



Totally Informative Provider Solutions (TIPS)

An OMMISS Newsletter Providing Current NCTracks Happenings

IN THIS ISSUE:

NCTracks Provider Portal— Provider Enrollment

Volume 2, Issue 2
February 2012

Note from OMMISS Provider Relations

In the February 2012 issue, our fourth publication of the NCTracks Provider Newsletter, we address questions and answers relating to the current and future provider enrollment processes.

NC DHHS requires recredentialing of providers every 3 years. Many of you have, or will, receive an invitation to recredential from CSC, the Enrollment, Verification and Credentialing (EVC) vendor for the N.C. Medicaid Program. We highly recommend that you reference the Recredentialing 101 document (https://www.nctracks.nc.gov/provider/providerEnrollment/assets/onlineHelp/recredentialing_101_help.pdf) for guidance within the NCTracks Provider Enrollment website (<https://www.nctracks.nc.gov/provider/providerEnrollment/index.jsp>).

I hope you are finding our monthly newsletters to be informative. Please contact Provider Relations at OMMISS.ProviderRelations@dhhs.nc.gov with any questions.

*Sherry Graff, Provider Relations Supervisor
Office of Medicaid Management Information System*

WHAT IS ONLINE PROVIDER ENROLLMENT?

CURRENT: Online provider enrollment allows providers to apply for participation in NC Medicaid using an electronic online application rather than a paper application. The Online Enrollment Application is available at <https://www.nctracks.nc.gov/provider/providerEnrollment/index.jsp>. If you choose to use the online application, you will be given instructions for submitting the necessary supplemental documents (forms: ECS, MPA, LOA,SOF) to complete the application.

FUTURE: Provider enrollment is part of the NCTracks Provider Portal and is an interactive online enrollment process. It supports the automated editing and validation of enrollment information for data presence and required data by a provider’s category and requirements, ability to reinstate a location or taxonomy through a change management process and manage changes to your provider record electronically.

Attestations, contractual consideration and supporting documentation will be presented in an electronic format. This will allow for the electronic attestation and e-signatures as well as upload capabilities for any supporting documentation that needs to accompany the application process.

The online provider enrollment enables providers and provider billing agents (e.g., clearinghouses or third party vendors) to enroll and update provider data quickly and easily in addition to providing improved provider support and services.

HOW DO I ENROLL AS A NEW PROVIDER?



CURRENT: New providers can enroll in NC Medicaid by accessing the NCTracks website, <http://www.nctracks.nc.gov/provider/index.html> and clicking "Provider Enrollment." Providers may enroll using the online provider enrollment application or by downloading the provider enrollment application in Adobe PDF format.

FUTURE: New providers or billing agents (e.g., clearinghouses or third party vendors) will use the Provider Enrollment Web application pages to enroll in the NC DHHS programs. The applicant completes all required fields and submits the online application. Data is edited and validated as the applicant enters the information. NCTracks posts Enrollment Tracking Status during the application process and provides an audit trail. The submitted application is saved in the NCTracks Enrollment Tracking Database for consideration and approval by DHHS.

What Do I Do If I Need To Reinstate A Location?

CURRENT: In the current world providers can reinstate a location by completing the Medicaid Provider Change Form. The form can be accessed at <http://www.nctracks.nc.gov/provider/cis.html> and can be mailed to the address or faxed to the number listed on the bottom of the form.

FUTURE: To submit an application requesting reinstatement, a provider or the provider billing agent (e.g., clearinghouse or third party vendor) must log in to NCTracks. Once in the system, the provider selects the NPI for the record he or she wishes to reinstate. The data populated on the provider page reflects all locations and information requiring updating for reinstatement. Once the provider completes all required changes, the request is submitted for consideration and approval by DHHS.

NOTE: Providers of MH/DD/SAS State-funded services will continue to contact their contracted LME.

HOW DO I CHANGE MY INFORMATION ONLINE?

CURRENT: Providers do not have access to change their information online. Changes submitted using the Medicaid Provider Change Form (62 KB PDF) may be submitted by **mail or fax**. Currently all changes are completed through a paper "Medicaid Provider Change Form" or in some circumstances a new "Provider Enrollment Packet." The change form or packet can be accessed at <http://www.nctracks.nc.gov/provider/cis.html>.

FUTURE: The online provider enrollment system allows approved providers and provider billing agents (e.g., clearinghouses or third party vendors) to retrieve, view, and update record demographic and related data through the "Manage Change Request" process. Once logged into the system, select the record associated with the correct NPI and then a "Manage Change Request Form" must be completed. The provider's updated data is populated in the enrollment pages then the application is submitted. Changes are accepted in real time and approved unless the submission requires Fiscal Agent Operations approval.



Don't see the answer to your question?

Send an email to

OMMISS.ProviderRelations@dhhs.nc.com

IN OUR NEXT TIPS ISSUE:

- ◆ Automated Voice Response System (AVRS)
- ◆ Provider Systems: Compatibility & Requirements
- ◆ You Asked!

