North Carolina
Medicaid Special Bulletin

N.C. Department of Health and Human Services

May 15, 2013

Attention:

Key Information for Startup of New NCTracks System

NCTracks: Are You on Track for July 1?

Table of Contents

Key Information for Startup of New NCTracks System

Introduction

On July 1, 2013, Computer Sciences Corporation (CSC) will become the new fiscal agent for the N.C. Department of Health and Human Services (DHHS). For more than 50 years, CSC has developed smart, technology-enabled solutions to solve our clients' toughest challenges, demonstrating a commitment to excellence. CSC has more than 93,000 professionals in over 70 countries, including over 1,200 employees serving clients throughout North Carolina. CSC is proud to serve the State of North Carolina and the providers and recipients of the N.C. DHHS.

As the fiscal agent for N.C. DHHS and its divisions, CSC will provide operational support to manage provider and recipient call centers, prior authorization reviews, claims processing, pharmacy operations, medical policy reviews and other administrative activities associated with the new NCTracks system. NCTracks is the new multi-payer system for N.C. DHHS that will handle claims-processing and payment for:
- Division of Medical Assistance (DMA) – Medicaid and N.C. Health Choice (NCHC);
- Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS);
- Division of Public Health (DPH) and
- Office of Rural Health and Community Care (ORHCC).

The NCTracks Provider Portal will also serve as the conduit for training, determining claim status, retrieving Remittance Advice, and other functions essential to effectively managing business with N.C. DHHS. The functionality associated with the CSC Enrollment, Verification, and Credentialing Website will be available July 1, 2013 through the NCTracks Provider Portal.

The new NCTracks system will provide many advantages to N.C. DHHS providers, including:
- **Reduced paper use**
  - Prior Approvals and attachments can be submitted online
  - Enrollment process is paperless, including electronic signature
- **Faster processing**
  - Claims are processed in real-time
  - 50 checkwrites per fiscal year
- **Access to more information**
  - Procedure code, modifier, drug, and rate information online
  - Message center with links to Remittance Advice and letters
  - Expanded eligibility information with recipient service limits
- **Manage your own provider information**
  - Update your own provider record information online
  - Control online access for staff with role-based user access

This document is intended to provide key information that will be an important resource to providers beginning July 1. Questions regarding any information present in (or absent from) this document prior to July 1 should be directed to 1-866-844-1113 or NCTracksProvider@nctracks.com).

What to Do Before July 1

There are several things providers need to do before the new NCTracks system goes live on July 1. It is important that providers complete these activities prior to the start of the new system to ensure continuity of claims processing and payment and to enable providers to take full advantage of the features of the new system.

Provider Enrollment and Recredentialing

CSC will continue to process enrollment applications (for new applicants and re-enrolling providers) through **June 14, 2013**. After that time, any incomplete files, including ones undergoing the external training and (in some cases) site visits, will be voided. Provider applicants whose files are voided after June 14 will be required to enter the enrollment information via the NCTracks Web portal on or after July 1, 2013.

The last day to respond to an outstanding recredentialing request via the EVC Web portal is June 14, 2013. Providers who have not submitted all their information by that time will receive additional instructions in early July.

NCID

An NCID is required to complete the Currently Enrolled Provider (CEP) Registration, to register for training, and to access the new NCTracks Provider Portal. You will need to obtain an NCID for your Office Administrator and additional NCIDs for staff who will access NCTracks. If you do not have an NCID, you can find instructions in the "How to Obtain an NCID" Tool Kit". To obtain an NCID, go to https://ncidp.nc.gov/pmf/Registration.html and click on "Register!" If you already have an NCID, you can use the one you have.

Currently Enrolled Provider (CEP) Registration

Before July 1, all providers need to register in the new system, which can be done at www.nctracks.nc.gov. Registration requires an Authorization code from your CEP letter. If you did not receive a CEP letter, call 866-844-1113. While registering, providers will:

- Designate an Office Administrator (business owner or manager) and provide an email address

- Designate a Billing Agent (if they submit claims through a clearinghouse)

     o   Billing Agents sign a Trading Partner Agreement

- Provide bank account information for electronic payment

Completion of the CEP registration process is essential for claims to be successfully processed and paid in NCTracks.

A **new feature** in CEP Registration is the ability to list the NCIDs of provider staff members who will need access to the NCTracks system. The NCIDs listed during CEP Registration will be granted general user access to all of the NPIs associated with the designated Office Administrator. (So you do not have to enter the NCIDs more than once if the Office Administrator is associated with more than one NPI.) This feature will enable staff members to have immediate access to the NCTracks system on July 1. This feature is optional.

Those who have already completed the CEP Registration can go back and add the NCIDs or change any other information, using the same Authorization code provided on the CEP letter. Changes can be made until June 24 (or after go-live) at www.nctracks.nc.gov.

Training

NCTracks provider training is accomplished through two complementary delivery methods: Instructor-Led Training (ILT) and e-Learning (Computer-Based Training). This approach supports different learning styles and accommodates various work schedules.

Instructor-Led Training is organized by claim type – Institutional (UB-04/837I), Medical (CMS 1500/837P), Dental, and Pharmacy – with between 1½ and 2½ days of training for each type. Within a claim type, topics are scheduled by job function so every member of a provider's organization can take only the course(s) they need. ILT can be attended in person or remotely via Webinar. There are several ILT opportunities still available before July 1. The specific locations, venues, and dates for the remaining ILT classes are:

Wilmington	Wilmington Convention Center	May 13-17 (Institutional/Medical)
		May 20-23 (Dental/Pharmacy)
Charlotte	Harris Conference Center	May 28-31 (Dental/Pharmacy)
Greenville	Greenville Convention Center	June 3-5 (Institutional/Medical)
		June 6-7 (Dental/Pharmacy)
Raleigh	Raleigh Convention Center	June 10-14 (Dental/Medical)
Greensboro	Marriott Downtown	June 17-20 (Dental/Pharmacy)

Registration for Instructor-Led Training sessions is requested, but not required. Walk-ins are welcome. For a more detailed schedule of classes available prior to July 1, see the Provider ILT Training Calendar. For guidance regarding which provider training courses to take, both ILT and e-Learning (Computer-Based Training), consult the document Provider Training – What Course Should I Take.

SkillPort is the Learning Management System for NCTracks. Providers can use SkillPort to register for ILT, whether they plan to attend in person or remotely via Webinar. SkillPort is also used to take the e-Learning (Computer-Based Training) courses.

Instructions for how to access SkillPort prior to July 1 are available. To register for training now, click on https://www.nctracks.nc.gov/provider/providerEnrollment/index.jsp. After July 1, SkillPort will be accessed from within the NCTracks Provider Portal. (See the "What to Know After July 1" section for more information.)

Taxonomy

The NCTracks system uses NPI, taxonomy codes, and location to process and pay claims. Providers are encouraged to verify their taxonomy codes and locations at http://ncmmis.ncdhhs.gov/taxonomy.asp before July 1. This Web page allows providers to enter their NPI or EIN and it will return the taxonomy codes and locations currently on record. Those who need to change their taxonomy codes can do so after July 1 using the Enrollment button in the NCTracks Provider Portal. Please note that claims submitted in NCTracks with codes that do not match your provider taxonomy will be denied. If you must make a change to your taxonomy codes, do so as soon as possible after NCTracks goes live July 1, and make sure your changes have been verified before submitting a claim. For more information on making taxonomy and other changes electronically after July 1, see the Enrollment section on page 12.

Provider Communication

Prior to July 1, providers can stay up-to-date on the NCTracks implementation by visiting the provider communications Website. There you will find answers to many frequently asked questions and can sign up for regular email updates on NCTracks.

A complete NCTracks Provider Checklist for Go-Live is also available on the provider communications Website, which outlines everything providers need to do before July 1.

Questions prior to July 1 should be directed to 1-866-844-1113 or NCMedicaid@csc.com

What to Know After July 1

This section contains important information for providers to know when the new NCTracks system goes live on July 1, including contact and mailing information for CSC, as well as Call Center hours, checkwrite schedule, and other information needed to make effective use of the capabilities of the new system and help address questions providers may have.

Contact Information

CSC will be assuming many of the telephone numbers and post office boxes currently in use by the legacy vendors. The following list outlines how best to contact CSC for various topic areas after July 1. Bear in mind that many activities which were previously accomplished with paper forms can now be done using the NCTracks Provider Portal.

The **NCTracks Website** address is www.nctracks.nc.gov. There is a "Contact Us" link at the bottom of every Web page.

Email correspondence should be directed to NCMedicaid@csc.com.

Telephone Numbers –

Automated Voice Response System (AVRS): 1-800-723-4337

CSC Call Center
     Main Call Center Number: 1-800-688-6696
     Prior Approval Unit (Medical and Dental): 1-800-688-6696
          (Follow this link for a list of which Prior Approvals should be submitted to CSC)
     Prior Approval Unit (Pharmacy): 1-866-246-8505
     Provider Enrollment: 1-866-844-1113
     Trading Partner Agreements: 1-866-844-1113

Mailing Information -

General Correspondence:
CSC
P.O. Box 300009
Raleigh, NC 27622-8009

Prior Approval Requests:
CSC
P.O. Box 31188
Raleigh, NC 27622-1188

Provider Enrollment Supplemental Information:
CSC
Provider EVC Unit
P. O. Box 300020
Raleigh, NC 27622-8020

Courier Deliveries -- UPS or Federal Express:
CSC
[Name of CSC Employee or Department]
Suite 102
2610 Wycliff Road
Raleigh, NC 27607-3073

All claims are expected to be submitted electronically to NCTracks. However, if paper versions of claims are permitted under State policy, they should be mailed to:

CSC
P.O. Box 30968
Raleigh, NC 27622-0968

Call Center Hours of Operation:

General:
Monday through Friday   8:00 a.m. to 5:00 p.m.

Pharmacy Prior Approval:
Monday through Friday   7:00 a.m. to 11:00 p.m.
Saturday and Sunday   7:00 a.m. to 6:00 p.m.

Non Pharmacy Prior Approval:
Monday through Friday   7:00 a.m. to 7:00 p.m.
Saturday and Sunday   8:00 a.m. to 5:00 p.m.

CSC Holiday Schedule

CSC will observe the following holidays from July through December 2013:

Independence Day	Thursday, July 4, 2013
Labor Day	Monday, September 2, 2013
Thanksgiving Day	Thursday, November 28, 2013
Day after Thanksgiving	Friday, November 29, 2013
CSC-Designated Holiday	Tuesday, December 24, 2013
Christmas Day	Wednesday, December 25, 2013

The CSC offices will be closed on observed holidays, but the Automated Voice Response System (AVRS) will still be available.

NCTracks Checkwrite Schedule

Generally NCTracks will pay providers via Electronic Funds Transfers (EFT) fifty times per calendar year. A copy of the NCTracks checkwrite schedule for July through December 2013 has been posted. A checkwrite schedule for 2014 will be posted on the NCTracks Website (www.nctracks.nc.gov) in the fall of 2013.

Automated Voice Response System (AVRS)

The NCTracks Automated Voice Response System (AVRS) allows enrolled providers supporting N.C. Medicaid, N.C. Health Choice, the Division of Public Health, and the Office of Rural Health and Community Care to readily access detailed information using a touch- tone telephone. The NCTracks AVRS can be accessed by dialing 1-800-723-4337. The functionality available on the NCTracks AVRS includes:

> Recipient Eligibility Verification (Option 1)
> Claim Status (Option 2)
> Checkwrite Status (Option 3)
> Prior Approval for DPH services only (Option 4)

An *AVRS Features Job Aid,* which includes all menu options and expected information, is available on SkillPort, the NCTracks Learning Management System. (See the Training section for more information.)

This and additional functionality currently associated with the legacy AVRS systems will be available July 1 on the Web through the NCTracks Provider Portal. (See the Portal section for more information.)

Providers supporting DMH/DD/SAS should contact their Local Management Entity (LME) to obtain information regarding recipient eligibility, claim status, and checkwrite status.

Provider Site Visits

CSC will have 10 Provider Field Representatives, serving all regions of the state of North Carolina. Provider site visits can be requested online, beginning July 1, using the NCTracks Provider Portal. Click on the "Contact Us" link at the bottom of every Web page, complete the form, select the Subject "Request a Site Visit" from the drop down box, and click on "Send". A Provider Field Representative will contact you to schedule a site visit.

NCID Support

Access to the NCTracks Provider Portal requires an NCID. Those who already have an NCID can use it to access NCTracks. Those who do not have an NCID can find detailed instructions in the Tool Kit "How to Obtain an NCID". To obtain an NCID, go to https://ncidp.nc.gov/pmf/Registration.html.

Those who have an NCID, but have forgotten the password, can go to ncid.nc.gov and click on the link "forgot your Password?" NCID registration and passwords are controlled by the N.C. Office of Information Technology Services (ITS). Those who have difficulties in obtaining an NCID, can read the NCID Frequently Asked Questions (FAQ) at https://www.ncid.its.state.nc.us/NCID_FAQ2.asp or contact the NCID Service Desk by clicking on the "Contact Us" link on the NCID Website. Questions regarding the use of NCID for NCTracks should be sent to NCMedicaid@csc.com or call 1-866-844-1113.

NCTracks Provider Portal

The new NCTracks Provider Portal is available beginning July 1, 2013, at www.nctracks.nc.gov. The Portal provides extensive and robust information to N.C. DHHS providers.

The **public NCTracks Provider Portal** includes announcements of interest to all providers and quick links to the N.C. DHHS and division Websites. It also provides links to enrollment for new DHHS providers, provider manuals, the CEP Registration process, and information on drug coverage and drugs requiring prior approval. Copies of the Companion Guides are also posted for Trading Partners.

Access to the secure part of the NCTracks Provider Portal requires an NCID. Those who do not have an NCID can obtain one by going to https://ncidp.nc.gov/pmf/Registration.html. The secure NCTracks Provider Portal provides access to announcements targeted at NC DHHS providers, quick links to key Websites, provider training, user administration, the provider Inbox, and numerous other features, including RSS Feeds.

Some of the features of the NCTracks Provider Portal (www.nctracks.nc.gov) include:

Inbox – The Inbox is where providers will receive a link to retrieve their **Remittance Advice** following each NCTracks checkwrite. The Remittance Advice is a PDF, which can be read online, downloaded, and/or printed. Providers are encouraged to take the "How To Read Your Remittance Advice" CBT course, which can be found in SkillPort, the NCTracks Learning Management System. (See the Training section for more information.) Links to letters and other system correspondence will also be delivered to the Inbox.

Training – Providers can access training from within the NCTracks Provider Portal. Clicking on the "Provider Training" button will launch SkillPort, the NCTracks Learning Management System, in a new window. (See the Training section for more information.)

Office Administration – The "User Administration" button will enable Office Administrators (owners or managing employees) to control the access that each member of their provider organization has to information in the NCTracks Provider Portal. This enables provider organizations to grant role-based access to the features of NCTracks based on the job responsibilities of the user. Each person who will access the NCTracks Provider Portal will need their own NCID. (See the User Access Setup section for more information.)

Enrollment – The "Status and Management" button gives providers a paperless means to manage their own information in the NCTracks system. Most changes that previously required mailing a paper form can now be accomplished online. Some changes, such as email address, take place immediately. Other changes, such as adding a new taxonomy code, require verification of credentials, but providers can check on the status of the process online.

Taxonomy codes – Providers who did not verify their taxonomy code(s) prior to go-live can do so using the Enrollment section of the Provider Portal. If the taxonomy code(s) need to be updated, providers can submit an online "Manage Change" request. It is important that this information be correct, since the NCTracks system uses NPI, taxonomy codes, and location to process and pay claims.

RSS Feeds – RSS Feeds, or news feeds, are optional features available to providers through the Portal. Each RSS Feed will focus on a particular topic or source of information of interest to providers. Providers can click on the "Subscription Preferences" link to subscribe to any or all of the available news feeds.

Help – Several help functions are available on the NCTracks Provider Portal, including:
- Page help (click on the word "Help" in the upper right corner of the page)
- Section help (click on the question mark to the right of each major section on the page)
- Field help (use your mouse to hover over fields that are underlined to see a definition)

Manuals – Links to provider manuals for each of the N.C. DHHS divisions supported by NCTracks can be found by clicking on the "Provider Manuals" link in the upper left of the public NCTracks Provider Portal. (Access to the provider manuals does not require an NCID.)

There are many other features of the NCTracks Provider Portal, including Recipient Eligibility Verification, Claim Status, Checkwrite Information, and Prior Approval submission. Providers are encouraged to take the "NCTracks Provider Portal Overview" CBT course, which can be found in SkillPort, the NCTracks Learning Management System. (See the Training section for more information.)

Some additional important information regarding use of the NCTracks Provider Portal follows:

NCTracks Provider Portal Browser Support – The NCTracks Provider Portal is accessible through an active internet connection. The Portal works best with certain internet browsers and system configurations. For a description of the recommended browsers and system configurations, see

the NCTracks Browser Support Fact Sheet. The information is also available by clicking on the "System Requirements" link at the bottom of every NCTracks Portal Web page.

NCTracks Provider Portal Availability – The NCTracks Provider Portal will be available seven days a week, 365 days a year, except for scheduled maintenance downtime, which is currently scheduled for Sunday mornings from 1:00 a.m. to 4:00 a.m. (The schedule for maintenance downtime is subject to change. Any change in scheduled maintenance downtime will be communicated to providers in advance.)

User Access Setup for NCTracks Provider Portal

NCTracks enables Office Administrators (owners or managing employees) to control the access that each member of their provider organization has to information in the NCTracks Provider Portal, by granting role-based access to the features of NCTracks based on the job responsibilities of the user. Each person who will access the NCTracks Provider Portal will need their own NCID. (See the NCID section for more information.)

Beginning July 1, Office Administrators can designate one or more User Administrators to administer ongoing system access. Office Administrators (or User Administrators) can then grant staff members access to the portal, as desired. User access is administered using the "User Administration" button in the secure NCTracks Provider Portal. (See the NCTracks Provider Portal section for more information.) Office Administrators and User Administrators are encouraged to take the training available in SkillPort regarding Office Administrator functions. (See the Training section for more information.) **Detailed instructions for setting up user access to NCTracks will be published in June.**

If you used the new feature in the CEP Registration process to list the NCIDs of provider staff members who will need access to the NCTracks system – granting them general user access – the Office Administrator (or User Administrators) may wish to restrict that access after July 1, using the "User Administration" function.

Currently Enrolled Provider (CEP) Registration

Any providers who have not completed the CEP Early Registration prior to July 1 must do so using the NCTracks Provider Portal. The CEP Registration process will require providers to designate an Office Administrator (owner or managing employee), provide EFT information, provide a method of claims submission, and identify a Billing Agent (if applicable.) **Payment cannot be made from NCTracks to providers who do not complete the CEP Registration.**

The link to CEP Registration can be found on the left side of the public NCTracks Provider Portal Web page. Access to the Web page does not require NCID, but once providers click on the link for the CEP Registration, they will be prompted to enter their NCID. To complete the CEP Registration, providers must have the Authorization Code that was mailed to the correspondence address of each NPI. If you did not receive a CEP letter with an Authorization

Code, call the CSC Call Center at 1-866-844-1113. For more information on CEP Registration, see the February edition of the NCTracks *Connections* newsletter.

EFT Pre-Note Process

CSC has begun to pre-note the EFT information submitted through the CEP Registration. The pre-note process involves submitting transactions to the bank routing code and account number provided in the CEP Registration to confirm that the EFT information provided is accurate. Typically, one credit and one debit transaction are submitted, both for an amount less than one dollar. If you have already completed your CEP Registration, there is nothing you need to do at this time. If there is a problem with the pre-note process, a letter will be mailed by CSC to the provider. Claims cannot be paid without accurate EFT information. Claims for a provider with a failed pre-note will suspend for 45 days. If the bank account information is not corrected during that time period, the claims will be denied.

Training

SkillPort is the Learning Management System for NCTracks. Providers can access SkillPort from within the secure NCTracks Provider Portal by clicking on the "Provider Training" button. Providers can use SkillPort to take a variety of Instructor-Led Training (ILT) and self-paced e-Learning (Computer-Based Training) courses.

The Instructor-Led Training prior to go-live was also offered via Webinar, and the ILT Webinars were recorded. The recorded ILT courses can be viewed through SkillPort. ILT is organized by claim type – Institutional (UB-04/837I), Medical (CMS 1500/837P), Dental, and Pharmacy. Within a claim type, topics are scheduled by job function so every member of a provider's organization can take only the course(s) they need.

For guidance regarding which provider training courses to take, both ILT and e-Learning (CBT), consult the document Provider Training – What Course Should I Take.

Training for those providers who did not attend ILT prior to go-live will be conducted in the different regions by the Provider Field Representatives. The schedule for additional NCTracks training opportunities after July 1 will be posted shortly at www.nctracks.nc.gov .

Provider Communication

The primary source of NCTracks communication with providers after July 1 will be the NCTracks Provider Portal. The **public NCTracks Provider Portal** includes announcements of interest to all providers and quick links to the N.C. DHHS and division Websites. It also provides links to enrollment for new DHHS providers, provider manuals, the CEP Registration process, and

information on drug coverage and drugs requiring prior approval. Copies of the Companion Guides are also posted for Trading Partners.

There is also a "Provider Communication" page on the public NCTracks Provider Portal that includes newsletters, fact sheets, and tool kits which provide important information to providers using NCTracks.

Access to the **secure NCTracks Provider Portal** requires authorization and an NCID. Providers who do not have an NCID can obtain one by going to https://ncidp.nc.gov/pmf/Registration.html. The secure NCTracks Provider Portal provides access to announcements targeted to N.C. DHHS providers, quick links to key Websites, provider training, user administration, and numerous other features, including RSS Feeds. (See the NCTracks Provider Portal section for more information.)

The secure NCTracks Provider Portal also provides access to the provider Inbox, where system messages will be delivered, along with links to Remittance Advice, letters, and other correspondence.

Remittance Advice (RA) Banner messages will also continue to be used as needed.

_____   _____

Carol H. Steckel, MPH   **Melissa Robinson**

Director   **Executive Director**

Division of Medical Assistance   **HP Enterprise Services**

Department of Health and Human Services