

# Day One Provider Quick Reference Guide for Tailored Plans

## VERIFICATION OF ELIGIBILITY AND PLAN

- **NCTracks** — Providers can verify eligibility and managed care enrollment through the NCTracks Recipient Eligibility Verification function available in the secure Provider Portal.
- **Real Time Eligibility Verification Method**
  - a. Log into the [NCTracks Provider Portal](#)
  - b. Follow the Eligibility > Inquiry navigation
  - c. Populate the requested provider, recipient and time period information
- **NCTracks Call Center:** 800-688-6696

## QUALITY AND PROVIDER PORTAL / PROVIDER SERVICES AND SUPPORT

**Alliance Health** — <https://alliancehealth.okta.com> **Provider Services:** 855-759-9700

**Eastpointe** — [www.eastpointe.net](http://www.eastpointe.net) **Provider Services:** 888-977-2160

**Partners** — [partnersbhm.org/tailoredplan/providerconnect](http://partnersbhm.org/tailoredplan/providerconnect) **Provider Services:** 877-398-4145

**Sandhills** — <https://alphaplusshc.com/portallogin> **Provider Services:** 855-777-4652

**Trillium** — <https://www.ncinno.org/> **Provider Services:** 855-250-1539

**Vaya** — [providers.vayahealth.com/provider-portal](http://providers.vayahealth.com/provider-portal) **Provider Services:** 866-990-9712

**NC Medicaid Provider Playbook** — [medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care](http://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care)

**AHEC Practice and Support** — 919-445-3508, [Practicesupport@ncahec.net](mailto:Practicesupport@ncahec.net)

## PRIOR AUTHORIZATIONS

**Alliance Health** — **Online:** <https://www.alliancehealthplan.org/tp/providers/clinical-resources/>,  
**Phone:** 855-759-9700, **Pharmacy:** 855-759-9300

**Eastpointe** — **Online:** [www.eastpointe.net](http://www.eastpointe.net), **Phone:** 888-977-2160, **Pharmacy:** 800-913-6190

**Partners** — **Online:** [partnersbhm.org/tailoredplan/providers/providerconnect/](http://partnersbhm.org/tailoredplan/providers/providerconnect/) **Phone:** 877-398-4145, **Pharmacy:** 877-817-2184

**Sandhills** — **Online:** <https://alphaplusshc.com/portallogin>, **Phone:** 800-241-1073,

**Pharmacy:** 888-846-1062

**Trillium — Online:** [www.trilliumhealthresources.org](http://www.trilliumhealthresources.org), **Phone:** 855-250-1539 **Pharmacy:** 833-726- 7628

**Vaya — Online:** [providers.vayahealth.com/authorization-billing](http://providers.vayahealth.com/authorization-billing), **Phone:** 828-225-2785 ext.1513,  
**Pharmacy:** 866-990-9712

*\*All pharmacy lines will go live on Sept. 1, 2023.*

## CLAIMS

**Alliance Health — Online:** <https://alliancehealth.okta.com>, **Phone:** 919-651-8500

**Eastpointe — Online:** [www.eastpointe.net](http://www.eastpointe.net), **Phone:** 888-977-2160

**Partners — Online:** <https://id.partnersbhm.org/>, **Phone:** 704-842-6486

**Sandhills — Online:** [www.support.sandhillscenter.org](http://www.support.sandhillscenter.org), **Phone:** 855-777-4652

**Trillium — Online:** <https://www.ncinno.org/>, **Phone:** 855-250-1539

**Vaya — Online:** <https://providers.vayahealth.com/provider-portal/>, **Phone:** 828-225-2785 x 1259

## NON-EMERGENCY MEDICAL TRANSPORTATION & NON-EMERGENCY AMBULANCE TRANSPORTATION

**Alliance Health, Sandhills, Trillium and Vaya —** ModivCare Health Care Provider Line: 855-397-3606, ModivCare Transportation Provider Line: 855-397-3604

**Eastpointe —** Transportation Provider Line: 252-270-8601

**Partners —** Transportation Provider Line: 855-397-3604

*\*If you are helping a member arrange transportation, call the PHP Member Services line on the member's Medicaid ID card.*

## PROVIDER OMBUDSMAN

NC Medicaid Managed Care Provider Ombudsman —

**Phone:** 866-304-7062, **Email:** [Medicaid.ProviderOmbudsman@dhhs.nc.gov](mailto:Medicaid.ProviderOmbudsman@dhhs.nc.gov)

## PHP QUICK REFERENCE GUIDE LOCATION

- **Alliance Health :** <https://www.alliancehealthplan.org/providers/network/provider-quick-reference-guide/?swpmtx=4b06e772e09b52200fe6111acc0674d8&swpmtxnonce=e69c49951c>
- **Eastpointe :** <https://www.eastpointe.net/providers/>
  - *Fact sheet can be found under the Eastpointe Contact Fact Sheet tab*
- **Partners :** <https://www.partnersbhm.org/wp-content/uploads/partners-health-management-quick-reference-guide.pdf>
- **Sandhills :** <https://www.sandhillscenter.org/for-providers/>
  - *Fact sheet can be found under the Quick Reference Guide – Excel File tab*

- **Trillium** : <https://www.trilliumhealthresources.org/sites/default/files/docs/Medicaid-Transformation-Provider/Trillium-Tailored-Plan-Quick-Reference-Guide.pdf>
- **Vaya** : <https://providers.vayahealth.com/resources/vaya-quick-reference-guide/>

