NCTracks

What is UAT and POP?

Provider User Acceptance Testing (UAT) is the phase of the project when a representative sample of end users, comprised of provider types across impacted DHHS divisions, are invited to test functionality related to the daily use of NCTracks.

Provider Operational Preparedness (POP) is the phase of the project when provider UAT participants, plus an additional representative sample of DHHS provider types, are identified to receive remittance advices (RAs) from NCTracks for up to two claims cycles. These will be compared with legacy RAs produced for the same period of time.

Note: More details regarding UAT and POP participation will be shared in the coming months.

	Provider User Acceptance Testing	**Provider Operational Preparedness**
Purpose	Allows selected providers to test functionality related to daily use of NCTracks	Allows selected providers to review remittance advices from NCTracks to compare with legacy RAs produced for the same time period
Participants	A representative cross section of provider types solicited through provider associations	Those included in UAT, plus an additional representative cross section of provider types solicited through provider associations
Activities	• Submitting Claims • Requesting/Verifying Prior Approval Status • Checking Recipient Eligibility	• Providers compare legacy and NCTracks RAs • The project team validates that NCTracks claims pay according to DHHS policies
Timing	November 2012 – January 2013	March – June 2013
Location	Project Testing Facility in Raleigh	Remote - Provider Office Locations
Training	Schedule to be Furnished to Participants	Scheduled to Begin January 2013

Questions regarding NCTracks should be sent to OMMISS.ProviderRelations@dhhs.nc.gov.