

## HOW TO BECOME AN ENDORSED PROVIDER

Please go to the following website to learn about Endorsement:

<http://www.ncdhhs.gov/mhddsas/stateplanimplementation/providerendorse/index.htm>.

**NEW: DMH has tripled the endorsement time frames:**

### **BUSINESS ENTITY VERIFICATION**

- a. Endorsing Agency shall notify the provider regarding the status of the business entity verification within **60 calendar days** following receipt of the endorsement application;
- b. If additional information is needed to complete the business verification process, the provider will have **30 calendar days** from the date of notice requesting additional information to submit those materials to the Endorsing Agency;
- c. If the **30 calendar day timeline** is met, the Endorsing Agency shall evaluate the material and notify the provider within **30 calendar days** the status of the business entity verification review;
- d. If the required information is not received within the **30 calendar day timeline**, the Endorsing Agency shall notify the provider that the information was not timely received and the business entity verification is denied.

**SERVICE ENDORSEMENT:** *provider must successfully complete three steps in order to achieve site/service endorsement (i.e. Desk Review, Clinical Interview, and Onsite Review)*

- a. The Endorsing Agency shall perform a desk review of each service the provider seeks to provide within review within **60 calendar days**, from the date of the Endorsing Agency sends notification that the provider organization meets business entity verification requirements;
- b. If additional information is needed to complete the desk review process, the provider will have **30 calendar days** from the date of the notice requesting additional information to submit those materials to the endorsing agency;
- c. If the required information is not received within the **30 calendar day timeline**, the endorsing agency shall notify the provider that the information was not timely received and that the endorsement is denied;
- d. If the **30 calendar day timeline** is met, the endorsing agency shall evaluate the materials and notify the provider within **30 calendar days** of the receipt of the additional information regarding the status of the desk review portion of the service endorsement process.
- e. The Endorsing Agency shall complete the clinical interview within **60 calendar days** of the notification of the completion of a successful desk review.
- f. The Endorsing Agency shall notify the provider within **30 calendar days** following the clinical interview regarding the status of the clinical interview portion of the endorsement review.
- g. The onsite review shall be completed within **60 calendar days** of the notification of the completion of a successful clinical interview.
- h. The Endorsing Agency shall notify the provider regarding the status of the onsite review portion of the endorsement process within **30 calendar days** following the onsite review.

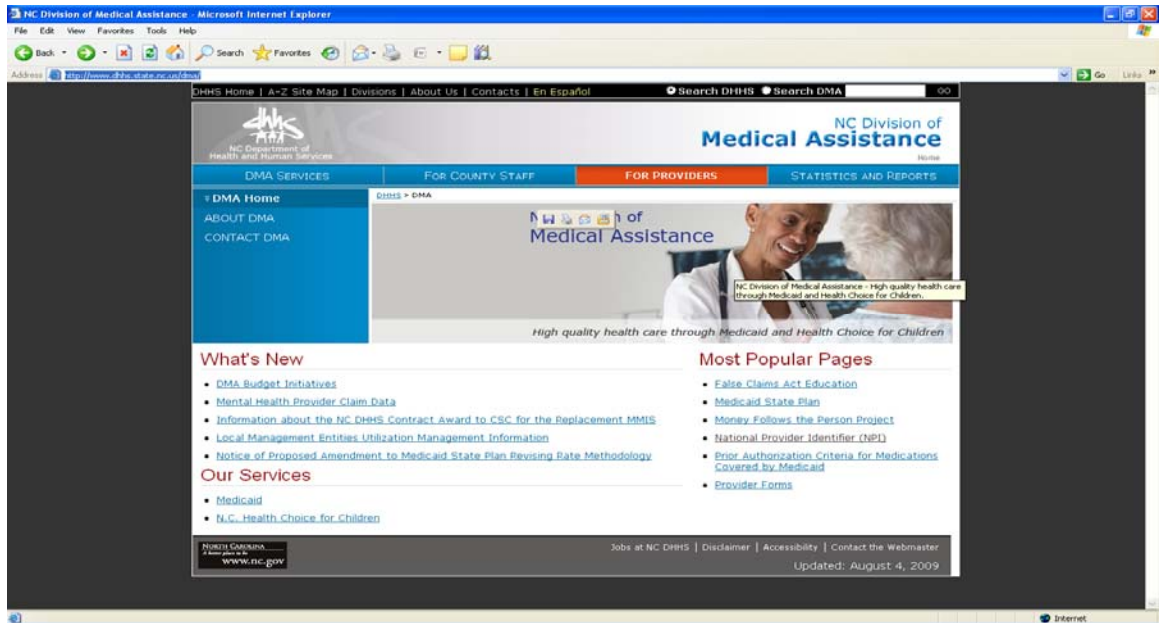
*\*If a provider fails to meet business entity verification, the provider must wait 6 months before re-applying for business entity verification with any endorsing agency. A provider that achieves business entity verification but fails to meet site/service specific requirements must wait 6 months to re-apply for that service with that specific endorsing agency.*

Current & Prospective providers should read and review the following:

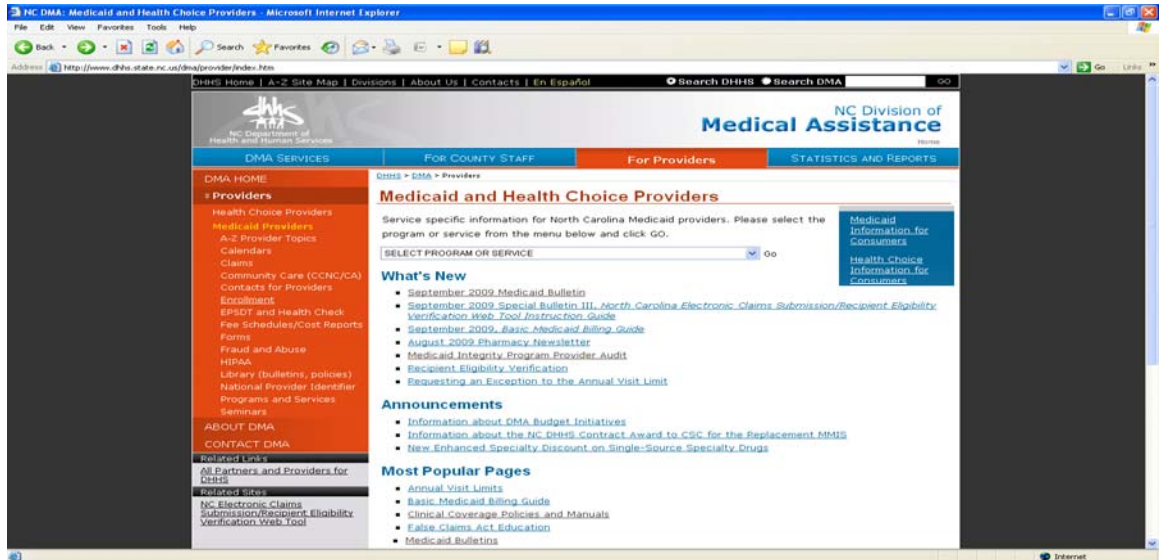
- 1) **NEW** Endorsement Policy, which can be found at:  
<http://www.ncdhhs.gov/mhddsas/stateplanimplementation/providerendorse/endorseprocedure/lme102-providerendorsepolicy1-1-11.pdf>
- 2) The sample Memorandum of Agreement (MOA)
- 3) The applicable service checksheets for the service(s) your agency would be interested in providing. The agency should complete a self audit of their agency prior to submitting their application to the LME.
- 4) Division of Medical Assistance Clinical Policy 8 A found at  
<http://www.dhhs.state.nc.us/dma/mp/8A.pdf>
- 5) Core Rules Self Study Checklist found in the "FORM" section at  
<http://www.ncdhhs.gov/mhddsas/stateplanimplementation/providerendorse/index.htm>
- 6) The following four manuals: These manual contain rules and regulations required for providing MH/DD/SAS services:
  - a. [Rules for MH/DD/SA Facilities & Services](#)  
**APSM 30-1**
  - b. [Confidentiality Rules](#)  
**APSM 45-1**
  - c. [Client Rights Rules in Community Mental Health, Developmental Disabilities & Substance Abuse Services](#)  
**APSM 95-2**
  - d. [Service Records Manual for Providers of MH/DD/SA Services](#)  
**APSM 45-2** [Service Records Forms](#)
- 7) If the service(s) you're seeking to provide requires licensure, please go to the Division of Health Services Regulation (DHSR) website: [www.ncdhhs.gov/dhsr](http://www.ncdhhs.gov/dhsr). It is highly recommended that you attend their orientation.
- 8) Obtain a NPI # by going to <http://www.dhhs.state.nc.us/dma/NPI/index.htm>
- 9) Register your agency with NC Secretary of State  
<http://www.secretary.state.nc.us/corporations/thepage.aspx>
- 10) Obtain the appropriate Business registration/license with your local municipality. For Durham you will need a City of Durham Business License  
[http://www.durhamnc.gov/departments/finance/business\\_license.cfm](http://www.durhamnc.gov/departments/finance/business_license.cfm)
- 11) Obtain documentation that the business entity is in good standing with the U.S Dept. of Revenue (800-829-4933) and N.C. Department of Revenue  
[www.dornc.com/taxes/corporate/lettergoodstanding](http://www.dornc.com/taxes/corporate/lettergoodstanding)
- 12) Obtain all service related documents (i.e. program description, job description, program schedule, etc.)
- 13) Obtain Letter of Good Standing from IRS (1-800-829-4933)
- 14) Obtain Letter of Good Standing from NC Dept. of Revenue (fax request to 919-733-5750)

To obtain the application, go to: <http://www.dhhs.state.nc.us/dma/>

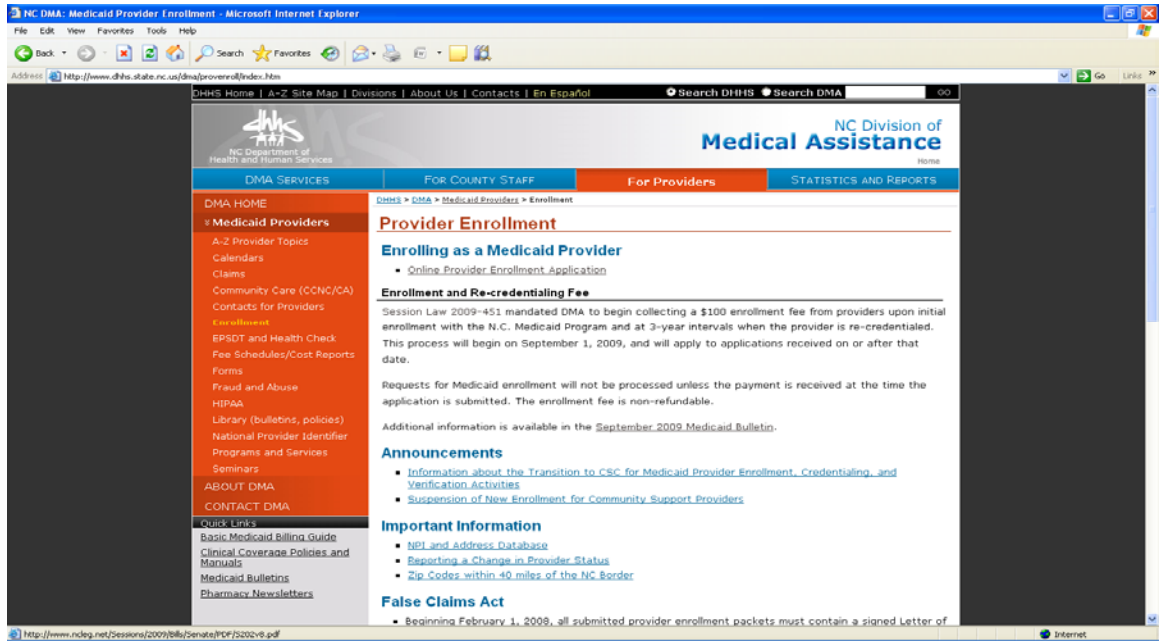
1) Click on For Provider



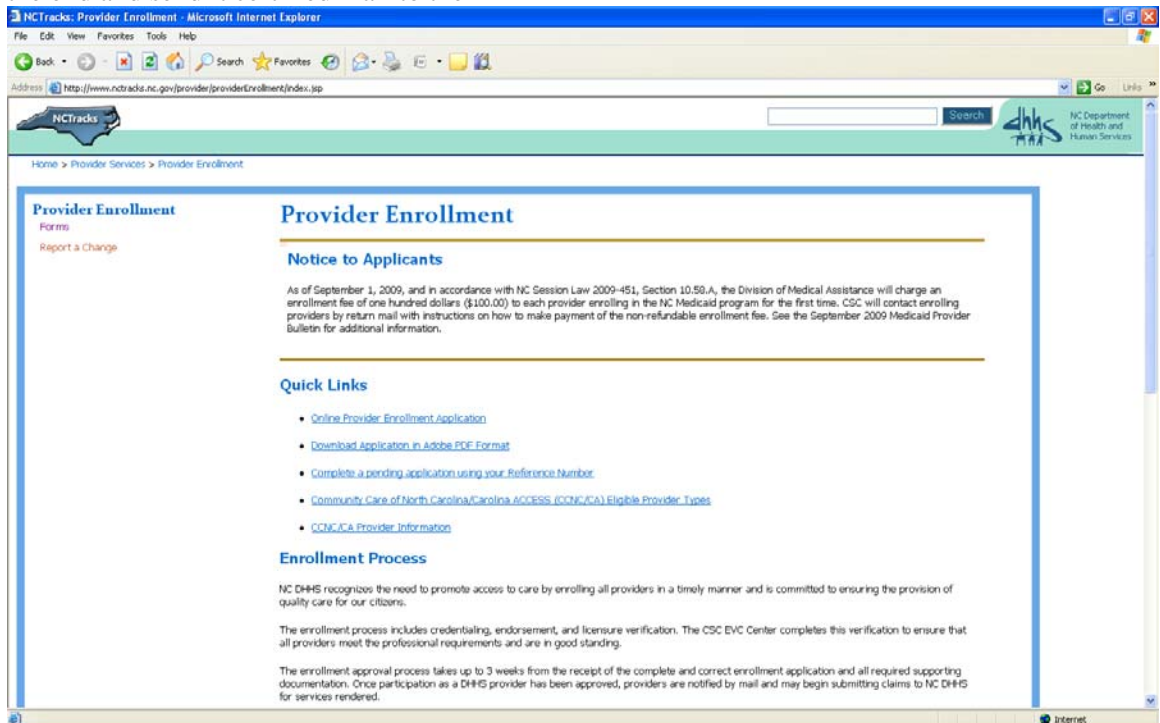
2) Click on Enrollment



3) Click on Enrollment and Online Provider Endorsement Application

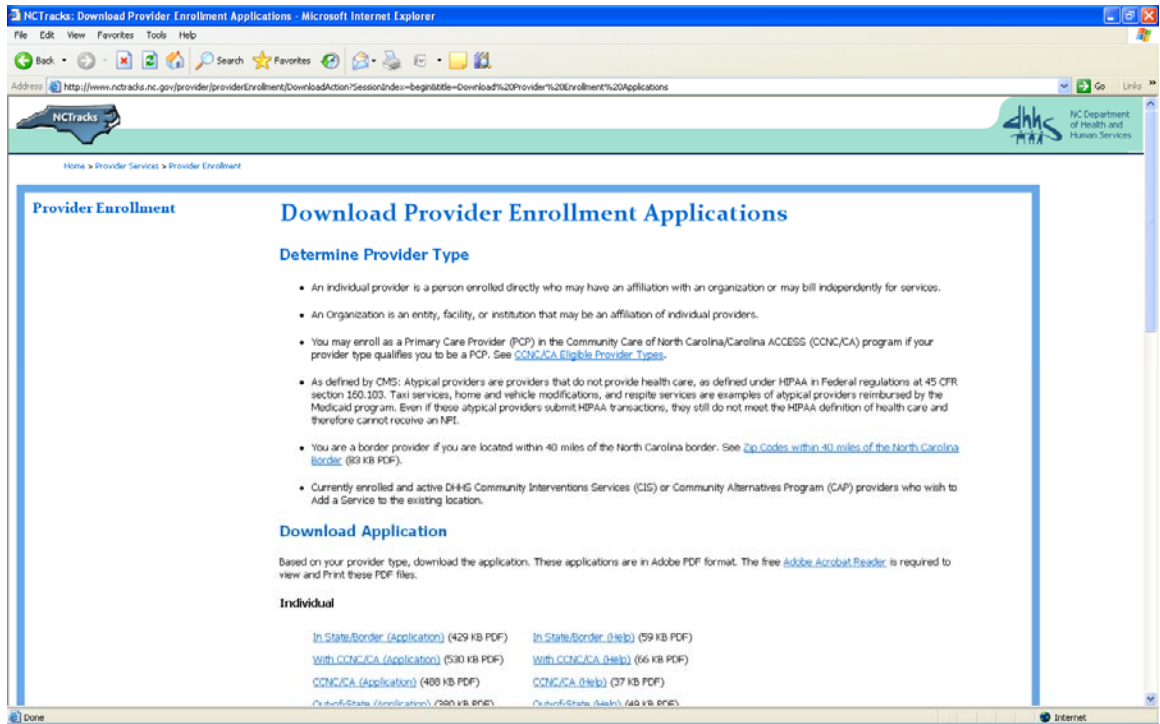


- 4) Click Online Provider Enrollment Application and complete, be sure to print a copy at the end and send it certified mail to the LME



OR

- 5) Click on Download Application in Adobe Application PDF Format and click on the applicable format for your agency.



Providers must be licensed and accredited according to the specific laws and regulations that apply to their service type. Enrollment requirements vary, but most providers must complete an application, provide verification of licensure, if applicable, and complete a N.C. Medicaid Participation Agreement. All providers are responsible for maintaining the required licensure and accreditation specific to their service type to remain qualified as a N.C. Medicaid provider.

Providers who wish to enroll must submit a current, complete, original, signed application packet for their specific provider type. The Contracts Management staff shall research the DMH Provider Tracking Database for any prohibitions, Secretary of State Database for source of authority, and other sources for verification that a provider is in good standing prior to enrollment.

A complete application, with all supporting documentation must be submitted via certified/registered mail to:

The Durham Center  
 Attention: Contracts  
 414 East Main Street  
 Durham, NC 27701