Frequently Asked Questions
North Carolina Medicaid & Health Choice Provider Pre-Enrollment Site Visit

1. Why was I (our group) chosen for a site visit?

Answer: The Medicaid site visit is required by federal and North Carolina state law for specific moderate and high-risk provider service types. PCG does not determine who is required to complete a site visit.

2. How long will the site visit take?

Answer: The site visit will take approximately 60-90 minutes for most provider types. Please note, if you are a Non-Emergency Medical Transportation (NEMT) provider, the site visit may last up to 2 hours depending on how many drivers you have on staff.

3. Who will conduct the site visit?

Answer: Public Consulting Group (PCG) is an independent company contracted by the State of North Carolina to conduct the North Carolina Medicaid site visits. PCG’s site visit teams consist of one (1) to two (2) fully qualified representatives who will be wearing government issued ID badges. The site assessor(s) will gladly sign a HIPAA confidentiality waiver whenever requested by a provider.

4. Who should be present for the site visit?

Answer: The provider or the authorized agent/designee must be present for the site visit and is required to show a government issued form of identification. In addition, it is a good rule of thumb to have anyone available from your organization who performs a Medicaid task as part of their function. This may include, but is not limited to, your HR Specialist, Billing Specialist, Compliance Manager, Office Manager, Practice Manager, and Administrator. Supporting staff can be available by phone or virtual communication during the site visit if needed to answer questions. Please note, per North Carolina Division of Health Benefits (DHB), audio and video recording may not take place during the site visit. Surveillance cameras are ok.

5. If I call to schedule a site visit and leave a message, how long will it be before someone returns my call?

Answer: The scheduling team requests 24 to 48 hours for a return call.
6. What questions will be asked during the site visit?

**Answer:** Site visit questions may cover the following areas:

- Owner Background
- Administrative
- Provider Self-Audits
- Medicaid Billing
- Medicaid Clinical Coverage Policy
- HIPAA Awareness & Compliance
- Individual training and eligibility where applicable
- Medicaid Transportation Manual (NEMT only)
- Employee Documentation (NEMT only)

7. What documents or access will I need to have available at the time of the site visit?

**Answer:** The provider will need to have the following available when the site visit team arrives:

- Internet access
- Corporate Compliance Plan or Policies and Procedure Manual
- Medicaid Clinical Coverage Policy - specific to the service you provide
- Medicaid Transportation Manual (NEMT only)
- Employee Documentation (NEMT only)

8. May we see a copy of the questions that might be asked during the site visit?

**Answer:** Site visit questions are compiled by the State of North Carolina and are designed to cover all provider service types. The State has not granted permission to PCG to release the site visit questions. In addition, all questions may be subject to change at any time.

9. The provider has undergone a Medicare site visit within the last 5 years. Does this exempt us from a Medicaid site visit?

**Answer:** Possibly. Please forward the following items to the PCG scheduling team to find out for sure. Required proof of previous Medicare site visit includes:

- Site visit acknowledgement from Centers for Medicare & Medicaid Services (CMS) - dated and signed.
- Your letter of approval from CMS (dated) received after your Medicare site visit.
- Please email NC_Medicaid_Provider_Screening@pcgus.com or simply attach the required documents and reply to this email. The PCG scheduling team will review the documents and email or call you back. Documentation must clearly state the individual applicant’s or group applicant’s name, NPI, and site visit address.
10. How long will it take for my North Carolina Medicaid provider application to be processed once the site visit is completed?

Answer: Should you have any questions regarding the status of your application, please contact GDIT/NCTracks at 1-800-688-6696.

11. I have submitted my application for many different groups and/or individuals OR for an individual provider that will be performing Medicaid services at multiple locations. Will PCG need to conduct a site visit in every instance and/or at every location?

Answer: A site visit is required at each active location listed in NCTracks. The scheduling team will need to verify with the provider and discuss this further when scheduling the site visit appointments. Circumstances may vary.

12. What is the policy if I cancel or reschedule my site visit?

Answer: Per the State of North Carolina, should you choose to cancel, reschedule or not show up for this scheduled site visit, unless there is an emergency, PCG is required by the State to attach a “failure” result to the provider record. This record will be sent to GDIT/NCTracks as a fail and, the provider will then have to re-submit their application to Medicaid to start the process over.

13. Who should I call or email to inquire about the North Carolina Medicaid site visit requirement or any additional questions?

Answer: You can contact the PCG Medicaid scheduling team the following ways:

- Call 1-877-522-1057 and select Option 1; OR
- Email the scheduling department at NC_Medicaid_Provider_Screening@pcgus.com

14. Who should I call or email to inquire about the North Carolina Medicaid online training requirement?

Answer: You can contact the PCG Medicaid training team the following ways:

- Call 1-877-522-1057 and select Option 2; OR
- Email the training department at NCDMA_Medicaid@pcgus.com