAL HEALTH CRISIS

Partners' 24-hour, toll-free crisis line for members who may be experiencing a crisis, having thoughts of hurting themselves or others, or any other behavioral health crisis.

Toll Free: 1-833-353-2093

TRANSPORTATION

ModivCare can help with arranging non-emergency medical transportation to and from medical appointments or other medically necessary appointments. Providers may schedule rides for members by calling or faxing the Facility numbers. If providers have questions or concerns, they should call the Transportation Provider line.

- Toll Free Facility Line: 1-855-397-3606
- Toll Free Facility Fax: 1-855-397-3607
- Transportation Provider Line: 1-855-397-3604

INTERPRETER SERVICES

Language Line offers interpreter services over the phone or in person by appointment as needed.

Phone: 1-877-398-4145

FRAUD, WASTE AND ABUSE

Partners has a dedicated line to report incidences of concerns about fraud, waste and abuse.

Alert Line: 1-866-806-8777

Website: partnersbhm.org/fraud-and-abuse/