

Totally Informative Provider Solutions (TIPS)

An OMMISS Newsletter Providing Current NCTracks Happenings

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BROWSER COMPATIBILITY, REQUIREMENTS & SECURITY



The current NCTracks go-live date is July 2013. As of this date, all solutions will be web-based and provider processes will become paperless. We have provided a list of questions and answers below to prepare all providers for NCTracks.

What will I need to access the NCTracks system?

Providers will need access to a computer with an operating system, an Internet web browser (e.g. Public library workstations or personal and/or company workstations) with Secure internet access (SSL), and Adobe Acrobat Reader in order to access NCTracks.

How much memory will my computer need?

The NCTracks application does not have additional memory requirements beyond what a standard operating system suggests.

Which browsers are compatible with NCTracks?

NCTracks is compatible with the latest versions of Microsoft Internet Explorer and Mozilla Firefox. As a Safari user, Mozilla Firefox will need to be downloaded by providers in order for the system to be compatible. Some other browsers may work but are not officially supported.

What if my browser is not compatible?

Due to HIPAA and general security best practices, we recommend the use of one of the primary supported browsers. However, full browser support will be listed on the new NCTracks website before go-live.

When will I need to complete a security access application?

If you are an existing provider and receive notification for re-credentialing, you will need to obtain an NCID, unless you currently have one. The instructions with the link to the NCID website will be included in the notification. New providers are assigned an NCID at the time their application is processed and approved.

If you do not have an NCID for individual office staff who will be using NCTracks, you will receive detailed instructions for requesting an NCID at a later date. Training will be made available to guide you through the necessary user enrollment process.





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

Don't see the answer to your question? Send an email to OMMISS.ProviderRelations@dhhs.nc.com



~ NEWS ~ NEWS ~ NEWS ~

Within the coming months, the NCTracks Communications Team will be making modifications to our communications approach and to the materials we develop and distribute. The team will redesign and rename our newsletter "NCTracks *Connections*". We will also develop a monthly communications toolkit that will incorporate a variety of materials such as brochures, fact sheets and posters.

Our guiding principle is to produce information and materials designed to educate, inform and prepare the provider community for the changes they can expect with the implementation of NCTracks, the state's replacement Medicaid Management Information System. Between now and the July 2013 implementation date we will be providing information on system functionality and features including claims processing, training opportunities, enhancements to the enrollment process and enhanced provider access to information.

STAY INFORMED!

Please visit our project website to remain aware of the latest news and updates. You can find Newsletters, Provider Readiness Bulletins, answers to your Frequently Asked Questions and other helpful information to help prepare you for NCTracks. ncmmis.ncdhhs.gov

TRAINING

How will my staff be trained on the new system?
Training will be provided via instructor-led training sessions as well as self-paced CBTs (Computer-Based Training). Additional information will be provided at a later date at <http://ncmmis.ncdhhs.gov>.

What are the locations for the regional instructor led training sessions?

Currently, we are planning to have regional instructor-led training sessions in Charlotte, Raleigh/Durham, Greensboro, Wilmington and Asheville. Updated training information will be posted on the OMMISS website at <http://ncmmis.ncdhhs.gov>.

TESTING

How can I participate in the testing of the NCTracks system?

If you are interested in testing participation send an email to OMMISS.ProviderRelations@dhhs.nc.gov.

Please include the provider's name, a contact name and a contact phone number. In the subject line of the email please indicate 'Testing Participation'.



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