

## **NC Medicaid Expedited Hardship Advance Process (COVID-19 Disaster Relief)**

1. Prepare an official request on provider letterhead, signed by an authorized individual, containing the following information:
  - a. A statement that a Hardship Advance is requested
  - b. The NPI of the provider who will receive the advance
  - c. The nature of the need – i.e., COVID-19 positive patient(s), COVID-19 increased costs, etc.
  - d. Name, telephone number and email address of your contact person.
2. Submit your request via email to: **[Medicaid.Hardships@dhhs.nc.gov](mailto:Medicaid.Hardships@dhhs.nc.gov)**
3. DHB Finance will review your prior payment history and then email a proposed repayment agreement containing DHB's Hardship Advance Offer.
4. The agreement will include a commencement date for recoupment of the advance beginning with the checkwrite of July 5, 2020. The per checkwrite recoupment amount is a negotiable fixed percentage (not lower than seventeen (17.0) percent) of each checkwrite's paid claims value.
5. Once the recoupment percentage is agreed-upon, the final agreement will be returned via DocuSign for execution by the provider.
6. Once the Hardship Advance Offer is executed and returned to DHB, the advance will be prepared for release in the next NCTracks checkwrite.
7. No late payment penalty or interest is assessed on these advances, but full settlement is required within twelve months.