



NJ Division of Medical Assistance and Health Services

BH Integration Provider Enrollment and Credentialing Training 09/25

Frequently Asked Questions (FAQs)

Last updated: October 28, 2024

Do I need to re-enroll if I am already enrolled in NJ Medicaid?

- No. Providers who are already enrolled with Medicaid do not need to re-enroll with NJ FamilyCare / NJ Medicaid

How can I check my Medicaid enrollment status?

- Enrollment in the Division of Mental Health and Addiction Services (DMHAS) FFS Programs is a separate process to enrollment in NJ FamilyCare / NJ Medicaid
- Enrollment in NJ FamilyCare / NJ Medicaid is required for all providers in order to bill Medicaid for eligible members
- Providers can check their NJ Medicaid (FFS) enrollment status by searching the NJMMIS Directory
- If provider status is NOT ACTIVE or you are unsure of your Medicaid ID, you can reach out to Gainwell Technologies on 1-800-776-6334 or njmmisproviderenrollment@gainwelltechnologies.com
- If you have enrolled using 21st Century Cures application, you can also check your status by reaching out to Gainwell Technologies

What comes first – enrollment or credentialing?

- Enrollment is first step in your NJ Medicaid journey. Providers must enroll before credentialing with MCOs
- To enroll, visit <https://www.njmmis.com/providerEnrollment.aspx>

Can individuals licensed under supervision (e.g., LSW, LACs, CADCs) enroll to provide outpatient counselling services?

- Individuals must be fully licensed (e.g., LCSWs, LPCs, LMFTs and LCADCs) to enroll in NJ FamilyCare
- Individuals who do not hold a full license cannot enroll in NJ FamilyCare as an individual practitioner
- Individuals whose license requires supervision (i.e. LSW) can only provide services within the scope of their license

Can non-licensed individuals (e.g., interns, Master's in Counselling) provide or bill outpatient counselling services?

- No, individuals who are not licensed to provide services cannot provide or bill for services

Do I have to join all five managed care organizations?

- Providers should join all MCOs their members belong to
- We encourage you to contract and credential with all five MCOs to ensure continuity of care for your members – as members often change health plans

Do all individual practitioners need to credential?

- Credentialing depends on your license / if you will be billing, whether part of group / facility, and MCO's specific processes. Refer to the MCO Provider enrollment training for details

Why should I enroll Full FFS over 21st Century Cures?

- Enrolling Full FFS gives providers the flexibility to provide services integrated into managed care, plus any services requiring FFS billing
- 21st Century Application limits you to provide only those services that are covered by the MCO

If we are already credentialed with MCO to serve specialty populations (e.g. MLTSS, DDD, FIDE-SNP), do we need to re-credential?

- No. If you are credentialed with an MCO you do not need to re-credential
- However, we recommend reviewing the terms of your provider contract to ensure all services are included

How do I add a provider to an existing group?

- If the existing group is enrolled FFS, you can add individual providers by:
 - If adding a provider who has a Medicaid ID, add them to group using One Page Provider Linking Form (FD-23A)
 - However, if adding a provider without a Medicaid ID, complete a full group application and add them in Q20

Can I use the [Council of Affordable Quality Healthcare \(CAQH\)](#) platform to streamline the credentialing process?

- All 5 MCOs are required to accept CAQH for credentialing individual practitioners
- Individual providers are encouraged to create a CAQH profile, storing information about provider education, work history, training, licenses, insurances, etc.
- Individual providers only need to enter this information once into CAQH and can grant access for it to flow to all five MCOs

What can I do if I cannot join an MCO by January 1, 2025?

- MCOs are required to attempt to contract and credential with all active FFS providers providing Phase 1 services ahead of go-live on January 1, 2025
- If you are unable to contract and credential for whatever reason, you can set up an out-of-network (OON) or single-case agreement with the MCO



- Reach out to each MCO to discuss the possibility of an out-of-network or single-case agreement