

## **NC Medicaid Provider Suspensions Due to Expiring Credentials – 02/07/2024**

Beginning in May 2021, NC Medicaid started taking additional steps, as outlined in the [NCTracks Changes to Provider Verification Process](#) bulletin, to ensure providers meet their contractual obligation to maintain their credentials on their NCTracks provider enrollment record. Multiple bulletin articles were published to notify providers of the change, and providers receive four targeted reminders prior to their suspension notification. Regardless of these efforts to inform and assist providers with this responsibility, we continue to see a fairly large number suspended, and subsequently terminated, from the NC Medicaid program due to their expired credential.

For this reason, and as part of an additional outreach effort, we are notifying NC associations when the number of provider taxonomy suspensions exceeds a defined threshold of unique providers on the report received at the end of each month.

**On January 31, 2024, approximately 1,377 Physical Therapist providers were suspended due to an expired credential. These providers have sixty days from the date of suspension to ensure that their license is renewed, and their NCTracks provider enrollment record is updated to avoid termination. Providers may update their NCTracks provider record through the Manage Change Request process. [NCTracks User Guides and Fact Sheets](#) offer basic instructions for making the necessary update and any additional questions may be referred to the NCTracks Call Center at 800-668-6696.**