

<Group Practice Name>
<Group Street Address>
<Group Street Address 2>
<City> <State> <Zip>



Dear <Group Practice Name>,

We recently provided you notification of important upcoming changes at FirstCarolinaCare Insurance Company (FCC). Beginning January 1, 2021, FCC will start transitioning to a new claims processing vendor (Health Alliance), a new pharmacy benefit manager (OptumRx), as well as new prior authorization processes with online access to submit prior authorization requests through our new provider portal.

Our FirstMedicare Direct (FMD) members will transition effective January 1, 2021. FCC Commercial members will transition to the new vendors and processes when they undergo their 2021 plan renewal. Until groups renew, they will remain with our current vendor and current processes. Any new group that enrolls with FCC after January 1, 2021 will automatically fall under the new vendors and processes. It is important to obtain the members ID card at each visit. Once members transition to the new process and vendors, their member ID number will start with 94.

While this change will be a yearlong process, there are immediate steps that you as a provider need to take prior to January 1, 2021. These steps are necessary to ensure you are prepared to access the new provider portals and you understand the new processes in order to submit prior authorization requests for our members and are registered to receive payments and remittances electronically.

- **Registering for electronic remittances (ERA) and electronic funds transfer (EFT).**
 - Even though you may currently receive both ERA and EFT from FCC, in order to receive ERA and EFT from our new vendor, you will need to access our website at www.firstcarolinacare.com and register with Change Healthcare to receive your ERA and EFT for claims filed to Health Alliance. There will be instructions on the portal to assist you in getting your ERA and EFT set up.
- **Registering for the new FCC Provider Portal.**
 - FCC will now offer our provider partners the enhanced ability to submit outpatient and pharmacy prior authorizations, check member eligibility, view claims and perform other functions directly from our website. The web portal is the main method that should be utilized for submission of all outpatient prior authorization requests. To access the portal, you must go to our website at www.firstcarolinacare.com and register. There will be instructions on the pre-login portion of the provider section of the website to assist you. You can also go directly to the login in page and create an account at login.firstcarolinacare.com.
 - The pharmacy benefit manager, claims administrator and select utilization management will be transitioning for all FMD members as of January 1, 2021. For

FCC employee group members, these services will transition upon renewal of their groups, starting January 1, 2021.

- **New prior authorization list and process for medical services, drugs and durable medical equipment.**
 - Beginning January 1, 2021, FCC will have a revised list of services requiring prior authorization.
 - Evicore will manage the prior authorization review for sleep management, radiation oncology, medical oncology, radiology, cardiac imaging, ultrasound (including OB US), and genetics.
 - Informational PowerPoint presentations from eviCore are on the website to assist you.
 - You will be able to start submitting requests to eviCore through our portal after December 17, 2020 for dates of service after January 1, 2021. This applies to all FMD members and any commercial member whose group renews on January 1, 2021 and beyond. If you need additional help or instructions, please reach out to me and I will arrange for online instruction or a phone call to answer your questions.
 - **Notification of admission/inpatient/post-acute care**
 - These cannot be submitted through the portal and will continue to be sent to FCC via fax or notification system currently in place.
 - The fax number for FMD members inpatient/post-acute after January 1, 2021 is 1-866-896-1941 which is the same as our current Commercial inpatient/post-acute fax number
 - An updated prior authorization fax form will be available on our website.
 - **Pharmacy-** FCC's pharmacy benefit manager will be transitioning from MedImpact to OptumRx beginning January 1, 2021 and throughout 2021 as member groups renew or are added. Drug utilization review (Part B and Part D, Commercial Medical and Pharmacy benefit Drugs) will be performed through the Pharmacy department at Health Alliance Medical Plans.

We ask that you visit www.firstcarolinacare.com to familiarize yourself with the new enhanced features our website offers and to complete the registration process. A **Resource Guide** will be available for you on our website after December 1, 2020. If you have any questions or need additional education or assistance after reviewing the **Resource Guide**, please reach out to me at bjadcock@firstcarolinacare.com. The FCC provider team is available for assistance with any questions or concerns.

Barbara J. Adcock
Director of Provider Relations

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