Totally Informative Provider Solutions (TIPS)

An OMMISS Newsletter Providing Current NCTracks Happenings

NEW NCTracks NEWSLETTER

WELCOME to our first edition of the NCTracks newsletter—**TIPS** (**T**otally **I**nformative **P**rovider **S**olutions); An OMMISS newsletter providing you with up-to-date information on the transition from the Legacy MMIS+ to NCTracks.

TIPS will be published monthly and may include a sample of the following articles:

⇒ Feature articles about NCTracks Provider Portal functionality including claim specific topics

⇒ Updates on overall project status

⇒ You Asked! — this section will include questions and answers from providers

⇒ Training updates

⇒ Division Happenings — links to important information within the Divisions

Provider Relations Team-Introduction

WHO WE ARE

Commissioned by DHHS, the North Carolina Office of Medicaid Management Information System Services (OMMISS) provides contract management and project oversight for the design, development and installation of the multi-payer claims processing system, NCTracks.

WHAT WE DO

Behind the scenes, our Provider Relations Management team collaborates with DMA, DMH, DPH, and our vendor, CSC, on the transition from multiple Legacy claims processing platforms to NCTracks.

Our goal is to provide you with:

● Current NCTracks project news and updates

● Frequently Asked Questions and answers about NCTracks

● Information about NCTracks and the Provider Web Portal

● NCTracks training schedule and locations

● Information on provider participation in NCTracks system testing

● Communications on key topics relating to NCTracks

● NCTracks areas of innovation and automation to positively enhance the claims filing experience and reduce provider administrative burden

Working hard to keep you updated!

CONTACT US

Questions or newsletter topic suggestions?

http://ncmmis.ncdhhs.gov/contact.asp

or submit an email to

Email: OMMISS.ProviderRelations@dhhs.nc.gov

In our Next TIPS Issue

* What is NCTracks?

* Why do we need a new claims processing system?

* What are some of the new features and enhancements for providers?

* What is the go-live date?

Other Links Of Interest

http://www.ncdhhs.gov/dma/bulletin/index.htm

http://www.nctracks.nc.gov/index.html

OMMISS Website Enhancements

We are very excited about our new multi-payer system, NCTracks, and are introducing our new project section on the OMMISS website at http://ncmmis.ncdhhs.gov/ which will include:

♦ **FAQs** (Frequently Asked Questions) Want to know the latest information on NCTracks and how to prepare? This is the place you want to be!

♦ **Recent News** Information relating to NCTracks project updates will be posted here- including this monthly newsletter!

♦ **Training Information** As we continue to develop our training program for NCTracks, information relating to training topics, training options and training schedule including locations will be posted here.