

## 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 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.

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 to enter a higher tier status through the NCTracks AMH Attestation.

### ACCESS THE NCTRACKS SECURE PROVIDER PORTAL

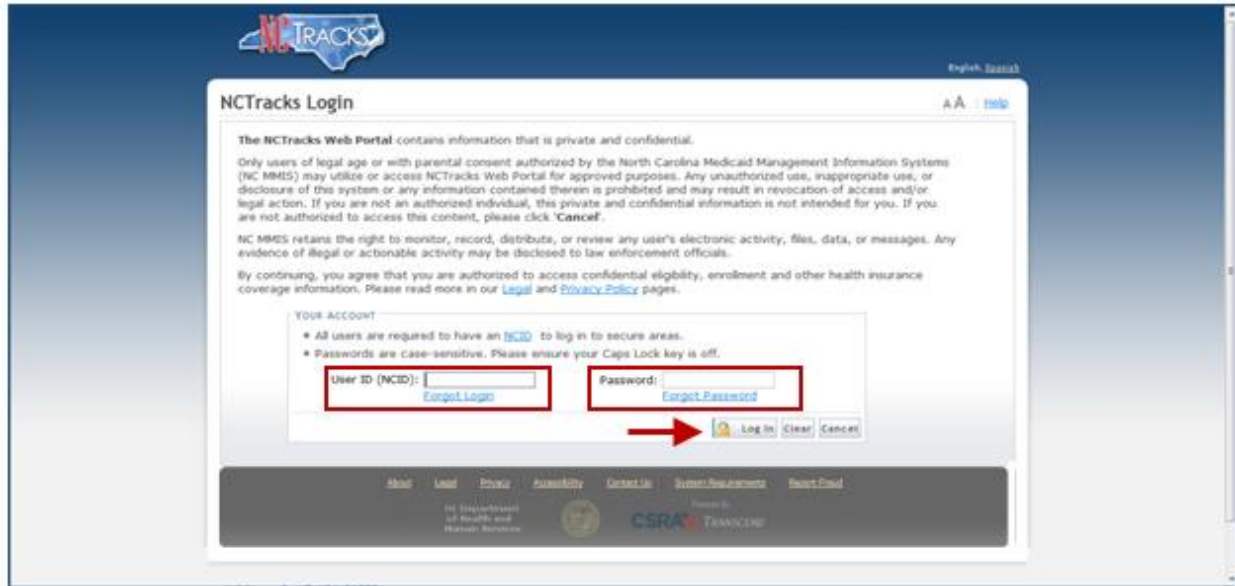
NCTracks is accessed through an internet browser such as Internet Explorer. Open a supported web browser and access the NCTracks site at <https://www.nctracks.nc.gov>.

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.

**Provider Portal**

Eligibility | Prior Approval | Claims | Referral | Code Search | **Enrollment** | Administration | Payment | Trading Partner | Consent Forms

Home | Status and Management

**Contact Information**  
 If you have any questions regarding completion of Provider Enrollment, please contact CSRA Call Center.  
 Phone: 800-688-6696  
 Fax: 855-710-1965  
 Email: [NCTracksprovider@nctracks.com](mailto:NCTracksprovider@nctracks.com)

**Quick Links**  
[Online Application](#)  
[Advanced Medical Home Tier Attestation](#)  
[Provider Enrollment Home](#)  
[PE Supportive Information](#)  
[PE Terms and Conditions](#)  
[Reassign Existing Draft Applications](#)

**Status and Management**

Welcome to Provider Enrollment Status and Management  
 Please choose from the options below to manage your enrollment status.

**SUBMITTED APPLICATIONS**

Below is the status of applications you have submitted.  
 If status is Payment Pending, we have received initial confirmation from Paypoint that your payment was confirmed; it may take up to 48 hours to verify the payment. If status is Pay Now, your NC Application Fee payment was not made or failed; click Pay Now to make payment.

NPI/Atypical ID	Name	Application Type	Submit Date	Status
[REDACTED]	[REDACTED]	Enrollment	03/09/2012	In Review
[REDACTED]	[REDACTED]	Enrollment	03/09/2012	Abandoned
[REDACTED]	[REDACTED]	Enrollment	03/09/2012	In Review
[REDACTED]	[REDACTED]	Enrollment	03/01/2012	In Review

**SAVED APPLICATIONS**  
 NO DATA FOUND

**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.

**Advanced Medical Home Tier Attestation**

\* indicates a required field

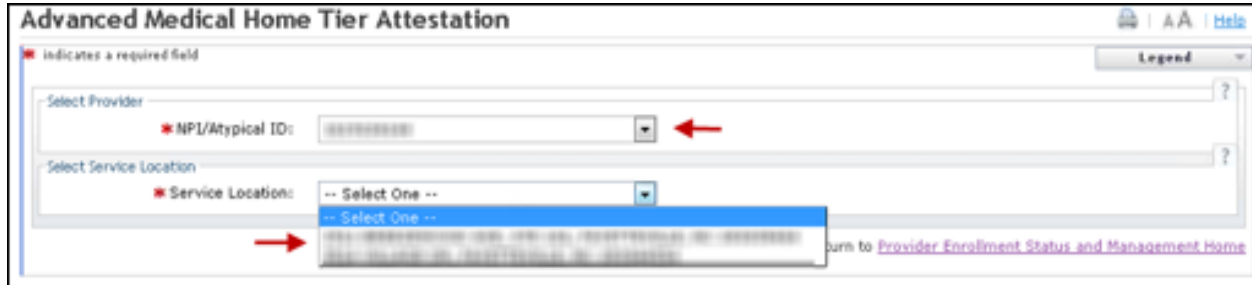
Select Provider

\* NPI / Atypical ID: -- Select One --

Return to [Provider Enrollment Status and Management Home](#)

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.

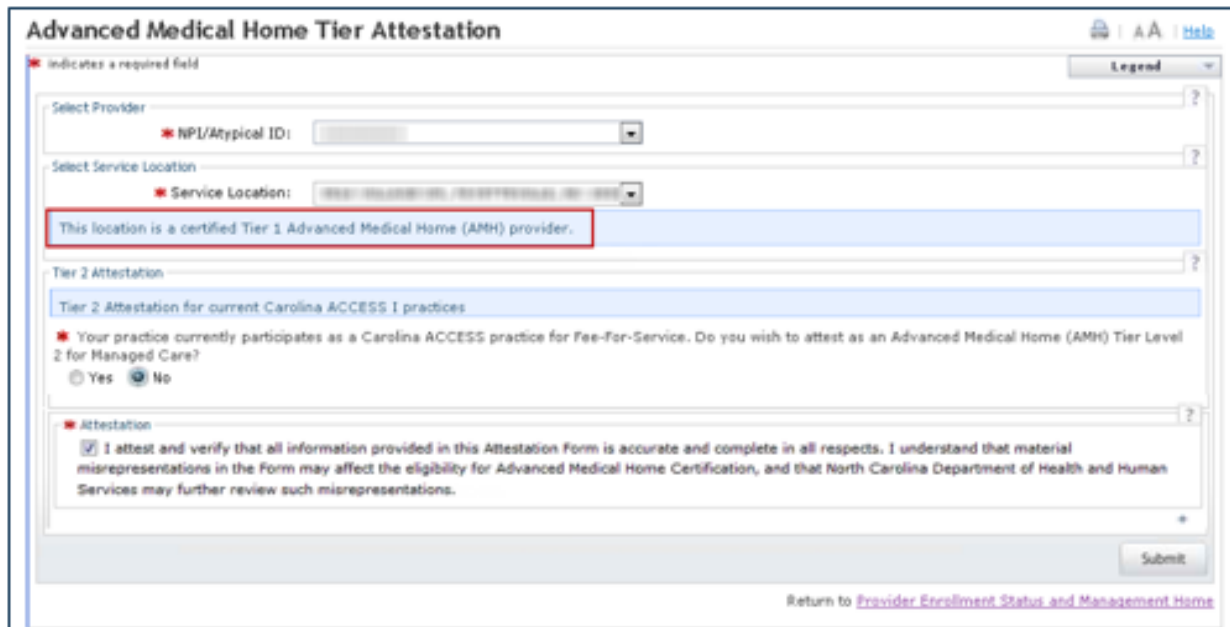


### ATTESTATION PROCESS FOR TIER 1 PRACTICES OR TIER 2 ATTESTATION PROCESS

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 as well as a fee-for service CA provider.



Answering **Yes** to the Tier 2 Attestation requires that the OA also answers **Yes** or **No** to the option of attesting 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

The OA will be presented with 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.

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.



If the practice wishes to attest 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 the placement of a higher tier.

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

### Advanced Medical Home Tier Attestation

■ indicates a required field

Select Provider:

Select Service Location:

This location is a certified Tier 2 Advanced Medical Home (AMH) provider.

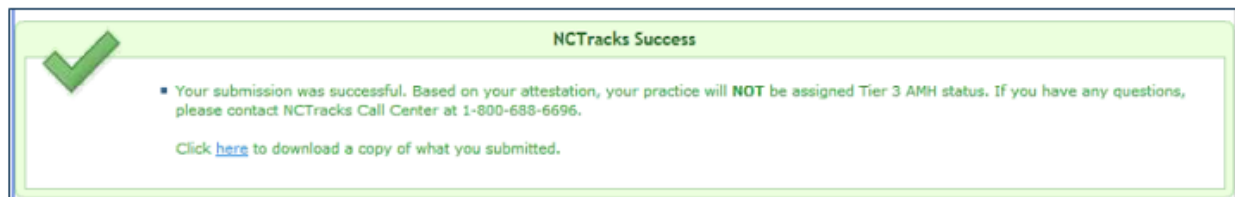
Tier 2 Required Attestations

Tier 2 AMH practices must be able to risk stratify all emancipated patients. To meet this requirement, the practice must attest to doing the following:

1. Does your practice emancipate the practice population?  
 Yes  No
2. Is your practice able to ensure that assignment/attribution lists transmitted to the practice by each potential PHP are reconciled with the practice's panel list in the clinical system of record?  
 Yes  No
3. Does your practice have a method for ensuring that the panel list is kept up to date?  
 Yes  No
4. Does your practice use a consistent method to assign and adjust risk status for each emancipated patient?  
 Yes  No
5. Can your practice use a consistent method to combine risk scoring information received from PHPs with clinical information/clinical judgment to score and stratify the patient panel?  
 Yes  No
6. Can your practice apply clinician judgment to PHP risk scores for all patients, not just high-risk/high-need patients?  
 Yes  No
7. To the greatest extent possible, can your practice ensure that the method is consistent with the state's program policy of identifying "priority populations" for care management?  
 Yes  No
8. Can your practice ensure that the whole care team understands the practice's risk scoring methodology (even if this involves only clinician judgment at the practice-level) and applies the method consistently?  
 Yes  No
9. Can your practice review and refine the risk stratification method periodically over time and when new information is received?  
 Yes  No

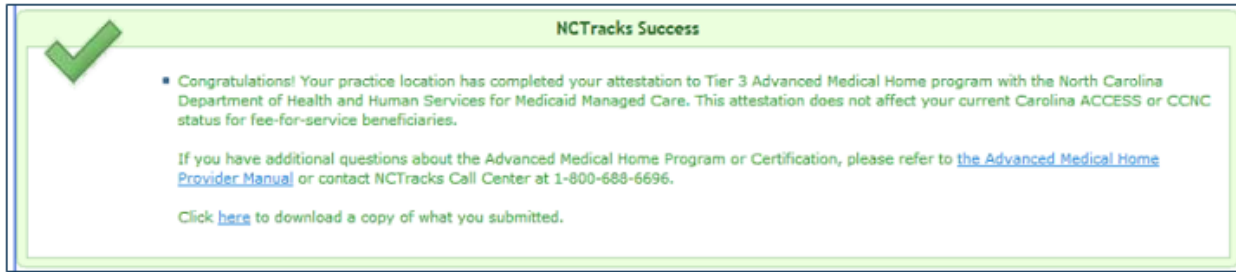
Upon successful submission of the attestation form, one of the following confirmation messages will be received.

“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.

