NCTracks System
Access and Security Requirements

This Provider Preparedness Bulletin will provide information on some of the system access and security requirements for the NCTracks Provider Portal.

What is the NCTracks Provider Portal?

NCTracks is a multi-payer system that will facilitate provider enrollment and consolidate claims processing activities for multiple DHHS health plans. Providers enrolled in DMA, DPH, and ORHCC health plans will submit claims for covered health care services to NCTracks. Providers who are contracted by Local Management Entities (LME's) to perform state funded DMH/DD/SAS services will continue to submit their claims to the LME. NCTracks will coordinate processing among the payers to ensure the proper assignment of the payer, benefit plan, and pricing methodology for each service on a claim.

What will I need to access the NCTracks system?

Providers will need access to a computer with an operating system, an Internet web browser e.g. Public library workstations or personal and/or company workstations with Secure internet access (SSL) and Adobe Acrobat Reader in order to gain access to NCTracks.

How much memory do I need on my computer?

The NCTracks application does not have any additional memory requirements beyond what your operating system requirements suggest.

What browsers are compatible with NCTracks?

NCTracks is compatible with the latest versions of Microsoft Internet Explorer and Mozilla Firefox. Some other browsers may work but are not officially supported.

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What if my browser isn't compatible?

Due to HIPAA and general security best practices, we recommend the use of one of the primary supported browsers. Full browser support will be listed on the new NCTracks website shortly before go-live.

What is an NCID?

The NCID Service is the standard identity management and access service provided to state, local, business and citizen users by the Office of Information Technology Services. NCID enables its customers to achieve an elevated degree of security and access control to real-time resources such as customer based applications and information retrievals.

Enterprise features of the NCID Service provide for an efficient and effective means for securing access to online services. Customers can leverage the service to:

- Verify the identity of individual users
- Manage user accounts
- Assign appropriate access to online resources
- Delegate authority or distribute administrative tasks
- Automate certain key functions

The NCTracks application uses the NCID services to enable the State's Medicaid Management solution with a single sign-on methodology. More NCID specific information and FAQ's about NCID are located at https://www.ncid.its.state.nc.us/

Who needs an NCID?

All users of the NCTracks system.

Do I need to obtain an NCID for my staff?

Yes, each individual user of the NCTracks system is required to obtain a state wide universal North Carolina Identity Management issued user ID and password. If for any reason you already have an NCID for use in another State system (e.g. Immunization Registry, CJLeads etc) you need to use your existing NCID.

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How do I provide access to NCTracks to multiple users in my office?

You will need to assign an Office Administrator and a backup staff person who will be responsible for staff account assignment and identification of roles. This can be done through our self-service User Administration feature on the Provider Web Portal and training will be made available to guide you through the necessary user enrollment process.

When do I need to complete a security access application?

If you are an existing provider and receive notification for re-credentialing, you will need to obtain an NCID, unless you currently have one. The instructions with the link to the NCID website will be included in the notification. New providers are assigned an NCID at the time their application is processed and approved.

If you do not have an NCID for your individual office staff who will be using NCTracks, detailed instructions for requesting an NCID will be communicated at a later date. Training will be made available to guide you through the necessary user enrollment process.

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.