

## Attention: All Providers

# Getting NCTracks Questions Answered

On July 1, NCTracks replaced the legacy Medicaid Management Information System (MMIS) system for processing Medicaid claims. The new NCTracks system consolidates several claims processing platforms into a single solution for multiple divisions within the N.C. Department of Health and Human Services (DHHS). These divisions are the Division of Medical Assistance (DMA), the Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS), the Division of Public Health (DPH), and the Office of Rural Health and Community Care (ORHCC).

**CSC is the state contractor for NCTracks and will be assuming many of the telephone numbers and post office boxes previously used by legacy vendors.** The following list outlines how best to contact CSC for various topic areas after July 1.

### Internet Communications:

#### General:

The **NCTracks Website** address is [www.nctracks.nc.gov/](http://www.nctracks.nc.gov/). There is a “Contact Us” link at the bottom of every Web page.

#### Information on Provider Enrollment:

The last day to submit Provider Enrollment Applications or respond to outstanding recredentialing requests via the CSC Enrollment, Verification, and Credentialing Website was **June 14, 2013**. Applications and enrollment additions received via paper by June 14 will be processed. The enrollment functionality previously associated with the CSC EVC Website will be available July 1, 2013 through the new NCTracks Provider Portal, at [www.nctracks.nc.gov](http://www.nctracks.nc.gov). More information can be found at this Web page: The last day to submit Provider Enrollment Applications or respond to outstanding recredentialing requests via the CSC Enrollment, Verification, and Credentialing Website was **June 14, 2013**.

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#### Email Correspondence:

**Emails** related to NCTracks should be directed to [NCTracksProvider@nctracks.com](mailto:NCTracksProvider@nctracks.com).

#### Medicaid Email Alerts:

Refer to the article titled “[Receiving Email Alerts Through NCTracks](#)” in the *July 2013 Medicaid Bulletin* to learn more about receiving email alerts regarding important **Medicaid** information between cycles of the general Medicaid Provider Bulletin.

**Telephone Numbers:**

**NCTracks Automated Voice Response System (AVRS):** 1-800-723-4337

**NCTracks Call Center**

- Main Call Center Number: 1-800-688-6696
- Prior Approval Unit (Medical and Dental): 1-800-688-6696
- Prior Approval Unit (Pharmacy): 1-866-246-8505
- Provider Enrollment: 1-866-844-1113
- Trading Partner Agreements: 1-866-844-1113

**NCTracks Fax Numbers:**

- Main Fax Number: 919-851-4014
- Pharmacy Prior Approval: 866-246-8507
- Non-Pharmacy Prior Approval: 919-816-3139
- CA Overrides: 919-816-4420

**Mailing Information:**

**General Correspondence:**

CSC  
P.O. Box 300009  
Raleigh, NC 27622-8009

**Prior Approval Requests:**

CSC  
P.O. Box 31188  
Raleigh, NC 27622-1188

**Provider Enrollment Supplemental Information:**

CSC  
Provider EVC Unit  
P. O. Box 300020  
Raleigh, NC 27622-8020

**Courier Deliveries – UPS or Federal Express:**

CSC

[Name of CSC Employee or Department]  
Suite 102  
2610 Wycliff Road  
Raleigh, NC 27607-3073

All claims are expected to be submitted electronically to NCTracks. However, if paper versions of claims are permitted under State policy, they should be mailed to:

CSC  
P.O. Box 30968  
Raleigh, NC 27622-0968

**NCTracks Call Center Hours of Operation:**

**General:**

Monday through Friday: 8:00 a.m. to 5:00 p.m.

**Pharmacy Prior Approval:**

Monday through Friday: 7:00 a.m. to 11:00 p.m.

Saturday and Sunday: 7:00 a.m. to 6:00 p.m.

**Non Pharmacy Prior Approval:**

Monday through Friday: 7:00 a.m. to 7:00 p.m.

Saturday and Sunday: 8:00 a.m. to 5:00 p.m.

**CSC Holiday Schedule**

CSC will observe the following holidays from July through December 2013:

Independence Day	Thursday, July 4, 2013
Labor Day	Monday, September 2, 2013
Thanksgiving Day	Thursday, November 28, 2013
Day after Thanksgiving	Friday, November 29, 2013
CSC-Designated Holiday	Tuesday, December 24, 2013
Christmas Day	Wednesday, December 25, 2013

**CSC, 1-800-688-6696**