

TO: County Directors of Social Services
Medicaid Supervisors and Caseworkers

FROM: Carolyn McClanahan, Associate Director
Eligibility Services

RE: Additions/Terminations/Changes to Third Party Insurance

DATE: August 5, 2020

Third Party Insurance (TPR) keyed into NCFAST does not cross-over to NC Tracks. Division of Health Benefits (DHB) has created a work-around solution to facilitate the transfer of insurance information to ensure TPR is correct in all systems.

In addition to keying TPR information into NCFAST, Health Management System (HMS) must be notified of the insurance change.

If the caseworker has specific insurance policy information complete the NC Provider 2057 Referral Form:

<https://pierweb.hms.com/pierOnlineApp/tpl/FUSREFNC/memberPortal.htm>

All required fields must be accurately completed to ensure timely action by HMS. The caseworker's name, phone number and email address should be keyed in the Provider Contact Information section. Use the county's "county number" in the "Provider Name" section. Once HMS updates the TPR, an email will be sent to the email address indicated on the 2057 Referral Form advising the request has been processed.

If specific insurance information is not available and claims are being denied due to TPR:

Contact HMS by phone at: 866-263-2227, press "4" for insurance update and leave a detailed message, including the beneficiary's name, Medicaid ID, and insurance carrier's name if you have it.

Changes should be updated within 10 days.

If you have questions, contact Third Party at 919-527-7690.

(This listserv is posted on the NCDHHS Policies and Manual section [MA-2400 and 3510, Third Party Recovery](#) content manual.)