

PAYER PROFILE



Carolina Complete Health (CCH)

Payer Contacts List

Department	Contact Name	Title	Email	Phone
Contracting				
Credentialing				
Provider Relations	<i>Extended hours and will triage each call to get to the appropriate person</i>			833-552-3876
Provider Services	Kelly Phillips	Director of Business Operations, Provider Relations & Support	kphillips@cch-network.com	919-602-1116
Provider Engagement	Donetta Godwin	Director of Provider Engagement (<i>Independent practices/Medical Groups</i>)	dgodwin@cch-network.com	252-493-1908
Provider Engagement	Tabatha Dixon	Sr. Director of Corporate Connections & Medical Policy (<i>Hospital Systems</i>)	tdixon@cch-network.com	

Market Share and Products/Networks Information

Information	Detail
Lines of Business & Covered Lives	<ul style="list-style-type: none"> Medicaid (CCH) and Marketplace (Ambetter) CCH is one of the 5 PHPs participating in NC Medicaid Transformation and is active in Medicaid Regions 3, 4, 5
Products	<ul style="list-style-type: none"> N/A
Narrow Networks* <i>*Not Included in Standard Contracts</i>	<ul style="list-style-type: none"> N/A

Fee Schedules/Value-based Programs

Information	Detail
How to Obtain Fee Schedules	<ul style="list-style-type: none"> Reach out to Network Relations or call Providers Services to obtain full fee schedules: networkrelations@cch-network.com Provider Resources: <ul style="list-style-type: none"> https://network.carolinacompletehealth.com/resources.html https://www.ambetterofnorthcarolina.com/provider-resources/manuals-and-forms.html
Value-based Programs	<ul style="list-style-type: none"> Links to value-based programs/description by specialty - Value Added Services: https://ncmedicaidplans.gov/find/viewhealthplans <ul style="list-style-type: none"> VBC/VBP and P4P information will eventually be posted on website but is still being approved.
<i>Please refer to DHHS for the current AMH program offerings</i>	https://medicaid.ncdhhs.gov/transformation/advanced-medical-home