

NCTracks Provider Readiness Bulletin

Volume 2, Issue 1

NCTracks System Testing

This Provider Preparedness Bulletin will focus on testing of the NCTracks system and answer questions relating to how and what is being tested, who is involved and provider participation in the testing process.

How is testing performed for the NCTracks system?

NC DHHS and CSC are responsible for the oversight of testing which will continue up to the point of go-live and beyond, as needed. Testing will be conducted on several levels and any defects will be corrected then re-tested until the expected result is achieved.

What is being tested?

Testing is being conducted for NCTracks for all claim types — medical, pharmacy, dental and facility claims. Some of the key components currently being tested are:

- Recipient Eligibility Information and Verification
- Claim edits
- Claims pricing
- Prior Approval authorization requests and confirmation
- Checkwrite (claims payment processing)

Who is currently participating in testing?

Currently, subject matter experts from OMMISS, DMA, DMH, DPH, ORHCC and CSC are participating in testing.

NCTracks System Testing

What is transaction testing?

Transaction testing is the submission of an electronic transaction by the provider—or other submitter—into NCTracks to verify connectivity, HIPAA 5010 data set compliance and receipt by the Fiscal Agent, CSC. A corresponding response will be returned to the submitter.

Transaction testing will be required for all providers, clearinghouses and third party vendors. Information will be communicated during the latter part of 2012.

What if I encounter a problem with the test transaction?

Any potential validation issues will be resolved between the submitter and CSC.

What other type of testing will be available for providers?

We are currently defining additional provider testing phases that will be available. Further information will be posted at a later date on the OMMISS website at <http://ncmmiss.ncdhhs.gov/>.

Can I participate in testing remotely or do I need to travel to Raleigh?

The transaction testing will not require any travel. Once we have finalized defining other testing phases and activities, we will communicate information on how providers can participate.

Why is it important for me to test?

As providers become familiarized with the NCTracks multi-payer processing system, claims submission denial rates may initially increase. Testing will allow you to preview the NCTracks Provider Portal new communication and claims filing capabilities and increase provider success while quickly overcoming the learning curve to minimize denial rates and claim re-submissions.

How would I correct a denial?

If you submit a claim that results in a denial, the information about the denial reason(s) will be displayed on-line for provider analysis immediately. You can then review the reason(s) for the denial and re-submit the corrected claim. Some denials, such as prior authorization, may require more information from the provider before the claim can be adjudicated again.

NCTracks System Testing

What if I am interested in participating in testing?

If you are interested in testing participation, you can send an email to OMMISS.ProviderRelations@dhhs.nc.gov.

Please include the name of the provider, a contact name and phone number. In the subject line of the email, specify 'Testing Participation'.

What if I do not hear from anyone regarding to testing?

All requests sent to OMMISS.ProviderRelations@dhhs.nc.gov will be acknowledged by email. Additional information related to provider testing will be posted at a later date on the OMMISS website at <http://ncmmis.ncdhhs.gov/>.

Do you have any questions regarding this communication or other NCTracks issues?

If yes, drop us a line at OMMISS.ProviderRelations@dhhs.nc.gov.

Don't forget to check the OMMISS website at <http://ncmmis.ncdhhs.gov/> for our Frequently Asked Questions (FAQs), monthly newsletters and Provider Readiness Bulletins.

