

Totally Informative Provider Solutions (TIPS)

An OMMISS Newsletter Providing Current NCTracks Happenings

NCTracks Provider Portal — What Is It?

The Provider Portal is a web based application within the NCTracks MMIS multi-payer system. The Provider Portal will maintain comprehensive, current and historical information about NC DHHS providers who are eligible to participate in the NC DHHS Medicaid, NC Health Choice, Mental Health, Developmental Disabilities, Substance Abuse Services, Public Health Programs and other related health care programs. The Provider Portal accepts provider data as well as returns data relevant to providers and interfaces with third party vendors, clearinghouses and MMIS Subsystems. Reports are also produced to allow users to manage and analyze captured data. Providers will have electronic visibility to verify if their application is pending, approved or denied and to know when their license must be renewed or when a re-certification is required.

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NCTracks Provider Portal — Gaining Access

All users of the NCTracks system are required to obtain a state-wide universal North Carolina Identity (NCID) Management issued user ID and password. The NCID is a state-wide universal identity management system. It helps providers through offering a single user ID and password authentication to access any applications integrated into the system. Once you receive your NCID user ID and password credentials you can access the NCTracks provider applications.

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 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/>.



NOTE: Providers of MH/DD/SAS State-funded services will continue to contact their contracted LME.

NCTracks Provider Portal— Availability

The NCTracks Provider Portal will be up and running for active use once the new NCTracks MMIS multi-payer claims processing system is live. The current go-live date is July, 2013. There are currently web based solutions for enrollment and re-credentialing processes that the provider community can access. <http://nctracks.nc.gov/provider/index.html>.

NCTracks Provider Portal—New Feature Highlight

The most significant difference is that the provider will have the capabilities to maintain and update provider record information without the need of submitting paper change forms. The replacement system will provide web based access to all of the components in an electronic format. These shifts in operational processes will allow for efficiency and management at the provider office level.

What is a Provider Record?

A provider record includes information about an individual or organizational provider such as demographics, address, billing and tax information, and other details associated with program participation.

NCTracks Provider Portal – How to Prepare

If you currently have an NCID then you do not have to do anything at this time. You will use your existing NCID to gain access to NCTracks. If you do not have an NCID for use within NCTracks, detailed instructions for requesting an NCID will be communicated at a later time.

NCTracks Provider Portal – Benefits

Some of the advantages to providers are as follows:

- ◆ Online provider enrollment
- ◆ Provider inbox for electronic receipt of letters and notices
- ◆ Status of provider enrollment applications
- ◆ Updates and changes to provider record information
- ◆ Claims submission
- ◆ Eligibility inquiries
- ◆ Payment Inquiries
- ◆ Electronic Remittance Advices
- ◆ Maintain current and historical provider data
- ◆ Online re-certification and verification
- ◆ Access to online provider manuals
- ◆ Access and manage training tutorials, classes and progress
- ◆ Online access to Enhanced Pharmacy Program which includes NC Medicaid and Health Choice preferred drug lists.



Don't see the answer to your question?

Send an email to

OMMISS.ProviderRelations@dhhs.nc.com

YOU ASKED!

1. Will the new NCTracks system be implemented in phases and when will the transition take place?

No. NCTracks system will not be implemented in phases. Effective July 1st, 2013, all claims will be submitted through CSC's NCTracks multi-payer system. The NCTracks Provider Portal functionality will allow providers to more efficiently manage changes, update record(s), add services to a location, participate in electronic communications and listservs, as well as manage affiliations to billers, groups and organizations. For more information about NCTracks, please check the OMMISS Features and Benefits website at <http://ncmmis.ncdhhs.gov/benefits.asp>. Updates to the project, FAQs and training information will be posted at <http://ncmmis.ncdhhs.gov/>.

2. If the provider agency submits billing through a billing vendor program, would access to NCTracks be needed for billing processing?

If you are referring to a third party vendor billing service for your facility, the answer is yes. CSC, our new Fiscal Agent, will be conducting training sessions and reaching out to clearinghouses and third party vendors. Please reference the OMMISS website at <http://ncmmis.ncdhhs.gov/> for updates to the project, FAQs and training information.

3. Will NCTracks keep all providers informed of Medicaid and Health Choice policy and procedure changes that may occur at DMA?

No. All DMA provider Policies and Procedures for Medicaid and Health Choice will remain on the DMA website and not in NCTracks. It is the responsibility of each provider to frequently read the monthly Medicaid Bulletin as well as the online policies. For your convenience NCTracks will have a link to the DMA website. <http://www.ncdhhs.gov/dma/>

