

DHB Fee Schedule & Covered Codes Portal – External User Guide

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ACCENTURE

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Navigating to the DHB Fee Schedules & Covered Codes Portal

1. Navigate to the NC DHB Fee Schedule & Covered Codes Portal:

https://ncdhhs.servicenowservices.com/fee_schedules

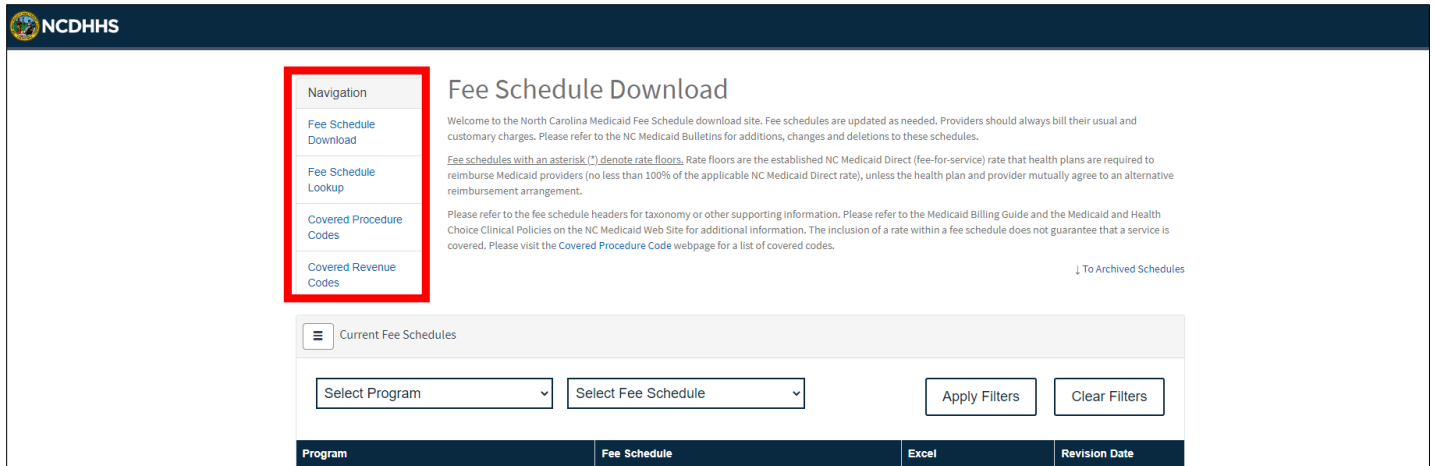


Figure 1: DHB Fee Schedule & Covered Codes Portal

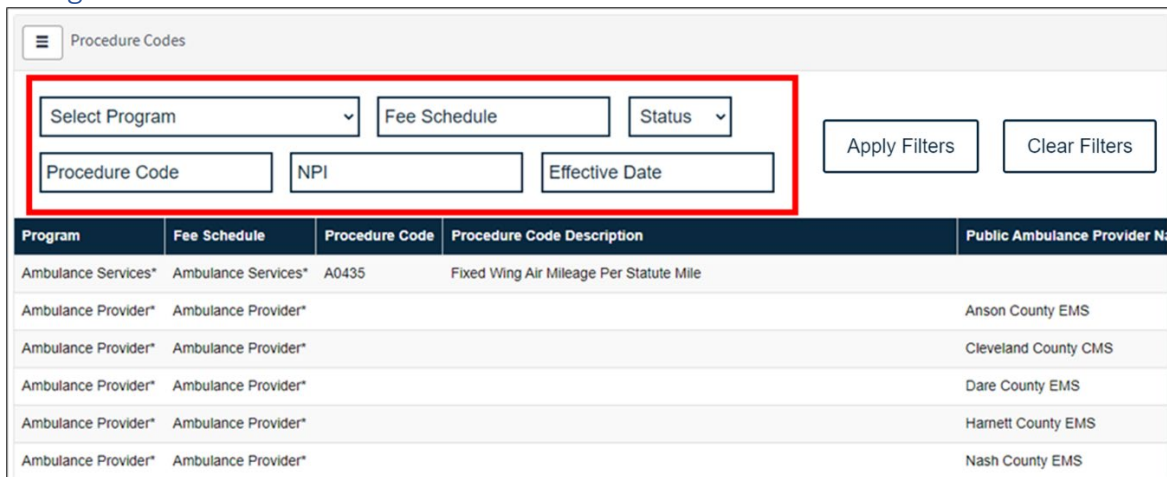
2. Once in the portal, you can use the navigation panel (highlighted in the left side) to move between the following pages:
 - a. **Fee Schedules Download (Home Page):**
 - i. Contains table loaded with DHB Fee Schedules in Excel Documents available for download. (Current and archived)
 - b. **Fee Schedules Lookup:**
 - i. Contains codes loaded into the Fee Schedules table. (Current and archived)
 - c. **Covered Procedure Codes:**
 - i. Contains Covered Procedure Codes files and loaded codes.
 - d. **Covered Revenue Codes:**
 - i. Contains Revenue Procedure Codes files and loaded codes.

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Filtering & Download

1. Once you navigate to a portal page, you can use the filtering, sorting, and download features of the DHB Fee Schedule & Covered Codes Portal.

Using Filters:



The screenshot shows the 'Procedure Codes' portal interface. A red box highlights the filter section, which includes a dropdown menu for 'Select Program', a text input for 'Fee Schedule', a dropdown for 'Status', and text inputs for 'Procedure Code', 'NPI', and 'Effective Date'. To the right of these fields are 'Apply Filters' and 'Clear Filters' buttons. Below the filters is a table with columns: Program, Fee Schedule, Procedure Code, Procedure Code Description, and Public Ambulance Provider Name.

Program	Fee Schedule	Procedure Code	Procedure Code Description	Public Ambulance Provider Name
Ambulance Services*	Ambulance Services*	A0435	Fixed Wing Air Mileage Per Statute Mile	
Ambulance Provider*	Ambulance Provider*			Anson County EMS
Ambulance Provider*	Ambulance Provider*			Cleveland County CMS
Ambulance Provider*	Ambulance Provider*			Dare County EMS
Ambulance Provider*	Ambulance Provider*			Harnett County EMS
Ambulance Provider*	Ambulance Provider*			Nash County EMS

Figure 2: Highlighted filters on a Portal Table

2. Use the filtering fields on the top of each table. Select choices from dropdown lists and/or enter text in free text filter fields.
3. Once all filters have been added, click the “Apply Filters” button. The table will begin to query updates to meet the established conditions. There will be three blinking dots in the top right of the screen indicating that the query is running, once the three dots stop blinking, the results have finished loading.
4. If you wish to reset the table, click the “Clear Filters” button.
5. Please note that the “Status” filter may be used to filter on current vs archived data.

Sorting:

6. To sort, click on the column you wish to sort by.
7. The table will automatically update to an A-Z sorting (lower – higher value depending on column selected).

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8. If a column is clicked again, the sorting will switch to Z – A (higher – lower value depending on column selected).

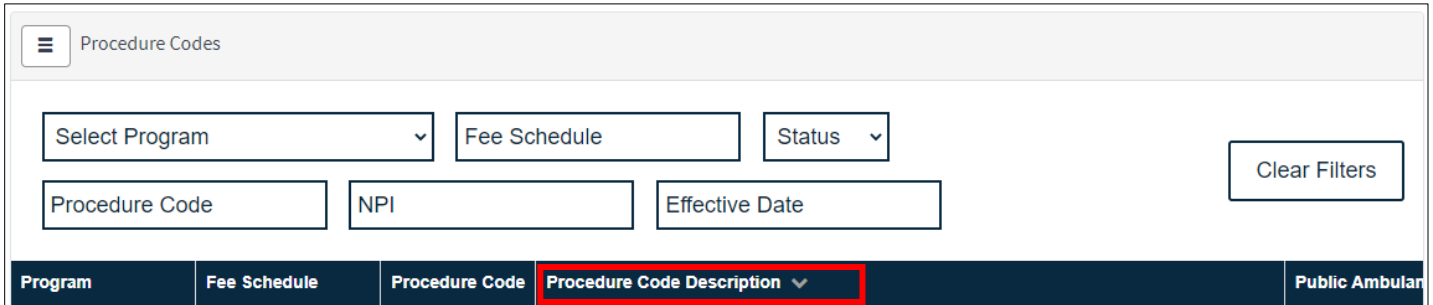


Figure 3: Highlighter sorted column on a Portal Table

Exporting/Downloading:

9. After applying necessary filters to a table, you can select to download the displayed rows.
10. To do this, click the “Three-line icon” on the top left of a filtered table, and select:
 - a. Export as Excel

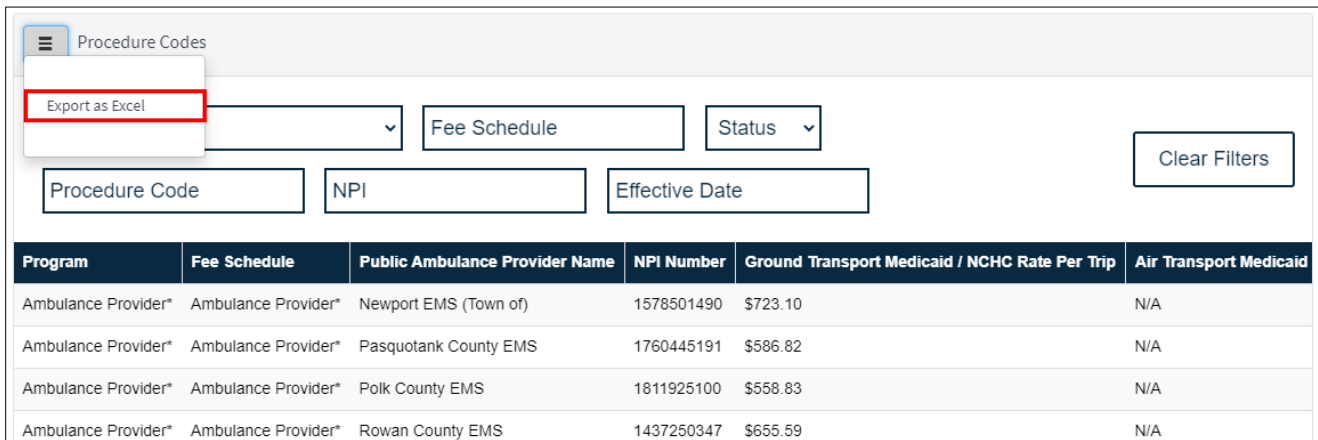


Figure 4: Export options highlighted on a table.

11. After selecting an export/download option, a file will automatically start downloading with the filtered data.