

North Carolina

## Medicaid Special Bulletin

An Information Service of the  
Division of Medical Assistance

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**March 2017**

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**Attention:  
All Providers**

**Claim Edit for  
Rendering Provider Service Location**

Effective immediately, rendering providers are no longer required to list the addresses of all their service locations under their individual provider records in NCTracks. Providers complied with this requirement by submitting a Managed Change Request (MCR) to NCTracks. Individual providers are no longer required to submit a MCR to list each rendering service location.

**Note:** No further action needs to be taken by the provider at this time. CSRA will process the pending MCRs to add the rendering service location. However, if a provider has an additional update to make to their record and has a pending MCR, the provider may submit a MCR withdrawal request. The provider will need to submit:

- A written request on their letterhead to have the MCR withdrawn. The letter should include the provider's name, NPI, reason for the request, and a signature by an Authorized Agent on record.
- The provider can send their request by e-mail to [NCTracksprovider@nctracks.com](mailto:NCTracksprovider@nctracks.com) or fax to 855-710-1965.

The Rendering Service Location claim edit is currently set to “pay and report” to alert providers to update the rendering provider location on the provider record. The edit was scheduled to be changed to “pend” on May 1, 2017; **that change will not be implemented.**

Further, **effective March 5, 2017**, providers **will no longer receive** this Informational (pay and report) Edit 04528 RENDERING PROVIDER LOCATION CODE SET BASED ON TAXONOMY on the Explanation of Benefits (EOB) 04528 on the Remittance Advice (RA).

EOB 04528:

UNABLE TO DETERMINE RENDERING PROVIDER LOCATION CODE BASED ON THE SUBMITTED ADDRESS. LOCATION CODE HAS BEEN SET BASED ON THE RENDERING PROVIDER TAXONOMY ONLY. CONTACT THE RENDERING PROVIDER AND ASK THEM TO COMPLETE A MANAGED CHANGE REQUEST ADDING THE SERVICE FACILITY ON THIS CLAIM AS AN ACTIVE SERVICE LOCATION

**Note:** No changes to existing “pend” edits are scheduled. Claims with invalid billing or attending provider locations will continue to pend. Providers with questions can contact the CSRA Call Center at 1-800-688-6696 (phone), 1-855-710-1965 (fax), or [NCTracksProvider@nctracks.com](mailto:NCTracksProvider@nctracks.com) (email).

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