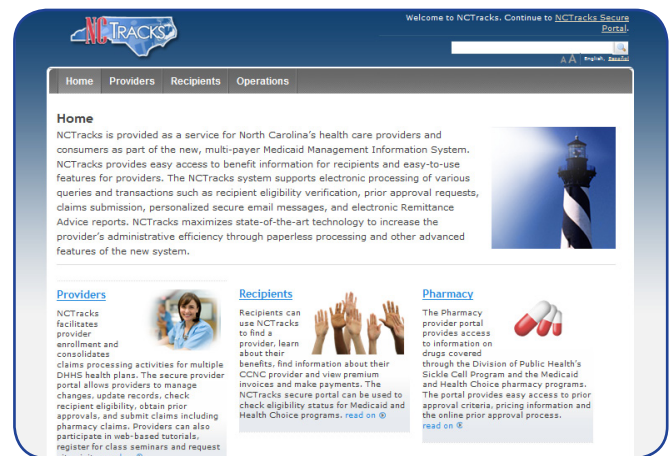# www.nctracks.nc.gov

The current NCTracks website, *www.nctracks.nc.gov*, provides tools and information associated with Medicaid provider enrollment, verification and credentialing (EVC) activities. In the future, the site will be entirely redesigned and expanded to offer, among other features, claims processing that replaces the existing Legacy Medicaid Management Information System (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.

Future NCTracks Website

The future NCTracks website will be referred to as the NCTracks portal. The URL will remain *www.nctracks.nc.gov*. The portal will offer password protected areas for DHHS (Department of Health and Human Services) service providers as well as program recipients. Additionally, the portal will feature paperless EVC processes, the acceptance of electronic signatures and the ability to view claims status in real time. Other features will include access to:

- Update/edit provider records
- Request/confirm prior approval
- Submit dental, medical and pharmacy claims
- Retrieve historical remittance advices for up to seven years
- Verify recipient eligibility

NCTracks Portal Concept Home Page

Current NCTracks Website

The current website was developed at DHHS's request as an early operations interim step to aid in the automation of the Medicaid provider enrollment. This website is not intended to meet all of the business needs for DHHS and the provider community, but rather to automate the manual process of provider enrollment and credentialing until the new NCTracks portal is implemented. Today, the NCTracks team seeks to strike a balance between responding to requests to enhance the existing EVC-focused site and limiting development time on a website that will be totally reconfigured and redesigned for the July 2013 new system implementation. An online Medicaid enrollment application was made available on the current site, but signature pages are still required to be submitted prior to processing. Although providers have the option of submitting a paper or web-based enrollment application, when it comes to recredentialing providers must use the online tool.

Questions regarding NCTracks should be sent to ommiss.providerrelations@dhhs.nc.gov.