



North Carolina Health Care Gazette



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PROVIDER PORTAL SCHEDULED TO LAUNCH NTracks Portal: NC's Organized Gateway to MMIS

Ease of Navigation a Big Part of the Picture

Getting where you are going

NTracks Provider Landing page offers providers the convenience of quick links to assist with navigating. We believe providing the ability to efficiently move to a specific area, document or web page that has information needed by the providers should be visible and readily available. NTracks will manage these areas to ensure that the access to information a provider is looking for is represented. Flexibility in the update of these links exists to allow for targeting areas as the environment changes.



NTracks Providers Administer Record Access

Assigning access to a provider's record for viewing and updating will be managed through the "Office Administrator" in NTracks. The administrator functionality will be assigned during the enrollment or maintenance functions to an owner or managing employee using a simplified sign on methodology. The "office administrator" will manage the provisioning or assignment of rights to a provider record within the NTracks environment. These functions will allow for viewing, updating and electronic signatory authority to be assigned or granted to employees of their agency.



Electronic signatory authority will allow NTracks to present required documentation to providers in an electronic format, capturing the signature and data attributes for storage, retrieval and linkage to the record.

The presentation of attestations through enrollment and maintenance processes will help to maintain up-to-date versions of all obligations and contractual documentation.

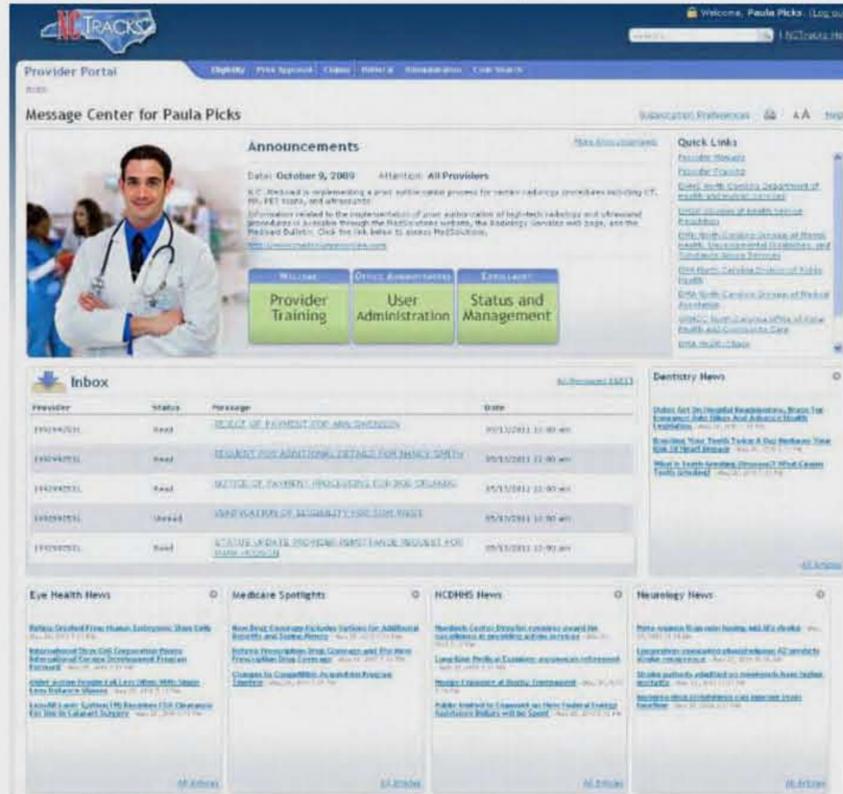
NTracks "Virtually" Brings the Classroom to Our Providers



NTracks provides "on-demand" learning environment

Providers are one of North Carolina's most valuable resources. NC is committed to fostering a learning process that aligns with the providers' business objectives and will allow them to achieve the highest level of efficiency. Our learning solutions will support interactive formats that allow for access when convenient for the audience or user. The user will be able to search a library of online computer-based classes, virtual classroom tutorials, as well as the scheduled instructor led trainings that have been scheduled.

A provider will be able to establish and manage a personal learning plan that allows for adding, scheduling and tracking completion. Progress can be tracked and printed to include completion certificates.



Portal Launches Providers Into Electronic Realm

The North Carolina MMIS Portal solution, NTracks, will present a comprehensive enterprise web-based solution to the provider community of our multipayer MMIS environment. Our solution is a flexible and user-friendly solution that provides a robust platform for access to functions and data exchange with the replacement MMIS multi-payer system.

NTracks will create a single point of access that will allow our provider community to effectively share information that will greatly streamline current paper-based processes. The automation accessible in our enterprise portal

will allow for advanced communication capabilities, and functionality to manage aspects of the provider record in real time, to include updates, queries, requests and web-based training opportunities. Many functions will allow State users access to the operational portal for creating, updating, and managing entries that will further improve the provider's experience by reducing wait times for State decision-making processes. NTracks Portal will greatly expand the capabilities to improve the provider's productivity, lend to visibility of documentation and build a self-service multipayer administrative tool to support our healthcare initiatives.

NTracks is Putting Out the News.... You Have Mail!!!!



Get your news delivered here

NTracks' listserv will allow NC providers to subscribe, create, manage and control electronic mailing lists. These list serves will allow NC DHHS to communicate with providers of services in North Carolina by pushing messages to a targeted audience. Communications will provide a highly effective mechanism for notifying our provider community of events, updates, and changes that are specific to areas in which they may have interest or are directly related to their participation in the NC DHHS programs.

Quicker than Snail Mail

The NTracks Portal supports Electronic Inboxes for providers with secure email notifications as well as alerts to the email of their choosing. This functionality will provide instant access for transactions such as enrollment decisions, payment remittance advises, confirmation of changes requested, formal notifications of actions and responses, and other DHHS-related communications formerly mailed to the provider. This functionality will greatly improve the efficiency of timely receipt of communications, documents and letters and greatly assist in eliminating paper.

Editor and Publisher Needed Magnolia gives State web publishing freedom

Magnolia, our Content Management System will allow the NTracks web content to be created, managed and updated by the State authorized users. A page editing interface will allow the State users to update and lay out content exactly as it would appear to the website visitors. This will enable the State of North Carolina to simply update data on the provider portal in an expedited manner and remain reactive to the changing needs of a dynamic health care industry.

