



Connections

NCTracks Provider Activities Begin to Ramp Up

Leading up to many of the positive changes, such as the ability to check claims status in real time and verify recipient eligibility, there are many activities that NC DHHS-enrolled providers will be asked to participate in between now and the July 1, 2013 NCTracks system implementation date.

One of the earliest activities for select providers is an early system look during State User Acceptance Testing (UAT). UAT is the project component that allows the State to test and validate the business and system requirements as defined, and to ensure that all CSC coding is operating accurately and appropriately.

Since it is impractical for all providers to participate in the early look into State UAT, the State has identified a number of provider associations with membership representative of the broad spectrum of DHHS-enrolled providers. As a part of the State's UAT, this provider sub-group, representative of all provider types and specialties, will be afforded an early look at the system and will test the system prior to go-live. Information from provider early look participation will be shared with the broader provider community. The time frame for provider involvement in an early system look during State UAT will begin November 2012 and continue through January 2013. Early look activities include, but are not limited to:

- Entering, Searching and Viewing Prior Authorizations or Referrals
- Accessing, Reviewing and Modifying Provider Enrollment Record
- Submitting claims and Reviewing Claims Status
- Understanding Direct Connect Functionality
- Discussing the Office Administrator's Roles and Responsibilities

- Viewing User Interface Screens

The period between February 28 and July 1, 2013, when full fiscal agent operations begin, has been designated by DHHS as the Provider Operational Preparedness (POP) project phase. The goal of POP is to offer a representative sample of providers an opportunity to conduct claims adjudication comparative analysis between the legacy DHHS systems and NCTracks. This will be accomplished through an evaluation of the actual Remittance Advice (RA) from affected legacy systems and a comparative NCTracks RA for the same claim activities.

POP participants, who submit claims electronically, will continue to submit claims through the legacy systems during the POP period as they do today. Additionally, these claims will be processed within NCTracks, enabling participants to compare their legacy system(s) remittance advices with those generated from the new system. No payment will be issued from NCTracks, and the claims will not impact any incremental recipient benefits. Participants will receive comparative RAs from NCTracks for up to two claim cycles.

In addition to some early training activities in which UAT and POP participants will participate, full training activities are scheduled to begin approximately 90 days prior to the July 1 implementation date. The project's training approach is referred as "just in time" training. This proven approach allows system users to be trained as close to the scheduled go-live date as possible so that information is fresh in their minds. Trainees will be able to choose from both instructor-led and computer-based course offerings. NCTracks is a role-based system, which means each system user will

Activities.....Continued on Next Page

***In North Carolina,
more than 70,000
Medicaid providers
treat approximately
1.7 million low-
income adults,
children, seniors and
disabled individuals
annually.***

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be assigned a role and trained on that role in the system. Role information will be provided in more detail in the coming months.

Other activities leading up to the implementation date include:

- **Identifying Affiliations**

- The attending provider or provider entity needs to affiliate to anyone who they provide services on behalf of and are authorizing payment to be made to on their behalf.
- There can be one or more affiliations on a provider record.
- This initiative is being led by the early operations (Enrollment, Verification and Credentialing) team to capture affiliations prior to go live.

- **Identifying an Office**

- **Administrator**

- The state business rule requires that a provider's Office Administrator must be an owner or have managing authority over the provider or provider entity.
- The Office Administrator assigns

security roles for all other NCTracks system users for each provider.

- **Providing Electronic Funds Transfer (EFT) Information**

- All providers will be required to provide EFT information. The NCTracks team is not able to obtain this information from the State's current fiscal agent.

- **Completing Trading Partner Certification**

- The trading partner certification process will be based on a provider self service model. All trading partners will be required to complete the certification process and sign a trading partner agreement prior to go live.
- Companion guides are close to being finalized. Once finalized, they will be made available to trading partners.

The timing and process for providers to identify an Office Administrator, provide EFT details and complete trading partner certification is still being finalized. More details will be available in the coming months. ➡

New ICD-10 Deadline Set for October 1, 2014

On August 24, the Department of Health and Human Services (HHS) announced the final rule that extends the International Classification of Diseases, 10th Edition (ICD-10), compliance date from Oct. 1, 2013, to Oct. 1, 2014.

In addition to codes that allow for greater specificity when classifying diseases and health problems, ICD-10 includes codes for new procedures and diagnoses aimed at improving the amount of detailed information available to healthcare providers for quality improvement and payment purposes.

To view the complete release, visit ncmmis.ncdhhs.gov/files/icd10/HHS_Release_CMS_HPID_Admin_Simp_20120824.pdf. ➡

OMMISS Launches ICD-10 Website

The North Carolina Office of Medicaid Management System Services (OMMISS) has launched a new web page for the International Classification of Diseases, 10th Edition diagnosis and procedure codes (ICD-10) Project at <http://ncmmis.ncdhhs.gov/icd10.asp>. The ICD-10 web page is full of helpful information, educational materials, and other resources to assist with the transition to the ICD-10 code set. The web page also contains announcements, project statuses, and updates. You can register for the ICD-10 listserv and send questions directly to the project team using the new email address at OMMISS. ICD10@dhhs.nc.gov.

The ICD-10 project team consists of staff from OMMISS, the Division of Medical Assistance (DMA), the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS), the Division of Public Health (DPH) and the Office of Rural Health and Community Care (ORHCC), and Computer Sciences Corporation (CSC), the NCTracks fiscal agent.

For the most recent ICD-10 fact sheet, visit ncmmis.ncdhhs.gov/files/uploads/ICD-10_Turtle_Final_8-14-12.pdf. ➡

For More Information

Regarding Enrollment, Verification and Credentialing visit: www.nctracks.nc.gov

Regarding the implementation of NCTRACKS visit: ncmmis.ncdhhs.gov

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

