NCTracks

Connections

Payment Made Easy with PayPoint

One of the advancements in the new NCTracks system is the ability for DHHS providers to pay fees online with PayPoint. PayPoint is the secure payment solution provided by the NC Office of the State Controller and First Data Government Solutions for automated payments.

Providers are responsible for paying DHHS fees during both enrollment and re-credentialing, according to CMS and State policies. Today, providers are sent a paper invoice and payment is returned by mail. With NCTracks, providers submitting applications for either enrollment or re-credentialing will be automatically linked from the Provider Portal to the secure PayPoint website to pay the required fee using a credit card or one-time automated bank draft (e-check). Once the transaction is completed, a confirmation email will be sent to the provider.

Successfully completed invoice information is sent to NCTracks from PayPoint, but the bank account or credit card information is not included. The bank account or credit card details remain within the PayPoint system. Therefore, providers should contact PayPoint directly if there is an issue with the payment method.

If providers have any difficulties using the PayPoint system, other than with the method of payment, they can contact the NCTracks Call Center for assistance. Call Center agents will have access to the PayPoint Virtual Terminal to assist providers who need to make application fee payments.

DHHS strongly encourages providers to use PayPoint. PayPoint is safe, secure, and will expedite completion of applications in NCTracks that require payment of a fee. This functionality will be available when the NCTracks system goes live on July 1, 2013. For more information about PayPoint, see the article on the "Statewide Electronic Commerce Program" at the NC Office of the State Controller website *www.osc.nc.gov/SECP/SECP_PayPoint.html*.

Checkwrite Plan

With the implementation of the new NCTracks system comes a new checkwrite schedule. The exact checkwrite dates will be published shortly, once they are approved by DHHS. In the meantime, note the following checkwrite information, effective from July 1, 2013, forward:

- There will be fifty scheduled checkwrites per fiscal year.

- The two weeks when there will not be a scheduled checkwrite are the week between Christmas Day and New Years Day and the last week in June (at the end of the State fiscal year).

- Checkwrites will include payment, if any, from all of the DHHS Divisions supported by NCTracks.

For More Information

Regarding the implementation of NCTracks visit: *ncmmis.ncdhhs.gov*

Questions regarding NCTracks should be submitted to: *ommiss.providerrelations@dhhs.nc.gov*

All of the NCTracks *Connections* newsletters and fact sheets can be found at: *ncmmis.ncdhhs.gov/communication.asp*

OFFICE OF **MMIS** SERVICES

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Also in this edition:

Provider Checlist for NCTracks Go-Live

Provider Checklist for NCTracks Go-Live

The purpose of this checklist is to help DHHS providers understand the tasks they need to perform, and how and when to do them, to enable a smooth transition to the new NCTracks system. Updates to the checklist will be made periodically as more information is available. The current version of the checklist will be posted to the OMMISS website at *ncmmis.ncdhhs.gov*. A notification will be included in the NCTracks *Connections* newsletter whenever the checklist is updated. Questions regarding the checklist should be sent to *ommiss.providerrelations@dhhs.nc.gov*.

√	Task	Resources / Directions	Suggested Start Date	Due Date
	Obtain an **NCID** for your Office Administrator (owner/managing employee)	See the November edition of the NCTracks *Connections* newsletter for information on obtaining an NCID. The NCID website is *ncid.nc.gov*.	Now	7/1/2013
	Obtain an **NCID** for all other staff in your provider organization who will access the NCTracks system and who will be trained	See the November edition o f the NCTracks *Connections* newsletter for information on obtaining an NCID. The NCID website is *ncid.nc.gov*.	Now	7/1/2013
	Define/update the **office hours** for each location of your organization. (Applies to Carolina Access/managed care providers)	Submit a Medicaid Provider Change Form on the current NCTracks site at *www.nctracks.nc.gov*.	Now	7/1/2013
	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*.	Now	7/1/2013
	Designate the **Office Administrator (OA)** for your provider organization (using NCID)	Use the "Currently Enrolled Provider" Registration Application to designate the OA (See the February edition of the NCTracks *Connections* newsletter)	3/1/2013	6/15/2013
	Provide your bank account information for **EFT** payments	Use the "Currently Enrolled Provider" Registration Application to designate EFT info (See the February edition of the NCTracks *Connections* newsletter)	3/1/2013	6/15/2013
	Make sure your **email address** is current in the system	Use the "Currently Enrolled Provider" Registration Application to update email address (See the February edition of the NCTracks *Connections* newsletter)	3/1/2013	7/1/2013
	Designate the **Billing Agent** for your provider organization. (Applies to providers who use a Billing Agent/Clearinghouse.)	Use the "Currently Enrolled Provider" Registration Application to designate the Billing Agent (See the February edition of the NCTracks *Connections* newsletter)	3/1/2013	7/1/2013
	Electronically sign the **Trading Partner Agreement.** (Applies to Billing Agents and providers who will submit ASC X12 batch transactions to NCTracks.)	Use the "Currently Enrolled Provider" Registration Application to sign the TPA (See the February edition of the NCTracks *Connections* newsletter)	3/1/2013	7/1/2013
	Complete the recommended NCTracks on-line **training.** (Must have an NCID)	See the December/January 2013 edition of the NCTracks *Connections* newsletter for information on training	4/1/2013	7/1/2013
	Verify the **taxonomy** codes and locations on your provider record.	See the December/January 2013 edition of the NCTracks *Connections* newsletter for information on taxonomy. (More information regarding Taxonomy specifics will be published in the next 60 days. Please watch the OMMISS website *ncmmis.ncdhhs.gov*)	4/1/2013	7/1/2013

(Version 1.0)

Connections

Topics in the February 2013 edition: Information on the "Currently Enrolled Provider" Registration Application that all DHHS providers will need to complete prior to go-live of NCTracks.