Why NCTracks?

The Legacy MMIS+ is more than 34 years old and lacks the flexibility to adapt to the changing needs of state government. NCTracks is a multi-payer system that will consolidate claims processing activities for multiple DHHS health plans, and will coordinate processing among payers to ensure the proper assignment of the payer, benefit plan and pricing methodology for each service billed on a claim. Following are some of the features providers can expect with the NCTracks implementation.

Features	NCTracks
Access to Update/Edit Provider Records	✔
Paperless Enrollment, Verification and Credentialing Environment	✔
Online Access to Request/Confirm Prior Approval	✔
Online Dental, Medical and Pharmacy Claims Submission	✔
Electronic Signatures Accepted	✔
Ability to View Claims Status in Real Time	✔
Online Retrieval of Remittance Advices for 7 Years	✔
Increased Number of Checkwrite Cycles Per Year	✔
Online Access to Verify Recipient Eligibility	✔

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