



# Connections

## Provider Activities Now Underway

There are three major provider activities related to the new NCTracks system that are currently underway:

### Re-credentialing

NC DHHS requires Medicaid providers to recredential every three years. Providers who are due for recredentialing should complete the recredentialing process prior to NCTracks go-live. All Medicaid providers due for recredentialing before July 1, 2013, have been notified. **Failure to recredential may result in denial and/or termination from the N.C. Medicaid program.** Providers uncertain of their recredentialing status should contact the Enrollment, Verification, and Credentialing (EVC) call center at 1-866-844-1113.

### Currently Enrolled Provider (CEP) Registration

Before the new NCTracks system goes live on July 1, 2013, there are several types of information that need to be gathered from **all DHHS providers**. This information is either new data associated with NCTracks or existing data that could not be transferred from the legacy systems. Information that needs to be gathered from all DHHS providers includes designation of an Office Administrator, Electronic Funds Transfer (EFT) information for claims payment, and designation of a Billing Agent (if applicable). If you have not received a letter about CEP Registration by May 1, 2013, please contact the EVC call center at 1-866-844-1113. **Failure to provide EFT information may result in delay and/or denial of claims payment.** For more information about CEP Registration, see the February edition of the NCTracks *Connections* newsletter.

### Provider Training

Provider training on the new NCTracks system is underway. Courses are being offered through Instructor-Led Training (ILT) in six locations across North Carolina from April 8 through June 20, as well as through Computer-Based Training. ILT courses can also be attended remotely. To register for ILT and CBT courses, go to the EVC website at [www.nctracks.nc.gov](http://www.nctracks.nc.gov) and click on the link for "NCTracks Training".

An **NCID** is required to complete all three provider activities. For more information regarding NCID, see the "How to Obtain an NCID" Tool Kit on the OMMISS website at [ncmmis.ncdhhs.gov/communication.asp](http://ncmmis.ncdhhs.gov/communication.asp).

Additional activities are outlined in the **Provider Checklist for Go-Live**, the latest version of which is also found on the OMMISS website. If you have questions about any of these provider activities, please contact us at [ommis.providerrelations@dhhs.nc.gov](mailto:ommis.providerrelations@dhhs.nc.gov).

## Training Update

### Just Announced - New Location!

A new location has been added for provider Instructor-Led Training on NCTracks. Courses for all provider claim types (Institutional, Medical, Dental, and Pharmacy) will be offered at the **Greenville Convention Center** in Greenville, NC, during the week of **June 3-7, 2013**. Follow the "NCTracks Training" link on the **EVC website** to register to attend the upcoming provider training in Greenville. [Remote training will also be offered during this time period, if you cannot attend in person.]

**The NCTracks system serves North Carolina Department of Health and Human Services (DHHS) providers and recipients for the 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.**

Also in this edition:  
Training Update