



North Carolina Department of Health and Human Services

Pat McCrory
Governor

Aldona Z. Vos, M.D.
Ambassador (Ret.)
Secretary DHHS

Dear <Provider>:

I'm writing to remind you that starting **July 1, 2013**, your Medicaid claims will be reimbursed from a new system, NCTracks. Between now and July 1, there are steps you must take to ensure your future payments continue without interruption.

NCTracks will replace several legacy systems currently used by the North Carolina Department of Health and Human Services (DHHS) to process claims and reimbursements:

- MMIS—Medicaid Management Information System, a 35-year-old system that processes and pays Medicaid and N.C. Health Choice (NCHC) claims on behalf of the Division of Medical Assistance;
- IPRS—Integrated Payment and Reporting System, which processes and pays non-Medicaid claims on behalf of the Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS);
- POMCS—Purchase of Medical Care Services System, used for some service claims and programs administered by the Division of Public Health (DPH) and the Office of Rural Health and Community Care (ORHCC).

In order for your claims to be successfully processed and paid in NCTracks, **you must register as a Currently Enrolled Provider (CEP)**. As a part of that process, it is mandatory for you to obtain an **NCID number** and re-submit your bank account information, as it will **not** be transferred from the legacy systems automatically. A checklist of the steps you must take appears on the back of this letter.

Additionally, to help make the transition to the new NCTracks system as smooth as possible, both online and classroom training is available for you and your staff. For a full list of training opportunities, go to www.nctracks.nc.gov. If you have already completed your registration and training, I thank you. If you need assistance, you can call 866-844-1113 or e-mail NCMedicaid@csc.com.

Thank you for your patience, cooperation and continued service to our state's most vulnerable citizens.

Sincerely,

A handwritten signature in cursive script that reads "Aldona Vos, M.D.".

Aldona Vos, M.D.

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A Checklist

There are several steps providers must take in advance of NCTracks going live July 1, or risk not having claims processed and paid in the new system. The checklist below can help you determine whether you are “on track” for NCTracks.

- ✓ Register in the new system as a Currently Enrolled Provider (CEP), which you can do at www.nctracks.nc.gov. Click on the Provider Services link in the upper-left corner, and then click on the Provider Enrollment link in the upper-left corner. Scroll down to the section on the page labeled “Currently Enrolled Provider NCTracks Registration.” Follow the instructions on the Website and complete the registration. Registration requires your Authorization Code <<Auth Code>> and your National Provider Identifier (NPI) <<Masked NPI_1>>. The Website will initially require you to enter the Authorization Code as well as the full NPI or Atypical ID. Only a portion of your NPI is printed above. While registering, you will:
 - ✓ Designate an Office Administrator (business owner or manager) and provide an email address
 - ✓ Designate a Billing Agent (if you submit claims through a clearinghouse); if you are a Billing Agent, sign a Trading Partner Agreement
 - ✓ Provide bank account information for electronic payment
- ✓ Obtain an [NCID](http://ncid.nc.gov) for your Office Administrator and additional NCIDs for staff who will access NCTracks. You may obtain an NCID by going to ncid.nc.gov and clicking on “Register!”
- ✓ Train in the new system. You can choose instructor-led sessions or computer-based training. You must have an NCID to access those pages. For a guide to NCTracks training, including course recommendations by office function, go to www.nctracks.nc.gov.
- ✓ Verify your taxonomy codes and locations at <http://ncmmis.ncdhhs.gov/taxonomy.asp>.

DO NOT DELAY. YOUR PAYMENTS COULD BE DISRUPTED.

For more information on any of these steps, call 866-844-1113, or e-mail NCMedicaid@csc.com.