

North Carolina Medicaid Special Bulletin



An Information Service of the
Division of Medical Assistance

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April 24, 2013

Attention:

Cutoff Dates for Transition from Legacy Claims
Processing and Payment Systems to NCTracks

NCTracks: Are You on Track for July 1?

Providers are responsible for informing their billing agency of information in this bulletin.

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Important Dates for Transition to NCTracks

On July 1, 2013, NCTracks will go live, replacing legacy claims-processing and payment systems used by the North Carolina Department of Health and Human Services (DHHS):

- MMIS – Medicaid Management Information System, a 35-year-old system that processes and pays Medicaid and N.C. Health Choice (NCHC) claims on behalf of the N.C. Division of Medical Assistance (DMA);
- IPRS – Integrated Payment and Reporting System, which processes and pays non-Medicaid claims on behalf of the N.C. Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS);
- POMCS – Purchase of Medical Care Services System, used for some service claims and programs administered by the N.C. Division of Public Health (DPH) and the Office of Rural Health and Community Care (ORHCC).

In planning for the transition from legacy claims systems to NCTracks, DHHS and its fiscal agent, CSC, have endeavored to make the process as smooth as possible. The following cutoff dates are from the transition plans.

Cutoff dates listed below are divided by legacy system and DHHS divisions – DMA-MMIS, DMH/DD/SAS-IPRS, and DPH or ORHCC-POMCS – for CSC, EVC functions that affect all providers.

Medicaid / Health Choice — MMIS

Claims & Other Transactions submitted through HPES Provider Services

5/31/13	Last day to receive special batched claims
5/31/13	Last day to receive and process overrides
5/31/13	Last day to receive Part C claims from providers
6/12/13	Last day to receive paper claims
6/07/13	HPES/ECS discontinues receiving and processing TPA forms
6/07/13	HPES/ECS last date to receive new Logon ID and password requests
6/07/13	HPES/ECS last date for receiving HIPAA Transaction test files
6/07/13	HPES/ECS last date for receiving 835 setup requests
6/20/13	HPES/ECS discontinues receipt of 837 Transactions – 5:00 p.m.
6/27/13	HPES/ECS discontinues producing 835 Transaction files
6/28/13	HPES/ECS discontinues receiving support calls from providers – 5:00 p.m.
6/29/13	HPES/ECS discontinues receipt of 270/271 Eligibility Transaction – 11:59 p.m.
6/29/13	HPES/ECS discontinues receipt of 276/277 Claim Inquiry Transactions – 11:59 p.m.
6/29/13	HPES/ECS discontinues receipt of 278 PA Transactions – 11:59 p.m.
6/30/13	HPES/ECS discontinues NCECS-WEB tool access and operation – 11:59 p.m.
6/30/13	Secure FTP Transaction File receipt disabled

Remittance Advices (RAs)

6/14/13	Last day to receive duplicate RA requests
6/27/13	HPES/ECS discontinues producing RAs in pdf format
6/30/13	Last day for providers to obtain RAs in pdf format from HPES

Travel Representatives

6/01/13	Last day to request a general provider visit
6/12/13	Last date for Travel Representative visits to provider offices

Carolina Access

6/20/13	Last day to accept CA written mail request.
6/20/13	Last day to accept FAX requests
6/20/13	Last day to accept CA overrides phone calls

Certificates of Credible Coverage

6/28/13	Last date to send Certificates of Credible Coverage
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Finance

5/31/13	Final day for providers to request from HPES Mental Health Claim Data Reports & Audit Summaries, and Eligibility and Claim data for DSH reporting
6/27/13	Mail last manual checks
6/28/13	Discontinue receiving calls from providers – 5:00 p.m.

Medical Policy

5/15/13	Last day to receive unlisted procedures claims from providers
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Adjustments

5/10/13 Last date to receive adjustment requests from providers

Prior Approval

5/31/13 Last day to receive LTC telephone PA request
5/29/13 Last day orthodontic final payments received for processing
6/07/13 Last day to receive optical PA requests
6/07/13 Last day to receive a paper/faxed prior approval request
6/07/13 Last day to receive a Provider Link prior approval request
6/14/13 Last day HPES to receive a paper FL2 following telephone approval
6/14/13 Last day to receive returned glasses

Pharmacy Operations

6/03/13 Last day to receive pharmacy paper claims
6/03/13 Last day to submit pharmacy paper adjustments
6/28/13 POS processor control number requests discontinued
6/28/13 HPES/ECS last date to receive new Point-of-Sale Agreement requests
6/30/13 POS Pharmacy processing stops – 11:59 p.m.

Mental Health/Developmental Disability/Substance Abuse Services — IPRS

Provider Research

- 6/28/13 Last date to respond to DMH IPRS Q&A emails
- 6/28/13 Last day to receive LME phone calls for IPRS claims research questions

Claims & Other Transactions

- 6/07/13 IPRS HPES/ECS discontinues receiving and processing LME TPA Agreement forms
- 6/20/13 HPES/ECS discontinues receipt of 837 Transactions
- 6/21/13 HPES/ECS discontinues receipt of 834 Transactions
- 6/27/13 IPRS HPES/ECS discontinues producing 835 Transaction files
- 6/28/13 IPRS HPES/ECS discontinues receiving support calls from Providers
- 6/30/13 Disable Secure FTP Transaction File receipt

Finance & Accounting

- 6/12/13 Last date to deposit refunds from LMEs by HP
- 6/17/13 Last date to receive existing EFT enrollments from LMEs
- 6/28/13 Last finance-related calls from LMEs to be taken

NCECS Web Tool

- 6/21/13 Last IPRS browser updates by LMEs (PA, Provider Eligibility)
- 6/21/13 Last IPRS daily eligibility cycle
- 6/21/13 Last day to receive IPRS Security Request from LME or State
- 6/28/13 Disable LME access to IPRS browser

Public Health / Rural Health and Community Care — POMCS

Provider Research

6/28/13 Last day to receive provider phone calls for DPH claims research questions – 5:00 p.m.

Claims Policy Operations/Adjustments

6/18/13 Last day to receive paper claims & adjustment requests

Prior Approval

6/14/13 Last day to receive PA requests via mail or fax (all services except for ADAP)

6/28/13 Last day to receive PA inquiry via phone

Provider Enrollment / EVC

New enrollment

6/14/13 Application processing ends

Change forms

6/01/13 Last date for providers to submit change forms

6/14/13 Change form processing ends

Recredentialing

6/14/13 Processing ends

Currently enrolled providers (CEP)

6/24/13 Processing ends

Pending Claims Denials

Claims & Adjustments in a pending status at the end of the last checkwrite cycle with HPES (June 20-24) will be denied. Providers will be notified with the Explanation of Benefits (EOB) statements below:

- For pended claims – Due to the NC DHHS transition for Replacement MMIS, NCTracks, your claim did not complete adjudication and you will need to resubmit your claim to NCTracks on or after July 1, 2013.
- For pended adjustments – Due to the NC DHHS transition for Replacement MMIS, NCTracks, your adjustment did not complete adjudication; you will need to resubmit your claim to NCTracks on or after July 1, 2013.

Providers will need to resubmit the claims and adjustments to NCTracks on or after July 1, 2013 using the NCTracks submission guidelines.

A July 1, 2013 Go-Live Special Bulletin will be published by CSC with contact information and project details on May 15, 2013.

Training and Other Provider Information

There are other actions providers must take to ensure claims are successfully processed and paid in NCTracks – from providing bank account information (which will not be transferred from the legacy systems automatically) to ensuring CSC has all information required as part of the Enrollment, Verification and Credentialing (EVC) process. For a checklist, go to <http://ncmmis.ncdhhs.gov>.

Training for NCTracks is available from April through June 2013. The training is complementary and is available through Instructor Led Training (ILT) and E-Learning (Computer Based Training or CBT). Instructor Led Training will be held in six locations across North Carolina. There will be approximately two weeks of training at each location, organized by provider type (Institutional, Medical, Dental, and Pharmacy), with between 1½ and 2½ days of training for each type. Within a provider type, topics are scheduled by job function so each member of a provider's organization can take only the course(s) he/she needs. Instructor Led Training can be attended in person or remotely via conference call and web meeting (webinar). [Click here](#) to find more information on training locations, venues, dates and how to register for training.

Skillport is the Learning Management System for NCTracks. Skillport offers providers the ability to view course schedules, register for courses, download training materials, participate in

CBTs, and view and print reports and transcripts. Providers will access SkillPort through the NCTracks Provider Portal using single-sign-on functionality. [Register for training here](#) using the Skillport Learning Management System.

Provider Communications

Our goal is to provide access to the most current news and information on NCTracks. Our guiding principle is to educate, inform and prepare the provider community for the changes it can expect with the implementation of NCTracks. Newsletters and toolkits will provide details regarding system functionality and features, training opportunities, changes to the enrollment process and how providers will have greater visibility and access to their information, including claims processing when NCTracks is implemented. Start now with a step by step guide to your NCTracks preparations by accessing the [NCTracks Provider Checklist](#). Visit our [provider communications website](#) for more information and to [sign up](#) for regular email updates on NCTracks.

For questions about NCTracks, send an email to OMMISS.ProviderRelations@dhhs.nc.gov

OMMISS/NCTracks 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 the Replacement Medicaid Management Information System (MMIS).

The Replacement MMIS will expand claims payment functionality to N.C. Department of Health and Human Services (DHHS) divisions beyond the Division of Medical Assistance (DMA) and Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS), to include the Division of Public Health (DPH) and the Migrant Health Program in the Office of Rural Health and Community Care (ORHCC).
<http://ncmmis.ncdhhs.gov/>.

NCTracks, the new multi-payer claims processing system that replaces the Legacy Medicaid Management Information System (MMIS), will have 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. The NCTracks system incorporates many of the benefits of state-of-the-art technology designed to maximize paperless processing and increase the provider's administrative efficiency through utilization of the advanced features of the new system. For more information on the NCTracks system, [click here](#).

Contact Us

Medicaid/NCHC – HPES

800-688-6696 or 919-891-8888

IPRS - HPES

800-688-6696 (Option 4) or 919-816-4355

DPH – POMCS

919-855-3701 or 919-527-6095

EVC – CSC

866-844-1113

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