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919-913-4001 Fax  
www.opcareaprogram.com

### Provider ? Line

919-913-4105

### Customer Service

888-277-2303

customerservice@opc-mhc.org

### STAR Lines

800-233-6834

866-598-6459 TTY

Please note that the inclusion of non-OPC resources or training announcements in these Bulletins is for informational purposes only and does not represent an endorsement by OPC.

## Reporting RA Issues

As you are aware, we are still experiencing problems with RAs and are working with our vendor to rectify this systems issue. If your RA is incorrect, please contact your Provider Relations Representative with the following information:

- Check Number
- Check Date
- Check Amount
- Amount showing on RA

Having this specific information will assist us when we are reporting issues to our vendor. Thanks in advance for your assistance.

## Attention All Providers -- Re-credentialing has begun!

CSC, the Enrollment, Verification and Credentialing (EVC) vendor for the N.C. Medicaid Program, must re-credential active Medicaid providers every three (3) years to ensure that provider information is accurate and current. The re-credentialing process includes a check of criminal background, credentials, and qualifications to ensure providers continue to meet N.C. Medicaid participation guidelines. You can complete the re-credentialing process entirely online! To make the process as simple as possible, an online re-credentialing application has been pre-populated with the information currently have on file for the provider. When the re-credentialing process is scheduled to begin, providers will receive a Re-credentialing Invitation that contains a personal Re-credential ID, information about obtaining an NCID and detailed instructions for accessing the online application. Simply verify the Medicaid Provider information and provide any additional information requested within thirty (30) days of receiving your invitation. If you have questions regarding the re-credentialing process, please contact the CSC EVC Center at 1-866-844-1113 or by email at [NCMedicaid@csc.com](mailto:NCMedicaid@csc.com).

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# OPC Provider Communication

Issue 40

November 11, 2011

## Flu Vaccine Information

Now is a good time to get a flu shot! Every year 3,000 or more people will die of flu-related complications; and many more will miss time from work and other activities because of having seasonal flu. Children, people over 65, pregnant women, and people with chronic health problems such as asthma, respiratory problems, and heart disease are at particular risk for complications. People who work with or live with elderly people or people at high risk for problems are also strongly recommended to get the vaccine.

For more information, click [here](#) for a link to the Mayo Clinic website or [here](#) for a link to the Center for Disease Control for more information about seasonal flu and the vaccine. For information on resources for getting the vaccine, please see the attachment to this issue.

## OCR Launches Privacy and Security Audits

The American Recovery and Reinvestment Act of 2009, in Section 13411 of the HITECH Act, requires HHS to provide for periodic audits to ensure covered entities and business associates are complying with the HIPAA Privacy and Security Rules and Breach Notification standards. To implement this mandate, OCR is piloting a program to perform up to 150 audits of covered entities to assess privacy and security compliance. Audits conducted during the pilot phase will begin in November 2011 and conclude by December 2012.

More information regarding OCR's Pilot Audit Program is available by clicking [here](#).

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## Training Opportunities

### Training Opportunities at OPC

To access a calendar of trainings offered by OPC Area Program click [here](#).

### Other Training Opportunities and Resources

[CABHA](#)

[Developmental Disabilities Training Institute](#)

[Duke AHEC](#)

[Duke University Hospital Psychiatry Grand Rounds](#)

[Eastern Area AHEC](#)

[Greensboro AHEC](#)

[National Council for Community Behavioral Healthcare](#)

[NC Council of Community Programs](#)

[NC AHEC State Office](#)

[North Carolina AHEC Connect](#)

[North Carolina Evidence Based Practice Center](#)

[North Carolina State School of Social Work](#)

[Serving Our Veterans Behavioral Health Certificate](#)

[The Guilford Center](#)

[UNC Psychiatric Hospital Grand Rounds](#)

[UNC School of Social Work](#)

[Wake AHEC](#)

## Flu Vaccine Resources

The list below is a sample of places where flu vaccines may be obtained in the OPC area. Flu vaccines are also available elsewhere, including most primary care offices.

### Orange County Health Department

Flu clinics held in various locations in the county. See the link below for the flu clinic schedule and fees.

<http://www.co.orange.nc.us/health/InfluenzaVaccinations.asp>

### Chatham County Health Department

Appointments are available in Pittsboro and Siler City. Appointments for Pittsboro can be made by calling 919-542-8220 and for Siler City by calling 919-742-5641.

Pittsboro - 80 East Street

Siler City - 1000 South Tenth Ave.



### Person County Health Department

Flu shots are offered Mon-Fri 8:00 – 11:30 and Mon-Thurs 1:00 – 3:30

355-A South Madison Boulevard, Roxboro, NC 27573 Phone: 336-597-2204

### DHHS Vaccine Finder:

Enter your zip code in the Vaccine Finder for a list (as well as a map) of locations offering flu shots

<http://www.flu.nc.gov/flu/>

### CVS:

Find a location and schedule an appointment online

[https://flushot.cvs.com/CVSAApp/ConsumerLanding.do?method=ShowLandingPage&WT.mc\\_id=S\\_082310](https://flushot.cvs.com/CVSAApp/ConsumerLanding.do?method=ShowLandingPage&WT.mc_id=S_082310) Google FluShot

### Walmart and Sam's Club:

Find a location offering flu shots

<http://locator.flushotsusa.com/walmart?s=nc> – Walmart

<http://locator.flushotsusa.com/samsclub?s=nc> – Sam's Club

### Walgreens:

Find a location offering flu shots

<http://www.walgreens.com/storelocator/find.jsp?check=true&check=true>