NC TRACKS

Connections

NCTracks Set for July 2013 Launch

In December 2008 the North Carolina Department of Health and Human Services (DHHS) awarded a contract to Computer Sciences Corporation (CSC) to develop and implement a replacement Medicaid Management Information System (MMIS) in support of health care administration for multiple DHHS divisions. The replacement system, named NCTracks, is a multi-payer system that will facilitate provider enrollment and consolidate claims processing activities for multiple DHHS health plans.

The Legacy MMIS+ is more than 34 years old and lacks the flexibility to adapt to the changing needs of government and to incorporate the benefits of current technology.

NCTracks will replace and coordinate processing between the existing Legacy MMIS+ for the Division of Medical Assistance, the Integrated Payment and Reporting System (IPRS) for the Division of Mental Health and the Purchase of Medical Care Services (POMCS) for the Division of Public Health and the Office of Rural Health and Community Care.

NCTracks will coordinate processing among the divisions to ensure the proper assignment of the payer, benefit plan and pricing methodology for each service on a claim.

The project team continues enrollment, verification and credentialing of providers through early operations activities, as construction and testing of the new system remain on schedule. Beginning in March 2013, the project will enter into the Provider Operational Preparedness period, a time frame designed to allow a representative sample of providers to compare claims processing between NCTracks and the legacy DHHS systems that will be incorporated into the new

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

NCTracks Unveils *Connections* Newsletter

Welcome to *NCTracks Connections*, a bi-monthly newsletter designed to keep stakeholders and other interested parties up to date on system and project developments.

In addition to the newsletter, the communications team is developing a monthly communications toolkit that will include a variety of materials such as brochures, fact sheets and posters.

Our guiding principle is to produce information and materials designed to educate, inform and prepare the provider community for the changes they can expect with the implementation of NCTracks.

Among other topics, the newsletter and monthly toolkits will provide details regarding system functionality and features, training opportunities, changes to the enrollment process and how providers will have greater visibility and access to their information, to include claims processing when NCTracks is implemented.

Connections

system. Following provider readiness, training and cut over activities, NCTracks is scheduled to begin full operations July 1, 2013. The State has the option of beginning full operations anytime between March 1 and July 1, 2013, with 30 days advance notice provided to key stakeholders. The communications team will keep providers and other stakeholder groups apprised of any changes to the implementation schedule.

The chart below outlines some of the key activities and phases of the project. Select activities and phases include:

Development, Design and Implementation
- More than 20 Functional Areas

Early Operations – Enrollment, Verification and Credentialing (EVC)
- Call Center
- Temporary EVC Tool

Testing
- System Integration Tests
- Final Integration Tests
- User Acceptance Tests

Training
- Training Begins No Later Than 90 Days Prior to Go Live
- Maintain Training Records in the Online Provider Portal
- Mix of Computer Based and Instructor Led Courses
- Training Opportunities Available After System Implementation

Operations
- Full Fiscal Agent Operations by July 1, 2013
- Provider Access and Control of Records Through Web Tool

Provider Operational Preparedness
- Comparison of NCTracks and Multiple Legacy System Remittance Advices by Targeted Provider Groups
- Validate Business Rules, Claims Payments and Other Adjudication Processes

ICD-10 and 5010 Activities
- Information will be shared regarding the impact of ICD-10 and 5010 mandated changes

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

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High-Level Project Calendar

2012				2013		
Q1	Q2	Q3	Q4	Q1	Q2	Q3
JAN FEB MAR	APR MAY JUN	JUL AUG SEP	OCT NOV DEC	JAN FEB MAR	APR MAY JUN	JUL AUG SEP

Development, Design and Implementation Phase

July 2013 Go-Live

Early Operations (Includes Enrollment, Verification and Credentialing Activities)

Operations Phase

Testing Activities (Integration, User Acceptance, Production Simulation, etc.)

Provider Operations Preparedness

Fiscal Agent, State and Provider Community Training

5010 Activities

ICD-10 Activities