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NCID: Your sign-on to NCTracks

NCTracks, the multi-payer replacement Medicaid Management Information System (MMIS), uses the **North Carolina Identity Management (NCID)** system for authentication to the new NCTracks Provider Portal. NCID is the standard identity management service provided to state, local, business, and individual users by the State of North Carolina. NCID will be used by all NC Department of Health and Human Services (DHHS) providers accessing the NCTracks system.

Providers will need to obtain a NCID to be able to logon to the NCTracks Provider Portal. Each person in the provider office who will be accessing the NCTracks Provider Portal should have their own NCID. The NCTracks Provider Portal uses single sign-on, so providers will only need to logon once using their NCID and they will be able to use all integrated applications within the portal, including recipient eligibility inquiry, claims status inquiry, claims submission, submission and inquiry of prior approvals and referrals, review of remittance advices, training, and user administration.

Providers can obtain an NCID by going to the State website at https://ncid.nc.gov/. Providers will need to register as a Business User. The registration process will require some basic information, including name, address, telephone number, email address, and initial password. Users can make up their own NCID (UserID). There is no specific format required for an NCID, as long as it does not already exist in the system. Once registered, providers will receive an email to activate their account.

There is no charge to private providers for obtaining or using a NCID to access NCTracks. There is a charge for NCID from the Office of Information Technology Services (ITS) for State-owned providers and employees of State agencies, but if they already have a NCID, there is no additional charge to use it for NCTracks.

Providers who have recredentialed with the Enrollment, Verification, and Credentialing (EVC) system already have an NCID that is registered with CSC, and no further action is required. Providers who have an existing NCID, but who have not yet recredentialed with the EVC, will be able to associate their existing NCID with their NPI(s) as part of the Office Administrator functionality in NCTracks. [See the December edition of *Connections* for more information.]

Providers who cannot remember their NCID will need to go to the NCID website and use the "Forgot your User ID?" function. If a provider loses their NCID password, they will need to go to the NCID website to have their password reset. (This process is simplified if the user set up challenge questions when they obtained their NCID.) NCID registration and passwords are controlled by ITS.

Providers are encouraged to obtain their NCID soon. Prior to the July 1, 2013, go-live date for NCTracks, providers will be asked to provide information regarding Electronic Funds Transfer (EFT), designate an Office Administrator, and electronically sign a Trading Partner Agreement, using an application that will require NCID logon.

For more information regarding how to obtain an NCID and a list of frequently asked questions, consult the NCID website. For assistance with obtaining a NCID or resetting your password, see the ITS Service Desk at http://www.its.nc.gov/support/default.aspx.

The NCTracks system serves DHHS providers and recipients for the North Carolina 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:
Trading Partner Testing

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Trading Partner Testing Underway

NCTracks will accept and process various electronic data interchange (EDI) transactions that comply with the Health Insurance Portability and Accountability Act (HIPAA) ASC X12 5010 standards. ASC X12 5010 transactions that can be submitted to the NCTracks system include:

- 270 – Eligibility Inquiry
- 837I – Institutional Claims
- 837P – Professional Claims
- 837D – Dental Claims
- 276 – Claims Status
- 834I – Benefit Enrollment
- NCPDP D.0 – Pharmacy

Organizations who submit ASC X12 5010 transactions to the NCTracks system are referred to as Trading Partners. Before being granted access to the NCTracks production environment, all Trading Partners must sign a Trading Partner Agreement and be certified for each transaction type they intend to submit. Trading Partners include Billing Agents, Value Added Networks, and Clearing Houses who will be billing the NCTracks system on behalf of providers. Trading Partners also include individual providers and provider groups who will submit ASC X12 5010 transactions directly to NCTracks, without using a Billing Agent, Value Added Network, or Clearing House.

NCTracks provides testing for its Trading Partners through Edifecs' Ramp Management, a Web-based application that analyzes test files, provides specific information on errors, certifies the trading partners, and enables users to keep a history of files tested. Companion guides for each of the ASC X12 4010 and 5010 transactions are available on the Ramp Management site. (Companion guides for the 4010 transactions are provided for reference to understand the evolution from 4010 to 5010 in NCTracks.)

The first step in the process is for Trading Partners to confirm their contact information so they can be enrolled in Ramp Management. Trading Partners will then receive a user ID and password for the Ramp Management site. When Trading Partners first sign on to Ramp Management, they will be required to download and sign a Trading Partner Agreement (TPA). Once the signed TPA has been uploaded to Ramp Management and confirmed by CSC, Trading Partners will be able to validate inbound transactions for ASC X12 5010 HIPAA-compliance (both syntax and structure). ASC X12 5010 HIPAA-compliance testing will be available to all enrolled trading partners until a successful file has passed verification/compliance. (Note that certification for pharmacy D.0 transactions will be handled separately with the switch vendors who submit those transactions.)

Letters and emails have started going out to all known Trading Partners to confirm contact information and invite them to access the Ramp Management tool. If you are a Trading Partner and do not receive a letter or email by December 17, 2012, please send an email to NCMMIS_EDI_Support@csc.com.

After being notified, trading partners are encouraged to begin the testing process as soon as possible to allow time for certification and ensure no disruption in ASC X12 5010 transaction processing when the full NCTracks system goes live on July 1, 2013. If you have questions or concerns about trading partner certification, please contact CSC at the email address above or phone us at 1.866.844.1113 and select Option 3.

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is now monthly! With less than eight months remaining until the NCTracks go-live date of July 1, 2013, there is a lot of information to share. Stay tuned for more updates every month.

Topics in the December edition: Key information to be gathered from currently enrolled providers and some new features of the NCTracks system.