

Eligibility and Enrollment

Eligibility and Enrollment (E&E) is part of the Access to Care Department. E&E provides assistance to the Access to Care Department with eligibility and enrollment issues, appointment status reconciliation, and department fax processing.

The Eligibility and Enrollment staff perform the following tasks:

- Process Appointment Reconciliation Reports
- Process enrollments requests submitted by providers
- Process update requests submitted by providers
- Process Medication Assistance Requests submitted by providers
- Provide CNDs numbers to providers for NC Topps (upon request)
- Process Provider Generated Discharge Requests
- Process System Generated Discharges
- Manage court orders for Forensic Evaluations and Multidisciplinary Evaluations
- Review and distribute faxes to the Access to Care staff. Types of faxes processed are:
 - o Special Project Enrollment Forms (SPEF)-admission forms from three-way contract hospitals
 - o Regional and Referral Forms(RRF)- forms for referrals to state hospitals
 - o Primary Care Physician Referrals
 - o Medication Assistance Requests
 - o Forensic Evaluation Court Orders
 - o Multidisciplinary Evaluation Court Orders

Frequently Asked Questions and Answers

Q: Medicaid Eligibility is showing in NC Tracks but not in Alpha?

A: Check to verify that the Medicaid eligibility program code is covered under the Medicaid B Waiver. Also, verify that the Medicaid eligibility is part of Partners' eight county catchment area (Burke, Catawba, Cleveland, Gaston, Iredell, Lincoln, Surry, and Yadkin counties). If eligibility is still in question contact E&E staff for assistance.

Q: Incorrect Medicare or private insurance eligibility showing in Alpha?

A: Check NC Tracks under TPL (Policy Search & Medicare Search options) for eligibility information. Questions concerning Medicare or private insurance may be submitted as a client update request in Alpha. If necessary, contact E&E staff for forms and contact numbers for insurance eligibility corrections.

Q: Unable to find consumer record in Alpha?

A: Search by: Last Name, First Name, DOB or SSN- Do not use both DOB and SSN in search. If still unable to find record contact any E&E Staff.

Frequently Asked Questions and Answers (continued)

Q: Consumer has duplicate records?

A: Contact E&E staff

Q: Incorrect admission /state effective dates?

A: Check Provider Operations Manual (page 84) for enrollment submission deadline information. Needed changes may be submitted through as a client update request in AlphaMCS.

Q: Incorrect NC Tracks Benefit plans (Target Pops)

A: Target pop additions or changes may be submitted through as a client update in AlphaMCS.

Important Links

Special Project Enrollment Forms for 3-way hospital contract admissions can be found at:

<https://providers.partnersbhm.org/hospitals-working-partners/>

Provider Operations Manual:

<https://providers.partnersbhm.org/wp-content/uploads/2017/11/11152017Partners-Provider-Operations-Manual.pdf>

Who to Contact in {Eligibility and Enrollment}

Eligibility and Enrollment Supervisor:

Sandy Palfreeman – spalfreeman@partnersbhm.org or 336-527-3211

Enrollment Requests and Medication Assistance Requests:

Kathi Carroll – kcarroll@partnersbhm.org or 704-884-2569

Update requests: Virginia Jolly – vjolly@partnersbhm.org or 336-527-3253

Medicaid Eligibility & Duplicate Records:

Debbie Eldridge – deldridge@partnersbhm.org or 336-527-3234

Provider Generated Discharge Requests and CNDS number requests:

Cindy Combs – ccombs@partnersbhm.org or 336-527-3209

Special Project Enrollment Forms (Hospitals) and Appointment Status Reconciliation:

Michelle Phillips – mphillips@partnersbhm.org or 336-527-3203

Forensic Evaluation Court Orders and Multidisciplinary Evaluation Court Orders:

Michele Russell – mrussell@partnersbhm.org or 336-527-3262