

NCTracks Crash Course Kit for Providers

The Crash Course Kit is intended to meet the short-term needs of providers who are either unaware of NCTracks, did not participate in any NCTracks training activities or experienced technical difficulties accessing NCTracks training content. The kit is designed to insure you understand what NCTracks is, how NCTracks will benefit providers, the checklist of things you need to do to participate in NCTracks and how to get trained in the use of NCTracks.

Will there be training opportunities for providers after go-live?

Yes. All training opportunities will be announced through the NCTracks provider portal after July 1st. All recorded Instructor Led class recordings will be available, all eLearning Computer Based Training BTs will remain available, and other training activities will be published in the portal. Watch your provider portal inbox for all training news.

You may also ask for a CSC Provider Field Representative to visit your location for onsite training and support. Call the CSC EVC Call Center at **1-800-688-6696** to request a representative.

Also, see the special message at the end of this document announcing the NCTracks Provider Claims and Billing Assistance Seminars which will be held around the state starting July 16, 2013.

What is NCTracks?

<http://ncmmis.ncdhhs.gov/files/updates/NCTracks%20Overview%20Fact%20Sheet.pdf>

Why NCTracks?

http://ncmmis.ncdhhs.gov/files/updates/Why_NCTracks_Fact_Sheet.pdf

NCTracks Brochure

<http://ncmmis.ncdhhs.gov/files/updates/NCTracks%20Brochure.pdf>

NCTracks Web Fact Sheet

<http://ncmmis.ncdhhs.gov/files/updates/NCTracks%20Web%20Fact%20Sheet.pdf>

NCTracks Tool Kit Provider Check List

[http://www.ncmmis.ncdhhs.gov/files/updates/NCTRACKS Tool Kit Provider Checklist.pdf](http://www.ncmmis.ncdhhs.gov/files/updates/NCTRACKS%20Tool%20Kit%20Provider%20Checklist.pdf)

What is a NCID and how I get one?

[http://www.ncmmis.ncdhhs.gov/files/updates/NCTRACKS Tool Kit NCID.pdf](http://www.ncmmis.ncdhhs.gov/files/updates/NCTRACKS%20Tool%20Kit%20NCID.pdf)

What browser should I use?

[http://www.ncmmis.ncdhhs.gov/files/updates/NCTracks Fact Sheet Browser%20Support.pdf](http://www.ncmmis.ncdhhs.gov/files/updates/NCTracks%20Fact%20Sheet%20Browser%20Support.pdf)

GET TRAINED!

How to Register for Training

[http://www.ncmmis.ncdhhs.gov/files/How to Register for Training.pdf](http://www.ncmmis.ncdhhs.gov/files/How%20to%20Register%20for%20Training.pdf)

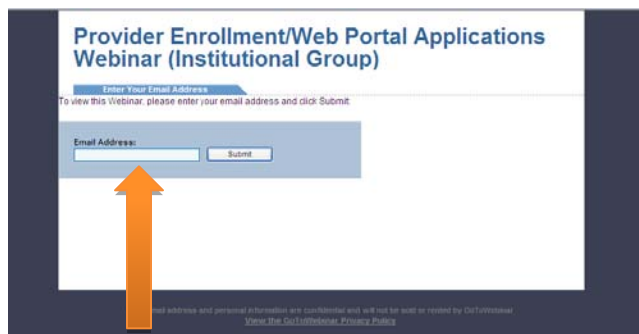
What courses should I take?

[http://www.ncmmis.ncdhhs.gov/files/updates/Provider%20Training What%20Course%20Should%20I%20Take.pdf](http://www.ncmmis.ncdhhs.gov/files/updates/Provider%20Training%20What%20Course%20Should%20I%20Take.pdf)

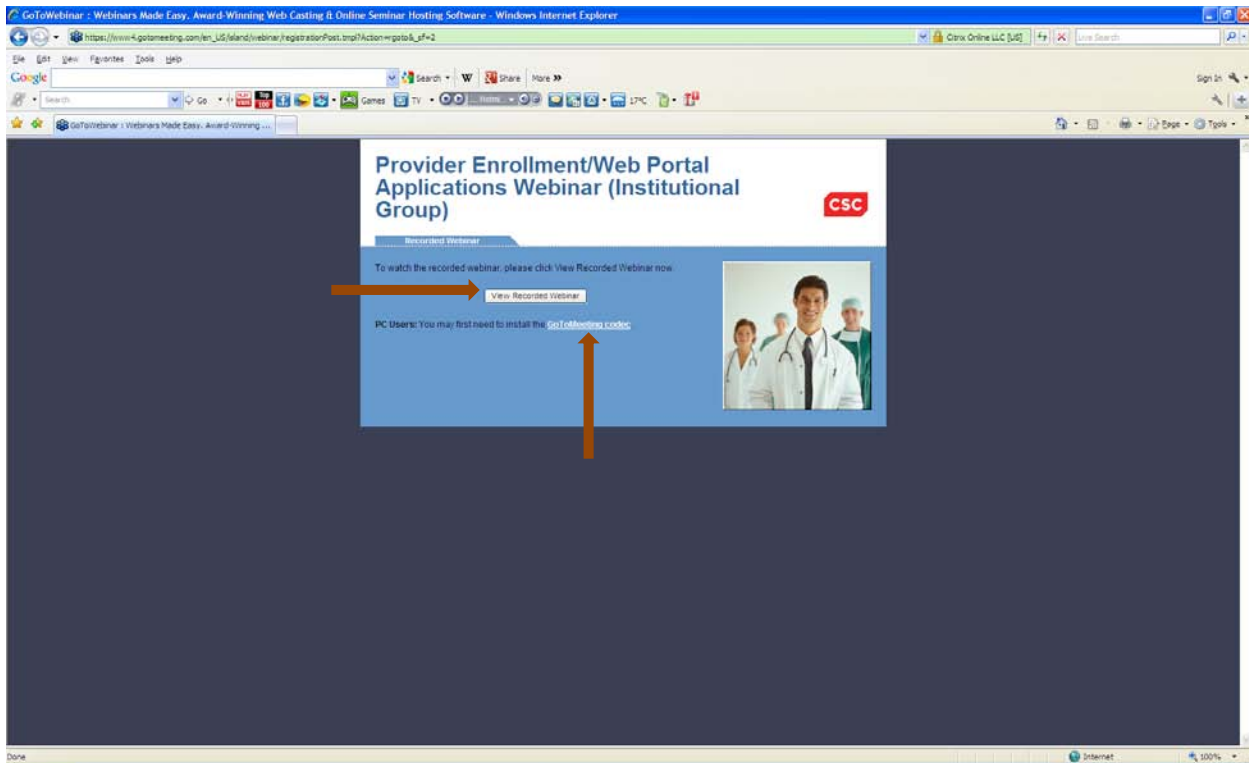
I missed out on the Instructor Led Training (ILT) Classes but I still need training. I can't get an NCID or can't register in SkillPort. What can I do now?

Each ILT class was recorded through a webinar. Playing the recording duplicates the classroom experience. You will see and hear exactly what the attendees experienced. You can access the recorded webinar for each class you need to take by clicking on the links for Institutional and Medical providers found below. Click on a link below and follow these simple steps:

- 1) Enter your e-mail address.



- 2) Before viewing the webinar class, install the GotoMeeting codec (GotoMeeting player), then click on View Recorded Webinar. (You only have to install the codec/player once and it will work with all other recordings.)



- 3) Fill in your name and other information as required, then play webinar. Please be patient as it loads!

For Institutional providers (billing UB-04 / 837I claims)

- **Provider Enrollment/Web Portal Applications:**
<https://www4.gotomeeting.com/register/230007871>
- **Security: Provider User Provisioning Webinar (Institutional Group)**
<https://www4.gotomeeting.com/register/137943687>
- **Patient Eligibility and Consent Forms Webinar (Institutional Group)**
<https://www4.gotomeeting.com/register/169571847>
- **Prior Approval Session One Webinar (Institutional Group)**
<https://www4.gotomeeting.com/register/483141791>
- **Prior Approval Session Two: Referrals/Overrides Webinar (Institutional Group)**
<https://www4.gotomeeting.com/register/929299071>

- **Submitting an Institutional Claim Webinar (Institutional Group)**
<https://www4.gotomeeting.com/register/481900775>

For Medical providers (billing CMS 1500 / 837P claims)

- **Provider Enrollment/Web Portal Applications Webinar (Medical Group)**
<https://www4.gotomeeting.com/register/573879903>
- **Security: Provider User Provisioning Webinar (Medical Group)**
<https://www4.gotomeeting.com/register/963242263>
- **Prior Approval Session One Webinar (Medical Group)**
<https://www4.gotomeeting.com/register/964624231>
- **Patient Eligibility and Consent Forms Webinar (Medical Group)**
<https://www4.gotomeeting.com/register/150336255>
- **Submitting a Professional Claim Webinar I (Medical Group)**
<https://www4.gotomeeting.com/register/165701399>
- **Submitting a Professional Claim Webinar II (Medical Group)**
<https://www4.gotomeeting.com/register/646536119>

How do I get help and support for NCTracks if I need it?

- Call the CSC EVC Call Center at **1-800-688-6696** or by email at NCTracksprovider@nctracks.com.

Attention: All Providers

NCTracks Provider Claims and Billing Assistance Seminars

Good news! The new NCTracks portal is almost here!

Providers will have greater visibility with quick and easy access to:

- View claims status in real time
- Update/edit provider records
- Request/confirm prior approval
- Retrieve historical remittance advices for up to seven years
- Verify recipient eligibility

We want to ensure all providers have an understanding of how the provider enrollment and claims process works within the new NCTracks.

NCTracks Provider Claims and Billing Assistance Seminars will be held in six locations across North Carolina from **July 16th through August 1, 2013** to answer frequently asked questions and concerns such as:

Enrollment

- What is an NCID and how do I obtain an NCID?
- As a currently enrolled provider (CEP) will I be required to complete a new or additional enrollment application?
- How will I be notified once I am enrolled?

CCNC/CA

- How should claims be filed when a PCP refers a CA Enrollee to our provider office?
- How can I tell if a patient is enrolled with Carolina ACCESS?
- Can referrals be made by telephone and online?

Prior Approval (PA)

- What services require prior approval?
- How will I know if additional information is required for a prior approval request?
- How do I check the status of my PA requests submitted to other vendors such as MedSolutions?
- What is the turnaround time for PA requests?

Claims, Adjustments and Overrides

- How do I resolve my denied claims?
- Can I check claim payment status online?
- How do I submit an adjustment request?
- How do I submit a time limit, third party, or Medicare override?
- What if the patient has a Third Party Insurance?
- Who do I contact for additional questions or information?

The **NCTracks Provider Claims and Billing Assistance Guide** will be the primary document referenced during the seminar. Copies will be provided at the seminar. **Pre-registration is required and seating is limited. Unregistered providers are welcome to attend, if space is available.**

The seminar will begin at 9:00 a.m. and end at 4:00 pm. Providers are encouraged to arrive by 8:45 a.m. to complete registration. Lunch will not be provided; however, there will be a lunch break. **Because meeting room temperatures vary, dressing in layers is advised.**

Providers can use SkillPort to register for the seminars by navigating to the NCTracks web portal at <http://www.nctracks.nc.gov>.

An NCID is required to register for training in SkillPort. If you already have an NCID, you can use it to register. If not, to obtain an NCID, go to the NCID website at <https://ncid.nc.gov> to register.

If you have any questions regarding NCTracks Provider Claims and Billing Assistance Seminars, please contact the **CSC Call Center at 1-800-688-6696.**

Seminar Dates and Locations

Date	Location
July 16, 2013	Greensboro Marriott Downtown 304 N. Greene St. Greensboro, NC 27401 Note: Parking fee of \$2.00
July 18, 2013	Charlotte Charlotte Plaza Uptown Hotel (Formerly Crown Plaza) 201 South McDowell Street Charlotte, NC 28204 Note: Parking fee of \$7.00
July 23, 2013	Asheville Crowne Plaza Tennis & Gold Resort One Resort Drive Asheville, NC 28806
July 25, 2013	Wilmington Convention Center 515 Nutt Street Wilmington, NC 28401 Note: Parking fee is \$2.00/first hour, \$1.00 each hour up to \$8.00
July 30, 2013	Greenville Hilton 207 SW Greenville Blvd. Greenville, NC 27834
August 1, 2013	Raleigh Convention Center 500 S. Salisbury St. Raleigh, NC 27601 Note: Parking fee is \$7.00

CSC, 1-800-688-6696