



***North Carolina Child Medical Evaluation Program***

*UNC-CH Department of Pediatrics*

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Dear CME providers:

We are writing to assure you that the Child Medical Evaluation Program remains in operation and will continue to support the important work that you perform each day. However, effective TODAY 3/20/20, our office at UNC School of Medicine will be closed. This means we will have limited to no access to our mailbox for the unforeseeable future.

There are several billing protocols that must change **IMMEDIATELY** to ensure you continue to receive timely reimbursements. Please be sure to share these with your billing professionals as this may impact their current workflow.

1. Please begin submitting all claims and supporting documentation **by email or fax ONLY**.
2. Please begin using our general email address– [cmep@med.unc.edu](mailto:cmep@med.unc.edu) – to submit your claims electronically. This will help avoid payment disruption should we be unable to access our personal inboxes.
3. CMEP will continue to reimburse third party claims for diagnostic testing services. However, it is the provider's responsibility to ensure that CMEP receives these claims, as we do not maintain a relationship with lab testing facilities. **Please request that your lab testing facility send the claims to your agency. You may then submit the claim to CMEP with the rest of your reimbursement package.** This will ensure that we will not only receive the claim, but also that we are able to connect it to the right patient.
4. Please discontinue sending images at this time. Should one of your cases be selected for CQI review, our office will make arrangements to retrieve those images.

As always, please direct any questions to the CMEP office at 919-843-9365 or to [cmep@med.unc.edu](mailto:cmep@med.unc.edu). We will be checking our voicemail frequently throughout the day, so please be assured we will get back to you as quickly as possible.

Please be safe and thank you for continuing to serve the children of North Carolina during this challenging time.