



# Connections

## Cutoff & Transition Details Available

NCTracks will go live July 1, 2013, replacing the 35-year-old Medicaid claims system known as MMIS+, as well as other computer systems that process claims for state-paid mental health, public health and rural health services. DHHS and its new fiscal agent, CSC, have endeavored to make the transition as smooth as possible.

Claims and adjustments still pending in legacy systems during the last checkwrite cycle will be denied, and providers must resubmit them in NCTracks. This information and other key cutoff dates for the transition to NCTracks are available in a **Special Bulletin**. The Special Bulletin outlines dates on which specific operations

will cease in the legacy claims systems before resuming in NCTracks.

Health care providers are advised to review the cutoff dates and plan accordingly. For example, paper claims must be submitted before June 12.

Another Special Bulletin for providers addressing operations after the go-live of NCTracks will be published by CSC on May 15.

Providers should make sure they have taken all steps necessary for claims to be processed and paid after July 1. A complete NCTracks Provider Checklist for Go-Live is available at <http://ncmmis.ncdhhs.gov>.

**The NCTracks system serves DHHS providers and recipients for the North Carolina Division of Medical Assistance, Division of Mental Health, Developmental Disabilities and Substance Abuse Services, Division of Public Health, and the Office of Rural Health and Community Care.**

## Initial Checkwrite Schedule Posted

The claims cycle of NCTracks will be weekly. Valid claims submitted by midnight Friday (midnight Thursday for mental health, public health and rural health claims) will be processed for a checkwrite the following Tuesday, with electronic funds transfer (EFT) effective on Wednesday, except in cases of a holiday.

This allows for 50 checkwrites per fiscal year, with anticipated exceptions being the last week of June (end of the State fiscal year) and the week of Christmas. Providers should note that NCTracks has a scheduled checkwrite the week of Thanksgiving

The last checkwrite for Medicaid providers under the legacy MMIS is June 27, with electronic funds transfer (EFT) effective the next day, June 28. The cutoff date for claims submission in that cycle is June 20.

The first NCTracks checkwrite will be July 9, 2013, but will apply only to pharmacy point-of-sale (POS) providers. Other providers will receive their first claims payments the following week.

Although NCTracks will pay claims on a weekly basis, DHHS and its fiscal agent, CSC, determined that a first checkwrite for all providers could not be accomplished during the first week of operations. Pharmacy POS claims presented a special case, due to the real-time nature of processing those claims.

NCTracks will process the POS claims backlogged from the legacy systems, plus new ones submitted by July 5, for a July 9 checkwrite and July 10 effective EFT. The next checkwrite cycle (July 12 cutoff, July 16 checkwrite and July 17 EFT) will include all provider claims.

Providers should note that claims left pending during the last checkwrite cycle of legacy systems will be denied, and those claims must be resubmitted in NCTracks. (See Cutoff & Transition article above.)

A complete **checkwrite schedule** for July-December 2013 is available now. A 2014 checkwrite schedule will be released this fall.

### Also in this edition:

Training Open

Provider Checklist

PA in NCTracks

CEP Registration Update

## Training Open

Provider training sessions for NCTracks are open and scheduled across the state through June 2013.

“Health care providers must make certain they have taken the necessary steps to ensure their claims will be processed and paid after July 1,” noted Joe Cooper, Chief information Officer for the Department of Health and Human Services (DHHS). “We strongly encourage providers to take advantage of this opportunity for in-person training in their regions.”

To avoid disruptions in DHHS claims processing or payments after July 1, health care providers should plan to have claims, eligibility and other business staff train in NCTracks.

Even providers who submit claims through a billing agent or clearinghouse will need to know how to navigate NC Tracks to monitor the status of submitted claims, to submit prior approval requests and to obtain Remittance Advices.

Instructor-led training (ILT) sessions organized by claim types—institutional (UB-04/837I), medical (CMS 1500/837P), dental and pharmacy—have been scheduled through late June. A complete **training calendar** is posted online. Training is free, but registration is requested. Walk-ins are welcome.

Provider staff who cannot attend in person can participate live via webinar. ILT sessions are also recorded and archived online.

Online computer-based training is also available. For more information, including a guide to training by office role/function, as well as links to the NCTracks Training registration site, go to <http://ncmmis.ncdhhs.gov/communication.asp>.

## Provider Checklist Reminder

There are several steps providers must take in advance of July 1, or risk not having claims processed and paid in the new system. The checklist below can help you determine whether you are “on track” for NCTracks:

- Complete the **recredentialing process**. (Applies to Medicaid providers due for recredentialing prior to NCTracks go-live)
- Designate the **Office Administrator** (owner/managing employee) for your provider organization.
- Make sure your Office Administrator’s **email address** is current in the system
- Obtain an **NCID** for your Office Administrator.
- Obtain an **NCID** for all other staff in your provider organization who will access the NCTracks system and who will be trained.
- Update your **affiliation information**. (Applies to individual providers who are in groups and/or affiliated with hospitals, etc.) Submit a Medicaid Provider Change Form on the current NCTracks site at [www.nctracks.nc.gov](http://www.nctracks.nc.gov).
- Provide bank account information for **EFT** payments.
- Designate a **Trading Partner** for your provider organization. (Applies to providers who use a Billing Agent/Clearinghouse.)
- Electronically sign the **Trading Partner Agreement**. (Applies to Billing Agents and providers who will submit ASC X12 batch transactions to NCTracks.)
- Complete the recommended NCTracks on-line **training**. (Must have an NCID)
- Verify the **taxonomy codes** and locations on your provider record.

Several of these steps are accomplished through the Currently Enrolled Provider (CEP) Registration process. (See CEP article on next page.) More information regarding how to verify your taxonomy codes will be coming in early May. For more information on any of these steps, call CSC at 1-866-844-1113, or email [NCMedicaid@csc.com](mailto:NCMedicaid@csc.com).

## Prior Approval in NCTracks

There are a number of advantages to how Prior Approval (PA) is handled in the new NCTracks system. Foremost among them is that PAs can be submitted electronically through the NCTracks Provider Portal, including the uploading of electronic attachments. This will significantly improve the PA submission process. As of July 1, 2013, CSC will be responsible for processing many of the PAs that were

previously handled by HP, ACS, DMA, and DPH. Prior Approval for other services will continue to be handled by other entities, such as CCME and MedSolutions. However, providers can check on the status of PAs on the NCTracks Provider Portal, regardless of who they were submitted to. For a complete explanation of the changes in Prior Approval for NCTracks, see the **Fact Sheet** on the OMMISS website.

## CEP Registration Update

Currently enrolled health care providers who have not received a registration letter by May 1, 2013, should immediately call 1-866-844-1113, or email [NCMedicaid@csc.com](mailto:NCMedicaid@csc.com).

Registration in NCTracks is the method for Currently Enrolled Providers (CEP) to provide essential information that will not automatically transfer from the legacy claims systems:

- bank account numbers for electronic payment
- trading partners or clearinghouse billing agents, if applicable
- a valid email address
- designation of an Office Administrator for security, contact and other purposes
- and other data.

Providers who fail to complete their CEP registration in a timely manner risk not having their claims processed and paid when NCTracks goes live July 1.

Processing of CEP registrations ends June 24. Providers are encouraged to submit CEP registrations well in advance of that cutoff date, as response times could be lengthened by a high volume of last-minute submissions.

CSC, the new fiscal agent for DHHS, mailed CEP registration letters—one letter per National Provider Identifier (NPI) number—to all providers enrolled in legacy claims systems. The letters with special red markings on the envelopes were mailed in batches from

February through April. Providers who did not receive a CEP letter or who need assistance from CSC to complete the process, can phone the CSC Call Center at 1-866-844-1113 or email [NCMedicaid@csc.com](mailto:NCMedicaid@csc.com).

### New Feature

**A new version of the Currently Enrolled Provider (CEP) Registration process has been released.**

This new version includes the ability to list the NCIDs of provider staff members who will need access to the NCTracks system. The NCIDs listed during CEP Registration will be granted general user access to all of the NPIs associated with the designated Office Administrator. (So you do not have to enter the NCIDs more than once if the Office Administrator is associated with more than one NPI.)

This feature will enable staff members to have immediate access to the NCTracks system on July 1.

Beginning July 1, Office Administrators can designate one or more User Administrators to administer ongoing system access. Office Administrators (or User Administrators) can then go into NCTracks anytime after July 1 to restrict staff member access, as desired.

This feature is optional, not required. If you have already completed your CEP Registration, you can go back in and add the NCIDs, using the same authorization code provided on the CEP letter. Changes can be made until June 24 (or after go-live.)

#### For More Information

Regarding the implementation of NCTracks visit: [ncmmis.ncdhhs.gov](http://ncmmis.ncdhhs.gov)

Questions regarding NCTracks should be submitted to: [ommiss.providerrelations@dhhs.nc.gov](mailto:ommiss.providerrelations@dhhs.nc.gov)

All of the NCTracks Connections newsletters, tool kits, and fact sheets can be found at: [ncmmis.ncdhhs.gov/communication.asp](http://ncmmis.ncdhhs.gov/communication.asp)



**Are You on Track for July 1?**