Enrollments

- Enrollments are used to request **state funding** for members who **do not** have **insurance**. (Medicaid, Medicare or private insurance)

- All enrollments requests must be submitted within **14 business days** of the **admission date** or **first date of service**.

- Enrollments **require** a compatible **diagnosis** and **NC Tracks Benefit Plan** to indicate the **disability** they are receiving services for.

- **Medicaid** recipients are **automatically** enrolled in ACS via a GEF file from NC Tracks according to their eligibility to receive BH services.

- Alliance **does not** accept enrollment requests for **Medicaid** recipients unless they are receiving a service that **is not** covered by Medicaid. In this case, please **indicate** the **procedure** code being provided in the comment section for review.

Client Updates

- Client updates are used to **add** or **update** any information in a consumers record who has **state** and/or **Medicaid** insurance.

- Client Updates must be submitted within 14 days of the submission date or expiration of the previous NC Tracks Benefit Plan.

- Please be advised, you **cannot** request **state** funding using a client update.

- Enrollments and client update requests are subject to review by Alliance's eligibility & enrollment staff.

- All requests are reviewed for completeness, eligibility, residency and household income.