

From: [Cooper, Joe](#)
To: [Anthony Payton](#)
Cc: [Albright, Jane](#); [Vince Ley \(vley@csc.com\)](mailto:vley@csc.com); [Joel Mercer](#); [Diaz, Ricky](#); [Steckel, Carol H](#); [Casey, Mark](#); [Rick Galasso \(rgalasso@csc.com\)](#)
Subject: FW: **Procedural requirement for all media/press requests and communication**
Date: Thursday, July 18, 2013 1:43:04 PM

Anthony,

Please make sure these three dentists are called today and log these issues. This may be a case where we are going to have to actually go onsite to handle this. I believe that CSC and DMA have talked to each of these individuals.

Thanks

Joe

Joe Cooper

N.C. Department of Health and Human Services

Chief Information Officer

695 Palmer Drive

Raleigh, NC 27603

(Office) 919-855-3060

(Fax) 919-733-8871

joe.cooper@dhhs.nc.gov

www.ncdhhs.gov

From: Albright, Jane
Sent: Thursday, July 18, 2013 12:08 PM
To: Dewey Cassell
Cc: Cooper, Joe
Subject: FW: **Procedural requirement for all media/press requests and communication**

Hi, Dewey. I understand that there's a team within provider relations dealing with politically sensitive issues. The three dentists below fall into that category. Can you make sure that the

right team is notified? Or, tell me how to do it? Thanks!

Regards, Jane

Jane Albright

N.C. Department of Health and Human Services

Office of Public Affairs / Office of Medicaid Management Information System Services

3101 Industrial Drive

Raleigh, NC 27609

(Office) 919-647-8483

(Cell) 919-637-0045

(Fax) 919-715-7135

jane.albright@dhhs.nc.gov

www.ncmmiss.ncdhhs.gov

From: Casey, Mark

Sent: Thursday, July 18, 2013 11:48 AM

To: Diaz, Ricky; Albright, Jane; Whitaker, Laura; Terrell, Sandra D; Cooper, Joe

Cc: Steckel, Carol H

Subject: RE: **Procedural requirement for all media/press requests and communication**

Hi Ricky:

Yes, Dr. Parker gave me names of three dental providers:

- 1) Dr. Marvin Brame—an orthodontist in Wilkesboro—he has been helped by our office many times and is a “frequent flyer” with calls to our office and to the NCDS Executive Director—I will forward an email from one of his staff members with a list of their issues—he treats a large number of Medicaid children
- 2) Dr. Jim Congleton—a pediatric dentist from New Bern, NC—he is a good friend of former Governor Perdue-- I will forward an email with his issues. The practice with two pediatric dentists treats about 60-70% Medicaid and Health Choice. He is very committed to treating the underserved.
- 3) Dr. Gary Oyster—a general dentist in Raleigh—very active contributor to NCGA members from both sides of the aisle. He is a person that the NCDS looks to keep them updated on legislative matters. He is not a “heavy hitter” in NC Medicaid and Health Choice. I have not yet reached out to him, but my understanding is that he has some sort of enrollment issue after a change in ownership (his younger partner took over as the primary owner of the practice) and since then they have not been able to register to use NCTracks

I have been in contact with Dr. Brame's and Dr. Congleton's offices and will forward a list of multiple complaints that they have to you. I have to admit there are so many complaints (particularly with Dr. Congleton's office) that I am not sure where to start. Darlene Baker from our office has been in touch with Dr. Brame's office on numerous occasions.

The one that I would worry about the most in terms of negative press is Dr. Congleton. One of his staff members has already told me that he went to the N&O to complain about NCTracks and its problems which his staff have concluded are a result of lack of testing of the system. They are upset over not getting paid.

Regards,

Mark

Mark W. Casey, DDS, MPH

N.C. Department of Health and Human Services

Dental Director, Division of Medical Assistance

1985 Umstead Drive

Raleigh, NC 27603

DMA Dental Program--20

2501 Mail Service Center

Raleigh, NC 27699-2501

Office: 919-855-4280

Fax: 919-715-2738

Mark.Casey@dhhs.nc.gov

<http://www.ncdhhs.gov/dma/services/dental.htm>

NC Tracks is now running. Visit www.nctracks.nc.gov for training and announcements, or call 1-800-688-6696.

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From: Diaz, Ricky

Sent: Wednesday, July 17, 2013 1:19 PM

To: Albright, Jane; Casey, Mark; Whitaker, Laura; Terrell, Sandra D; Cooper, Joe

Cc: Steckel, Carol H

Subject: RE: **Procedural requirement for all media/press requests and communication**

Dr. Casey, can you reach out directly to the executive director and do some reconnaissance?
Find out what he's saying.

From: Albright, Jane
Sent: Wednesday, July 17, 2013 12:55 PM
To: Diaz, Ricky; Casey, Mark; Whitaker, Laura; Terrell, Sandra D; Cooper, Joe
Cc: Steckel, Carol H
Subject: RE: **Procedural requirement for all media/press requests and communication**

I am not aware of any official conversations since go-live. We had representatives at their convention in May/June.

Jane Albright

N.C. Department of Health and Human Services

Office of Public Affairs / Office of Medicaid Management Information System Services

3101 Industrial Drive

Raleigh, NC 27609

(Office) 919-647-8483

(Cell) 919-637-0045

(Fax) 919-715-7135

jane.albright@dhhs.nc.gov

www.ncmmiss.ncdhhs.gov

From: Diaz, Ricky
Sent: Wednesday, July 17, 2013 12:49 PM
To: Casey, Mark; Whitaker, Laura; Terrell, Sandra D; Cooper, Joe; Albright, Jane
Cc: Steckel, Carol H
Subject: RE: **Procedural requirement for all media/press requests and communication**

Joe/Jane, what conversations have already happened with the dental society?

From: Casey, Mark
Sent: Wednesday, July 17, 2013 12:02 PM
To: Whitaker, Laura; Diaz, Ricky; Terrell, Sandra D

Cc: Steckel, Carol H

Subject: RE: **Procedural requirement for all media/press requests and communication**

I am getting feedback from third parties that the NC Dental Society has been receiving many calls complaining about NCTracks claims and prior approval issues from our enrolled providers. The NCDS normally contacts me directly, but they have not been doing this so far.

Do I have permission to communicate directly with the NCDS Executive Director, Dr. Alec Parker, who I know well? I would like to see who has contacted him and what their complaints are. My understanding is that the Dental PA staff over at CSC have received the same sort of feedback from third party sources as well. We would like to reach out to our provider community to see if we can get them to calm down. They are threatening to go to the media over issues like denied claims and no Checkwrite payments since June.

Thanks,

Mark

Mark W. Casey, DDS, MPH

N.C. Department of Health and Human Services

Dental Director, Division of Medical Assistance

1985 Umstead Drive

Raleigh, NC 27603

DMA Dental Program--20

2501 Mail Service Center

Raleigh, NC 27699-2501

Office: 919-855-4280

Fax: 919-715-2738

Mark.Casey@dhhs.nc.gov

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From: Whitaker, Laura

Sent: Wednesday, July 17, 2013 11:01 AM

To: Diaz, Ricky

Cc: Whitaker, Laura

Subject: **Procedural requirement for all media/press requests and communication**

Importance: High

All DMA employees, until further notice, you are to send written communication for approval to Ricky Diaz, DHHS, and Cc Laura Whitaker, regarding any direct communication to providers, associations, or other groups that pertain directly to the NC Tracks system /Go-Live.

Additionally, you are to follow the same procedure with all media/press requests and communication.

Thank you,

Carol H. Steckel, MPH

N.C. Department of Health and Human Services

Director, Division of Medical Assistance

1985 Umstead Drive

Raleigh, NC 27603

(Office) 919-855-4105

(Fax) 919-733-6608

carol.steckel@dhhs.nc.gov

www.ncdhhs.gov/dma

NC Tracks is now running.

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From: Terrell, Sandra D

Sent: Monday, July 08, 2013 1:19 PM

To: DMA_ADs; DMA_ADs_Assistants

Cc: Osborne, Beth; Linton, Tracy; Farnham, Patricia J

Subject: NC TRACKS communication

Until further notice, DMA will send written communication for approval Ricky Diaz, DHHS, regarding any direct communication to providers, associations, or other groups that pertain directly to the NC Tracks system / Go- Live. Articles for the Medicaid bulletin will continue the normal approval process internally.

Please submit to me or Rick and we will process to Ricky. Ricky and Brad Deen and the CSC communication team are producing very good communication materials. I personally heard from an association today that the messaging is appreciated and to keep it up!"

Please share with your staff.

Sandy Terrell, MS, RN

NC Department of Health and Human Services

Acting Chief Operating Officer, Division of Medical Assistance

1985 Umstead Drive

Raleigh, NC 27603

(Office) 919-855-4335

(Fax) 919-715-4715

sandra.terrell@dhhs.nc.gov

www.ncdhhs.gov/dma

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