

Attention: All Providers

NCTracks Provider Claims and Billing Assistance Seminars

The new NCTracks portal is here. Providers now 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

CSC wants 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 16 through August 1, 2013. The seminars will address frequently asked questions and concerns such as:

Enrollment

- What is an NCID and how do providers obtain an NCID?
- Will Currently Enrolled Providers (CEPs) be required to complete a new or additional enrollment application?
- How will providers be notified once they are enrolled?

Community Care of N.C./Carolina Access (CCNC/CA)

- How should claims be filed when a Primary Care Provider (PCP) refers a Carolina ACCESS enrollee to a provider's office?
- How can a provider 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 providers know if additional information is required for a prior approval request?
- How do providers check the status of the PA requests they submitted to other vendors, such as MedSolutions?
- What is the turnaround time for PA requests?

Claims, Adjustments and Overrides

- How do providers resolve denied claims?
- Can providers check claim payment status online?
- How do providers submit an adjustment request?

- How do providers submit a time limit, third party, or Medicare override?
- What if the patient has a Third Party Insurance?
- Who do providers 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 not be provided at the seminars. Providers are encouraged to print the *NCTracks Provider Claims and Billing Assistance Guide*, which will be posted in SkillPort and on the DMA seminar Web page prior to the first scheduled session. **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 Webportal at www.nctracks.nc.gov.

An NCID is required to register for training in SkillPort. Those who already have an NCID can use it to register. To obtain an NCID, go to the NCID Website at <https://ncid.nc.gov>.

Those with questions regarding NCTracks Provider Claims and Billing Assistance Seminars can contact the CSC Call Center at 1-800-688-6696.

Seminar Dates and Locations

Date	Location
July 16, 2013	Greensboro 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

Date	Location
July 25, 2013	Wilmington Wilmington Convention Center 515 Nutt Street Wilmington, NC 28401 Note: Parking fee is \$2.00/first hour, \$1.00 each additional hour up to \$8.00
July 30, 2013	Greenville Hilton 207 SW Greenville Blvd. Greenville, NC 27834
August 1, 2013	Raleigh Raleigh Convention Center 500 S. Salisbury St. Raleigh, NC 27601 Note: Parking fee is \$7.00

CSC, 1-800-688-6696