



Connections

Checking on the status of NCTracks

When NCTracks goes live on Monday morning, July 1, you will be able to check on the status of the system by going to the NCTracks Status page in the public **Provider Portal**. This page will include status information on System Availability, Call Center, Claims Submission, and Checkwrite/Remittance Advice. The page also includes a link to a list of the priority defects currently being addressed, announcements, and a list of frequently asked questions and answers. This page will be available and updated regularly for the first few weeks after cutover. Bookmark the page and check back often for the latest status.

Informational Sessions Available

CSC will be conducting a series of Informational Sessions, beginning July 1, to assist providers with a variety of key topics important to the startup of NCTracks. Topics include:

- NCTracks Registration
- How to Add Users
- Viewing and Updating Provider Data
- New Enrollment Application
- Overview of Prior Approval
- Checking Recipient Eligibility
- Carolina Access Referrals and Overrides
- Submitting a Claim in the Provider Portal

Most sessions will be held multiple times during the first two weeks of operation. A **schedule of the topics**, days, and times, as well as the telephone number and URL for the webmeeting, is posted under the Quick Links on the Provider Training page of the NCTracks Provider Portal. No registration is required. If you need guidance for any of these key topic areas, we encourage you to attend.

CEP Letters

Currently Enrolled Provider (CEP) Registration letters, which include an Authorization Code, are being mailed to providers who enrolled after February 22, 2013, and to other active providers who did not receive a letter in April. The Authorization Code in the letter, along with your NCID and password, will enable providers to designate an Office Administrator and provide their Electronic Funds Transfer (EFT) information to enable payment from NCTracks. If you have not received a letter next week, call 866-844-1113.

PINs Mailed to All

A Personal Identification Number (PIN) is being sent to all registered NCTracks users. A PIN will be required in NCTracks not only to complete enrollment and recredentialing applications, but also to submit FL2 (long term care level of care) requests, and pharmacy Prior Approval (PA) requests. The ability to submit applications and PA requests will still be governed by the user access granted in NCTracks. Only Office Administrators will be able to submit enrollment and recredentialing applications. Any other users may be granted authority to submit PA requests.

The NCTracks system serves NC 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.