JOB AID
Advanced Medical Home (AMH) Tier Attestation

OVERVIEW

This Job Aid will guide providers on completing the Advanced Medical Home (AMH) Tier Attestation.

AMH TIER ATTESTATION OVERVIEW

The North Carolina Department of Health and Human Services (DHHS) is transitioning its Medicaid and Health Choice programs from a predominantly fee-for-service delivery system to managed care.

The goal of DHHS is to improve the health of North Carolinians through an innovative, person-centered and well-coordinated system of care that addresses medical and non-medical drivers of health. Care management is foundational to the success of North Carolina's health care system for Medicaid enrollees, supporting high-quality delivery of the right care at the right place, and at the right time in the right setting.

North Carolina is building upon the success of the statewide primary care case management system with the implementation of the AMH program.

The AMH is North Carolina's new framework for care management under Medicaid managed care in which practices can choose to take a primary responsibility for care management.

For more information on Medicaid Transformation, refer to https://www.ncdhhs.gov/medicaid-transformation. For more information on the AMH program and policies, visit the AMH website at https://Medicaid.ncdhhs.gov/advanced-medical-home.

Using the NCTracks AMH Attestation, providers will be able to modify or attest to their tier status and define their role in the care management program.

In preparation for the AMH program, North Carolina will implement a system process on September 9, 2018 which will assign AMH certification to existing Community Care of North Carolina/Carolina ACCESS (CCNC/CA) providers based on their current CCNC/CA status. The effective date of the assignment is September 1, 2018.

There are currently different levels of CCNC/CA participation. A practice can be enrolled as a CA provider and not have a contract with their local CCNC network. This is a CA I provider. A practice enrolled as a CA provider that also has a contract with their local CCNC network is a CA II provider.

- Effective September 1, 2018, practices currently enrolled as CA I will be grandfathered into the AMH program with an AMH Tier 1 status.
- Effective September 1, 2018, practices currently enrolled as CA II will be grandfathered in with an AMH Tier 2 status.
- In addition, beginning October 1, 2018, CA practices can attest to a higher AMH tier using the new Attestation portal in NCTracks.
- If the provider is satisfied with the status that they are grandfathered into, then no other actions are required.

- If the provider would like to enter a higher tier, then the Office Administrator (OA) can complete the AMH Attestation via the NCTracks secure Provider Portal.
- Practices grandfathered into AMH Tier 1 can attest to Tier 2 and then Tier 3 if they choose, during a single visit to the Attestation portal.
- Practices grandfathered into AMH Tier 2 can attest to Tier 3.
- Newly enrolling practices approved for CA will default to an AMH Tier 2 level and can then attest to Tier 3 in the Attestation portal.
- Providers/Service Locations enrolled with an AMH Tier Level 3 can downgrade to an AMH Tier Level 2.
- An AMH Tier Level 2 downgrade request is effective the first day of the following month. **Note**: No credentialing is required and the update is made upon submission.
- No additional tier-level changes are allowed for the affected Provider/Service Location until after the effective date of the new tier level.

AMH Tier 3 is the highest level of AMH attestation currently. If a provider wants to be an AMH Tier 3 practice, the OA must complete the AMH Attestation via the NCTracks secure Provider Portal. AMH Tier 3 is entirely new and allows the provider to be paid for providing care management to their patients.

Note: CA participation can be added to a provider record during initial enrollment or via a Manage Change Request (MCR). Please refer to the How to Enroll, Update or Terminate CCNC/CA Managed Care Plans job aid located on the NCTracks public portal.

Once the provider record updates are approved, the provider will be assigned their tier level and will have the option either to enter a higher tier status or to change tier status, through the NCTracks AMH Attestation.

ACCESS THE NCTRACKS SECURE PROVIDER PORTAL

NCTracks is accessed through an internet browser such as Internet Explorer. Open a supported web browser and access the NCTracks site at https://www.nctracks.nc.gov.

From the NCTracks Home page, select the **Providers** tab.

Select the **NCTracks Secure Portal** link to the right.

To log in to the NCTracks Provider Portal, enter your NCID as your User ID; then enter your Password. Select **Log In**.
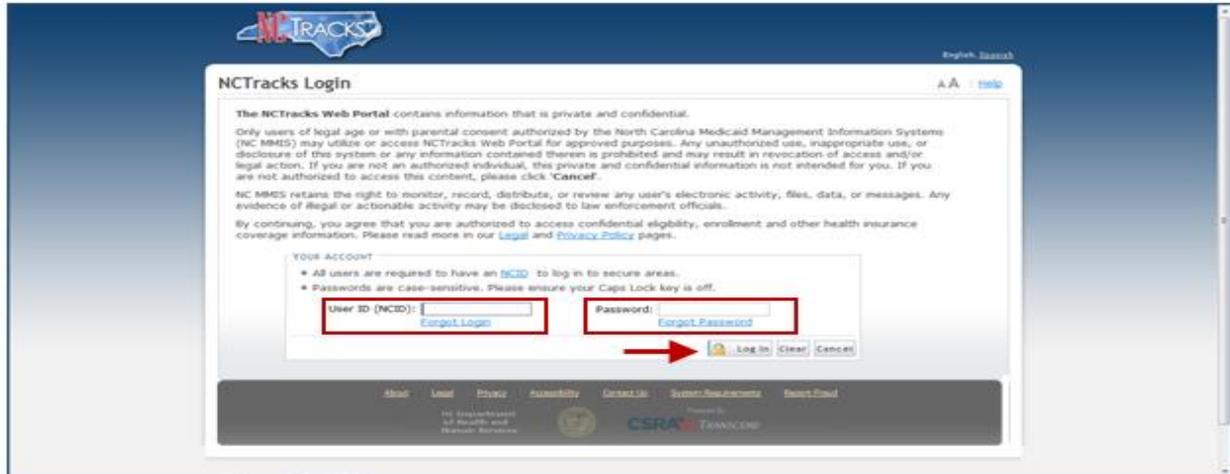
STATUS AND MANAGEMENT PAGE

Once the OA has logged in to the secure Provider Portal, the OA will navigate to the Status and Management page.
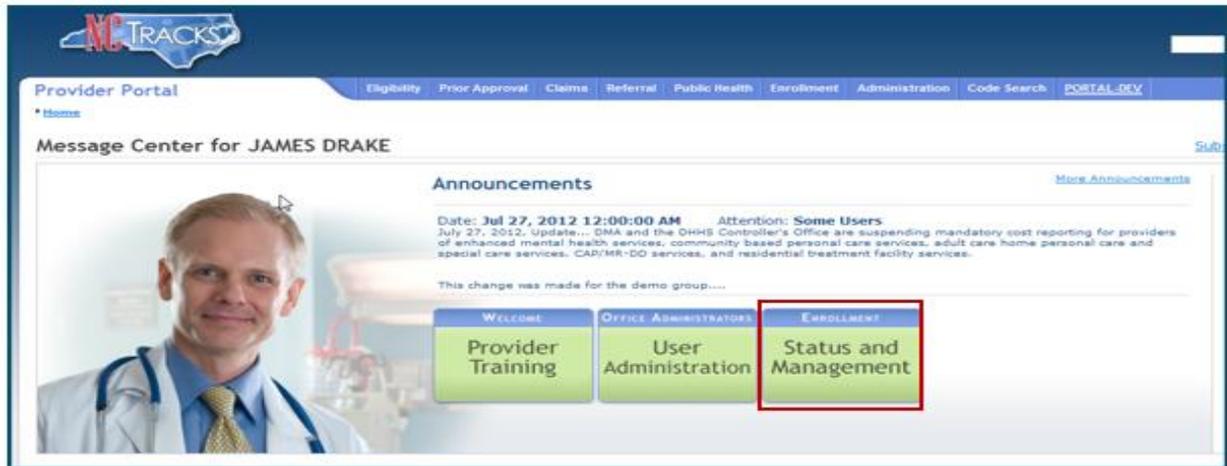
From the Status and Management page, select the **Advanced Medical Home Tier Attestation** hyperlink from the **Quick Links** section.

Note: The Secure Provider Portal is only available to currently enrolled providers. Only providers actively enrolled in CCNC/CA will be able to access the AMH Tier Attestation.

AMH TIER ATTESTATION

The OA will be presented with National Provider Identifiers (NPIs) that qualify for the AMH Attestation based on their current enrollment information.

If the user is not an OA or does not have any active tier providers, they will receive a message that states "Only users who are Office Administrators for Advanced Medical Home Tier providers will see data on this page". It further instructs them to contact the NCTracks Call Center for additional information at 800-688-6696.

For more information on adding or updating your CA participation, please refer to the How to Enroll, Update or Terminate CCNC/CA Managed Care Plans job aid located on the NCTracks public portal.

A drop-down menu will allow the OA to select the NPI for which the attestation is being submitted.

Select the NPI from the drop-down menu.

Once the NPI is selected, select the service location from the drop-down menu if multiple service locations under this NPI participate in CA.

The attestation for an NPI with multiple participating CA locations will need to be repeated for each location if applicable.

ATTESTATION PROCESS FOR TIER 1 PRACTICES OR TIER 2 ATTESTATION PROCESS

This page provides information on the current tier status and gives the OA the option to attest to a higher tier.

In this example, the location is identified with a Tier 1 status. The OA must answer all questions marked with an asterisk (*).

Answering **No** to the Tier 2 Attestation indicates that the location wishes to remain an AMH Tier 1 provider.
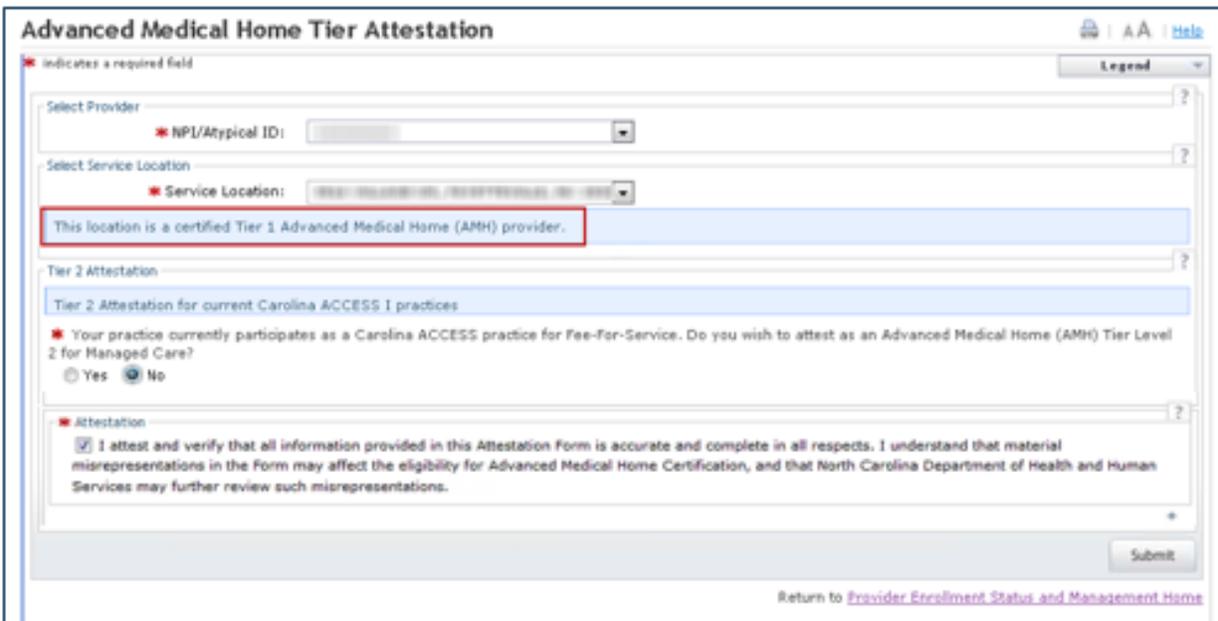
Answering **Yes** to the Tier 2 Attestation requires that the OA also answers **Yes** or **No** to the option of upgrading to Tier 3. Even though the question is not marked with an asterisk, an answer is required.

Once all questions have been answered, attest to the tier assignment by selecting the attestation checkbox.

Select **Submit** to submit the form.

Upon successful submission of the AMH Attestation, the OA will receive a confirmation that the form was submitted successfully. The OA will be provided a hyperlink to download a PDF version of the submitted attestation.

The lower section of the page allows the OA to submit additional attestations for other service locations assigned to the OA.

TIER 3 ATTESTATION

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Once the NPI is selected, select the service location from the drop-down menu if multiple service locations under this NPI participate in CA.

The attestation for an NPI with multiple participating CA locations will need to be repeated for each location if applicable.

If the practice wishes to upgrade from a Tier 2 status to a Tier 3 status, additional information about the practice will need to be provided through a series of questions. The provider's responses to the questions on this page may not automatically result in a tier upgrade.

Once all the questions are answered, the OA should select the attestation checkbox and submit the form.

Upon successful submission of the attestation form, one of the following confirmation messages will be received.

- "Successful submission NOT resulting in a Tier 3 AMH status" message. This means that the respondent completed all the required fields, but some of the information provided did not meet criteria for Tier 3 status.

- "Successful submission resulting in a Tier 3 AMH status" message. This means that the respondent completed all the required fields, and all the information met Tier 3 criteria.
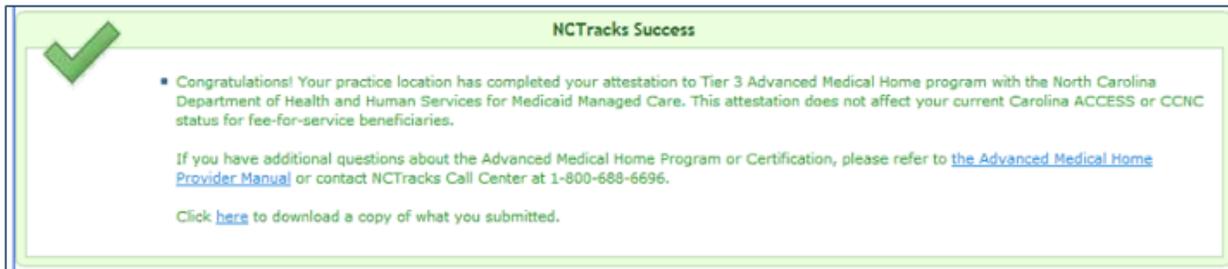
ERROR MESSAGE

If an incomplete attestation form is submitted or if the answers provided do not satisfy the Tier 3 criteria, the OA will receive the following error message. Select **Cancel** to return to the form and address any incomplete information. If satisfied with the information provided, select **OK** to continue with the form submission.
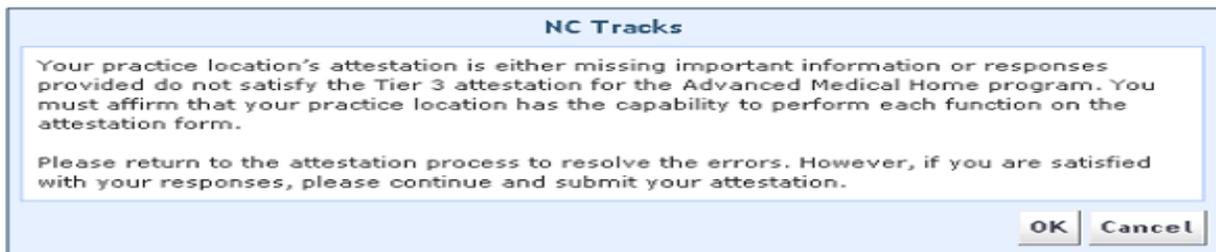
DOWNGRADE TIER 3 ATTESTATION

When the provider/location is certified a Tier 3 AMH provider as of the current date, a message stating 'This location is a certified Tier 3 Advanced Medical Home (AMH) provider.' displays.

The Tier 2 Downgrade Attestation section displays the question 'Do you wish to downgrade to AMH Tier Level 2?'. The user is able to select Yes or No to answer the questions.

Note: Only AMH Tier Level 3 providers may downgrade, and only to an AMH Tier Level 2.

The system defaults to No; therefore, the user is able to navigate through the AMH Tier Attestation process and not change their AMH Tier Level.
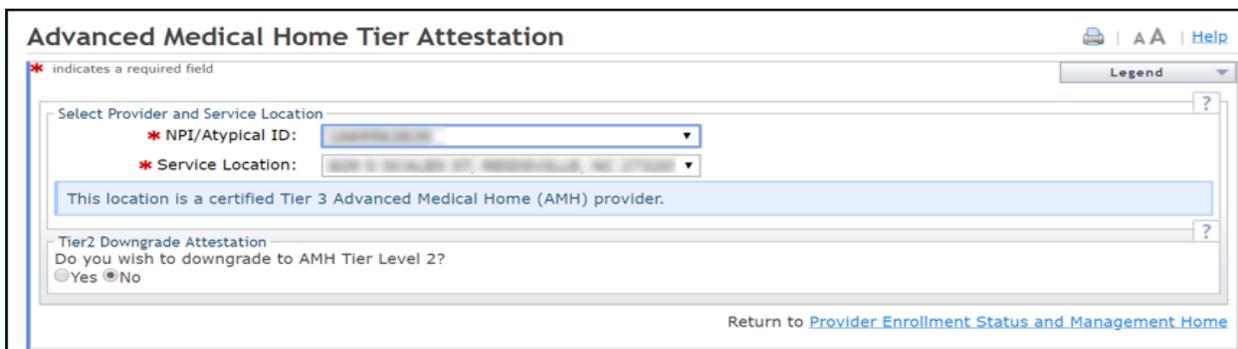
If the user selects Yes, the following message displays.

'Upon submission, NCTracks will set your AMH Tier to a Level 2 with a Begin Date of MM/DD/YYYY. Once you click the Submit button, you will not be able to attest to a higher tier until MM/DD/YYYY'.

This indicates that the effective date of the change is the first day of the following month. Therefore, both the current AMH tier 3 level end and the downgrade to AMH tier level 2 will become effective once the change is submitted.

This process must be repeated for any other NPI and/or location for which a downgrade is desired.

Note: No credentialing is required and the update is made upon submission.

The user is then able to select Submit. Once a request is submitted, no additional tier level changes are allowed for the affected NPI and location until the effective date of the new tier level.

Upon successful submission of your AMH Tier Level Attestation downgrade, the user receives a confirmation that the form was submitted successfully. The user is provided a hyperlink to download a PDF version of the submitted attestation and a hyperlink to access the Advanced Medical Home Provider Manual.

The manual is located on the NC DHHS website under the Medicaid Transformation section. Once you have navigated to the Medicaid Transformation page, select the Advanced Medical Home Program hyperlink and then navigate to the AMH Provider Manual.

Upon completion of a successful downgrade request submission, the provider will receive a notification of the change to their email address.