

About NCTracks

In December 2008 the North Carolina Department of Health and Human Services (DHHS) awarded a contract to Computer Sciences Corporation (CSC) to develop and implement a replacement Medicaid Management Information System (MMIS+) in support of healthcare administration for multiple DHHS divisions. The replacement system, named NCTracks, is a multi-payer system that will facilitate provider enrollment and consolidate claims processing activities for multiple DHHS health plans.

The Legacy MMIS+ is more than 34 years old and lacks the flexibility to adapt to the changing needs of government. With NCTracks, the State will process health care claims for more than 70,000 enrolled DHHS providers who serve more than one million North Carolina citizens.

NCTracks will replace and coordinate processing between the existing Legacy Medicaid Management Information System (MMIS+) for the Division of Medical Assistance, the Integrated Payment and Reporting System (IPRS) for the Division of Mental Health and the Purchase of Medical Care Services (POMCS) for the Division of Public Health and the Office of Rural Health and Community Care.

Benefits for Providers

NCTracks will offer easy-to-use features to support electronic processing of various queries and transactions such as recipient eligibility verification, prior approval requests, claims submission, personalized secure email messages and electronic remittance advice reports. NCTracks will incorporate state-of-the-art technology designed to maximize paperless processing and help provider's realize increased administrative efficiency. Specifically, NCTracks will:

- Improve access to provider data
- Streamline the claims process

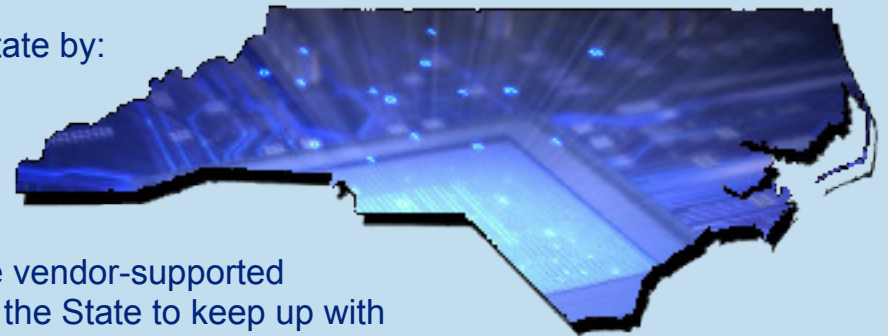
- Reduce administrative burdens with online paperless enrollment, verification and credentialing processes



Benefits for the State

NCTracks will benefit the State by:

- Processing claims from multiple DHHS divisions
- Providing a sustainable vendor-supported software that will allow the State to keep up with advances in technology
- Offering a flexible architecture to support state and federal government mandated change requirements and scalable to add new health care programs supported by DHHS and other government payers



NCTracks Schedule

The project team continues enrollment, verification and credentialing of providers through early operations activities, as construction and testing of the new system remain on schedule. Beginning in March 2013, the project will enter into the Provider Operational Preparedness period, a time frame designed to allow a representative sample of providers to compare claims processing between NCTracks and the legacy DHHS systems that will be incorporated into the new system. Following testing, training and cutover activities, NCTracks is scheduled to begin full operations by July 1, 2013. However, the State has the option of beginning full operations anytime between March 1 and July 1, 2013, with 30 days advance notice provided to key stakeholders. The communications team will keep providers and other stakeholder groups apprised of any changes to the implementation schedule.

Additional Project Information

The North Carolina Office of Medicaid Management Information System Services (OMMISS) provides oversight and manages activities for the procurement and implementation of support systems and services for NCTracks. CSC serves as the Fiscal Agent for DHHS and its divisions, providing operational support to manage provider and recipient call centers, prior authorization reviews, claims processing, pharmacy operations, medical policy reviews and other administrative activities. For more information about the NCTracks implementation, visit ncmmis.ncdhhs.gov. For information specific to enrollment, verification and credentialing activities, visit www.nctracks.nc.gov. Questions can be submitted to [ommiss.providerrelations@dhhs.nc.gov](mailto:providerrelations@dhhs.nc.gov).



Serving North Carolina's Health Care Community

