

North Carolina

Medicaid Special Bulletin

An Information Service of the
Division of Medical Assistance



Visit DMA on the Web at <http://www.ncdhhs.gov/dma>

April 2016

**Attention:
All Providers**

Update License, Certification or Accreditation

*Providers are responsible for informing their billing agency of information in this bulletin.
CPT codes, descriptors, and other data only are copyright 2014 American Medical Association.
All rights reserved. Applicable FARS/DFARS apply.*

As outlined in the [N.C. Department of Health and Human Services \(DHHS\) Provider Administrative Participation Agreement](#), providers must keep their enrollment information updated for continued participation in the N.C. Medicaid and N.C. Health Choice (NCHC) programs.

Provider licensure, certification or accreditation must be updated in a timely manner. On-going verification occurs when a provider license, certification or accreditation is about to expire. Forty-five days before the expiration, CSRA will send a notice to the provider's NCTracks Message Center Inbox.

Providers will need to complete a Manage Change Request to update their license, certification or accreditation information. When completing on-going verification, the provider will:

1. Login to the NCTracks Secure Provider Portal
2. Navigate to the "Status and Management" page
3. The NPI will be located in the "Managed Change Request" Section
4. Select the NPI and click "Update"
5. Complete the Managed Change Request application and update the license number or expiration date

Note: Some licenses or certifications expire annually.

If the license, certification or accreditation is not updated within the allotted timeframe, a second notice will be sent to the provider's NCTracks Message Center Inbox. This notice will inform the provider that the claims for the taxonomy code(s) on file are now suspended.

Providers will receive the following Explanation of Benefits (EOB):

"Claim pended due to billing or rendering provider expired credentials."

The pended claim(s) will be released for adjudication once the suspension has been removed from the taxonomy code(s) on the provider record. **If the MCR is not completed within 30 days of the taxonomy code(s) suspension, the suspended claims will deny.**

Providers may refer to the Job Aid "How to Add or Update Licensing and Accreditation on the Provider Profile in NCTracks" located on the [NCTracks Provider Portal User Guides and Training page](#). For additional assistance, providers can contact the NCTracks Contact Center at **1-800-688-6696**.

Sandra Terrell, MS, RN
Director of Clinical
Division of Medical Assistance
Department of Health and Human Services

Paul Guthery
Executive Account Director
CSC