



**NC Department of Health and Human Services
Division of Health Benefits**

Recipient on Review: Resolving Leads and Prioritizing

**Office of Compliance and Program Integrity
December 2019**

Recipient on Review

Background

User Access & Roles

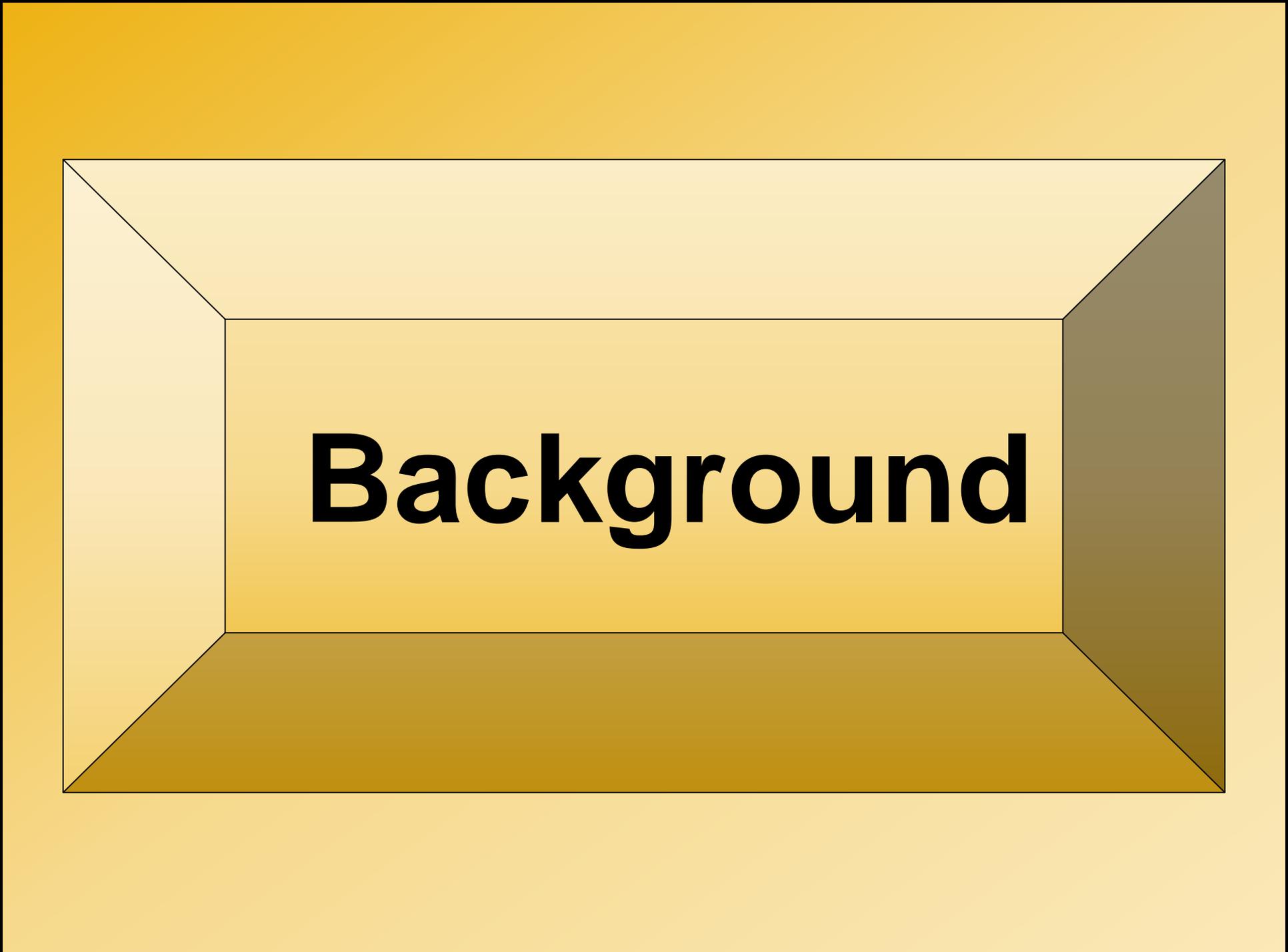
Reports

Resolving Leads

Examples

Prioritizing & Reminders

Questions

A 3D rectangular box is centered on a yellow-to-gold gradient background. The box has a light yellow top surface, a darker yellow bottom surface, and a dark grey right-side surface. The word "Background" is written in a large, bold, black sans-serif font in the center of the box's front face.

Background

Background

- **NC Medicaid is mandated by legislative requirement, SL 2017-57 section 11H.15.(a), to use NCTracks to identify potential fraud, waste and abuse regarding providers and recipients**
- **Pondera is the vendor selected to provide potential fraud, waste and abuse leads**
- **Recipient on Review (ROR) reports are the products derived from the leads that Pondera provides**

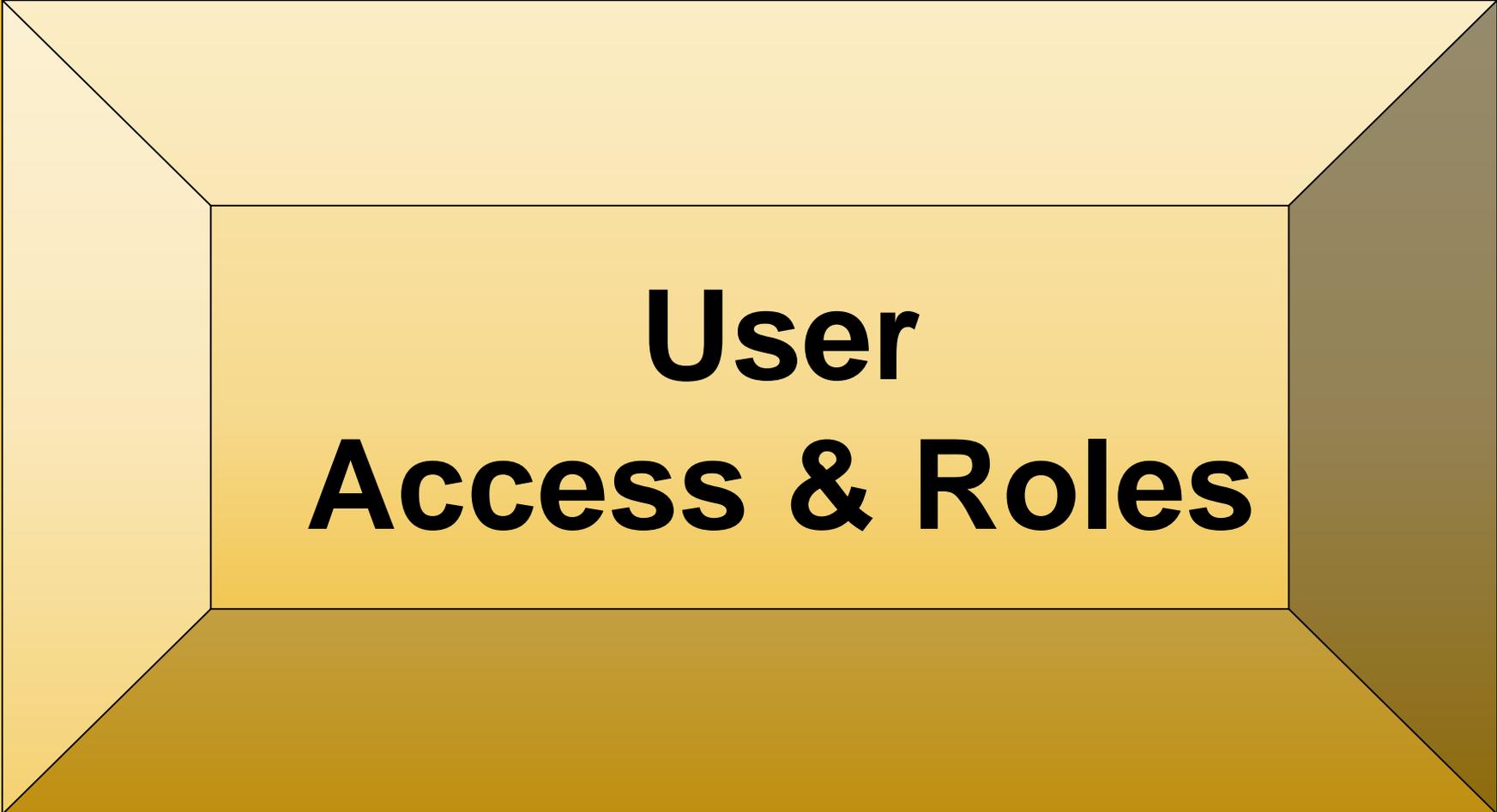
Alert Types

```
graph LR; A[Alert Types] --- B[Date of Death (DOD)]; A --- C[Incarceration (INCAR)]; A --- D[Out of State (OOS)];
```

**Date of Death
(DOD)**

**Incarceration
(INCAR)**

**Out of State
(OOS)**



**User
Access & Roles**

NCTracks Operations Portal Access

- **Access to the ROR is through the NCTracks Operations Portal**
- **Staff are provisioned in NCTracks by the County's Security Officer and/or backup**
- **Security Officer submits request for access through NCTracks ShareNET**
- **Once staff is provisioned in NCTracks, an email notification should be received to set up a Multi-Factor Authentication**

NCTracks Operations Portal Roles

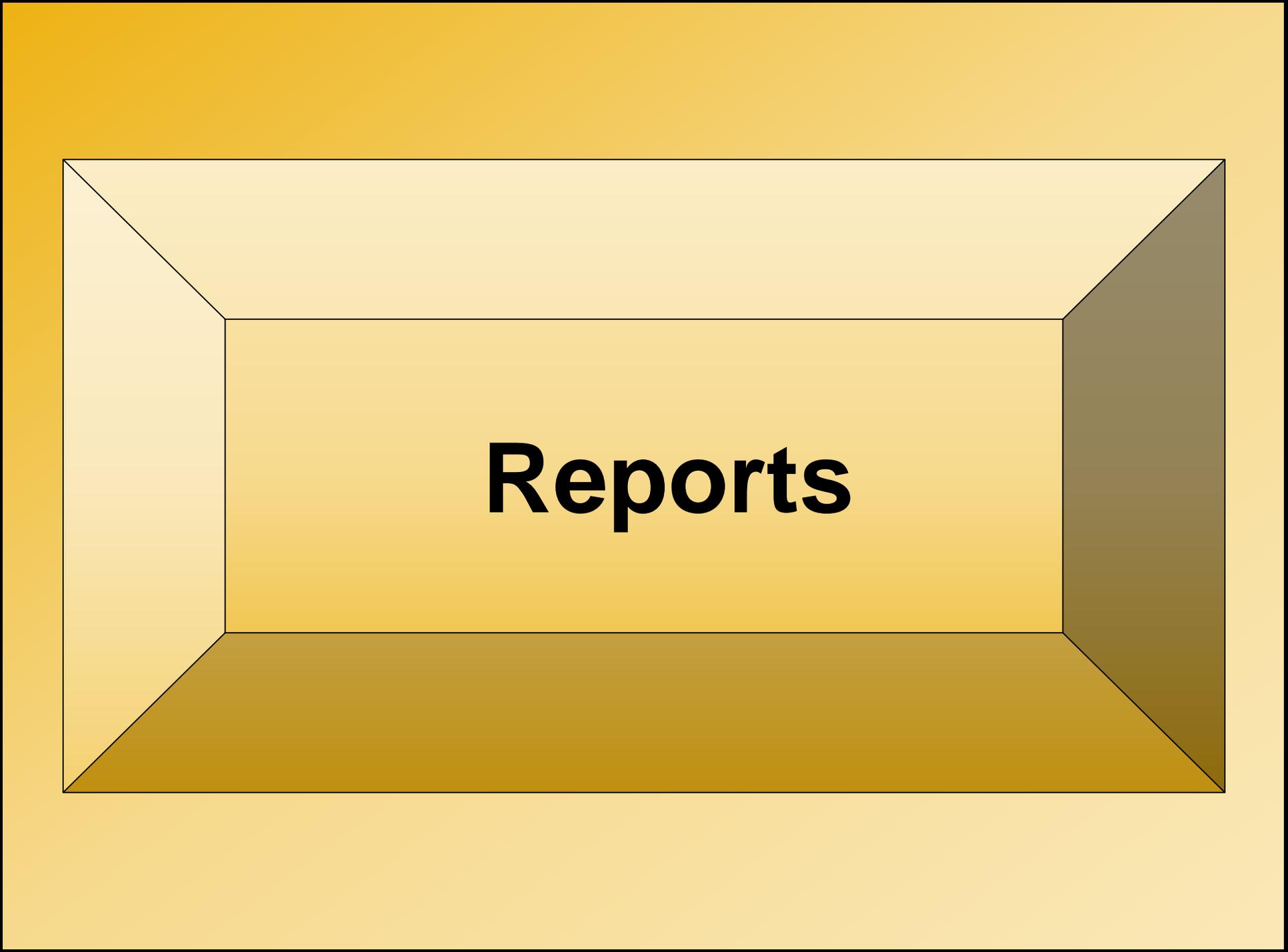
- **Medicaid Eligibility Services (MES) provided guidance on user roles**
- **A Division and Role/Function must be chosen**
 - **Division: DHB (FL-2 PA)**
 - **Function/Role for Medicaid staff and Program Integrity (PI) staff:**
 - **State DSS Recipient – DSS County Recipient**
 - **State DSS Prior Approval – DSS County PA**
 - **State Report2Web – General User**
 - **State Report2Web – Secure User (PI Staff)**

Questions on User Access to NCTracks Operations Portal

Wanda McLeoud

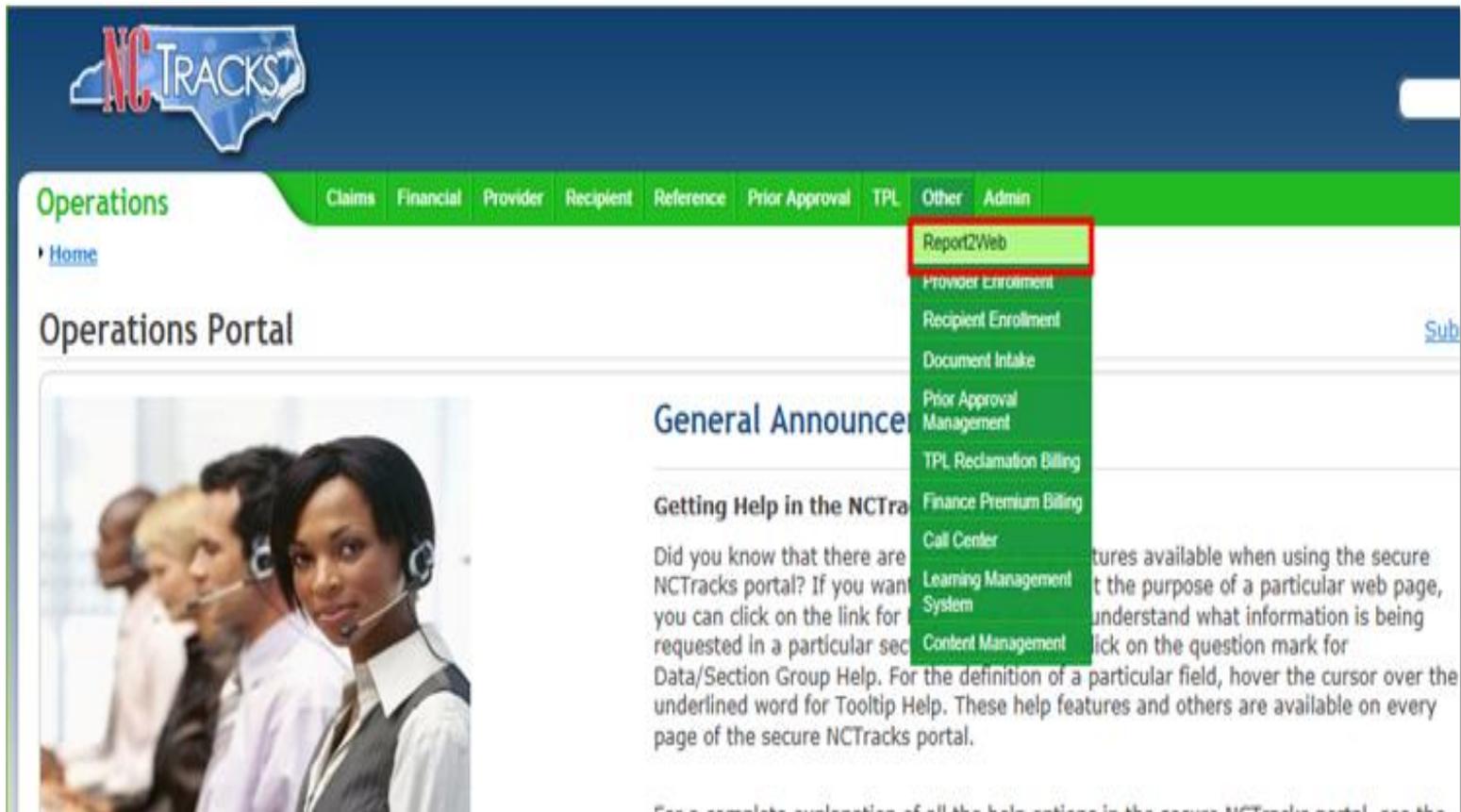
919.813.5352

Wanda.Mcleoud@dhhs.nc.gov



Reports

NCTracks Home Screen



The screenshot displays the NCTracks Home Screen. At the top left is the NCTracks logo, which includes a map of North Carolina. Below the logo is a green navigation bar with the following tabs: Operations, Claims, Financial, Provider, Recipient, Reference, Prior Approval, TPL, Other, and Admin. The 'Operations' tab is currently selected. Underneath the navigation bar, there is a 'Home' link and the text 'Operations Portal'. A dropdown menu is open from the 'Other' tab, listing the following options: Report2Web (highlighted with a red box), Provider Enrollment, Recipient Enrollment, Document Intake, Prior Approval Management, TPL Reclamation Billing, Finance Premium Billing, Call Center, Learning Management System, and Content Management. Below the navigation bar, there is a 'General Announcements' section with the heading 'Getting Help in the NCTracks portal'. The text in this section explains that users can click on a link for help if they are having trouble understanding a particular section of the portal. It also mentions that users can click on a question mark for Data/Section Group Help and hover over underlined words for Tooltip Help. A partial sentence at the bottom of the section reads: 'For a complete explanation of all the help options in the secure NCTracks portal, see the'.

Report2Web Homepage

The screenshot displays the Report2Web interface. On the left, a 'Folders' pane shows a tree structure with 'Recipient On Review' highlighted. A red arrow points from this folder to the table on the right. The table lists two reports: 'Recipient On Review - Active' and 'Recipient On Review - Cumulative'. The table has columns for Title, Folder, Date, and File Name.

Title	Folder	Date	File Name
Recipient On Review - Active	/County, [REDACTED]	Aug 17, 2018 02:03:15 AM	BM40300-R0010
Recipient On Review - Cumulative	/County, [REDACTED]	Aug 13, 2018 02:00:10 AM	BM40300-R0020

Access to the Active and Cumulative Reports

Recipient on Review Report

Recipient On-Review

Path: [REDACTED] Recipient On-Review

Aug 21, 2018 02:10:13 AM Version list

REPORT: BM40300-R0010 NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES PROCESS DATE: 08/21/2018
 PAYER: DMA INTRACKS PROCESS TIME: 02:10:13
 PAGE: 48

RECIPIENT ON REVIEW - ACTIVE
 AS OF: 08/21/2018

COUNTY CODE: 025 - [REDACTED]

RECIPIENT ID	PTCN	FIRST NAME	LAST NAME	DOB	DOD FLAG	INCAR FLAG	OOS FLAG	STATUS	DATE ADDED	HIST TO DATE	DAYS IN ACTIVE STATUS
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N	Y	N	ACTIVE	2018-08-10	9999-12-31	11
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N	Y	N	ACTIVE	2018-07-13	9999-12-31	39
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N	Y	N	ACTIVE	2018-08-10	9999-12-31	11
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	ACTIVE	2018-08-20	2019-09-30	1
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N	Y	N	ACTIVE	2018-07-24	2019-05-31	28
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N	Y	N	ACTIVE	2018-08-10	2019-05-31	11
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N	Y	N	ACTIVE	2018-07-24	2018-07-31	28
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N	Y	N	ACTIVE	2018-08-16	2018-06-30	5
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N	Y	N	ACTIVE	2018-08-16	2018-05-31	5
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N	Y	N	ACTIVE	2018-06-25	2018-05-31	57
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N	Y	N	ACTIVE	2018-07-13	2018-05-31	39
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N	Y	N	ACTIVE	2018-08-10	2018-05-31	11
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N	Y	N	ACTIVE	2018-08-16	2018-05-31	5
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Y	N	N	ACTIVE	2018-08-20	2018-04-30	1
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N	Y	N	ACTIVE	2018-06-25	2015-07-31	57
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N	Y	N	ACTIVE	2018-07-13	2015-07-31	39
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	N	Y	N	ACTIVE	2018-08-10	2015-07-31	11



Recipient on Review Report

Recipient On...



Path: ...raven/Recipient On-Review Aug 21, 2018 02:10:13 AM [Version list](#)





Filter: None View: n/a
Page: 1 of 1

REPORT: BM40300-R0010	NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES	PROCESS DATE: 08/21/2018
PAYER: DMA	NCTRACKS	PROCESS TIME: 02:10:13
		PAGE: 48

RECIPIENT ON REVIEW - ACTIVE
AS OF: 08/21/2018

COUNTY CODE: 025 - CRAVEN

RECIPIENT	FIRST	LAST	DOD	INCAR	OOS	DATE	HIST	DAYS IN		
ID	PTCN	NAME	DOB	FLAG	FLAG	FLAG	STATUS	ADDED	TO DATE	STATUS

Excel Format

Recipient on Review Active Report

REPORT: BM40300-R0010		NORTH CAROLINA DEPARTMENT C		PROCESS DATE: 10/17/2019									
PAYER: DHB		NCTRACKS		PROCESS TIME: 02:00:13									
				RECIPIENT ON REVIEW - ACTIVE									
				AS OF: 10/17/2019									
COUNTY	RECIPIENT_ID	PTCN	FIRST_NAME	LAST_NAME	DOB	DOD_FLAG	INCAR_FLAG	OOS_FLAG	STATUS	DATE_ADDED	HIST_TO_DATE	DAYS_IN_ACTIVE_STATU\$	
XXXXXXXXXX	XXXXXXXXXX	XXXXX	XXXXXXXXXXXXX	XXXXXXXXXXXXX	XXXXXXXXXX	N	Y	N	ACTIVE	2019-09-23	9999-12-31	24	
XXXXXXXXXX	XXXXXXXXXX	XXXXX	XXXXXXXXXXXXX	XXXXXXXXXXXXX	XXXXXXXXXX	N	Y	N	ACTIVE	2019-09-23	9999-12-31	24	
XXXXXXXXXX	XXXXXXXXXX	XXXXX	XXXXXXXXXXXXX	XXXXXXXXXXXXX	XXXXXXXXXX	Y	N	N	ACTIVE	2019-10-07	9999-12-31	10	
XXXXXXXXXX	XXXXXXXXXX	XXXXX	XXXXXXXXXXXXX	XXXXXXXXXXXXX	XXXXXXXXXX	N	Y	N	ACTIVE	2019-10-07	9999-12-31	10	
XXXXXXXXXX	XXXXXXXXXX	XXXXX	XXXXXXXXXXXXX	XXXXXXXXXXXXX	XXXXXXXXXX	N	Y	N	ACTIVE	2019-09-30	9999-12-31	17	
XXXXXXXXXX	XXXXXXXXXX	XXXXX	XXXXXXXXXXXXX	XXXXXXXXXXXXX	XXXXXXXXXX	Y	N	N	ACTIVE	2019-09-16	9999-12-31	31	
XXXXXXXXXX	XXXXXXXXXX	XXXXX	XXXXXXXXXXXXX	XXXXXXXXXXXXX	XXXXXXXXXX	Y	N	N	ACTIVE	2019-10-07	9999-12-31	10	
XXXXXXXXXX	XXXXXXXXXX	XXXXX	XXXXXXXXXXXXX	XXXXXXXXXXXXX	XXXXXXXXXX	N	Y	N	ACTIVE	2019-10-14	9999-12-31	3	
XXXXXXXXXX	XXXXXXXXXX	XXXXX	XXXXXXXXXXXXX	XXXXXXXXXXXXX	XXXXXXXXXX	N	Y	N	ACTIVE	2019-09-16	2020-10-31	31	
XXXXXXXXXX	XXXXXXXXXX	XXXXX	XXXXXXXXXXXXX	XXXXXXXXXXXXX	XXXXXXXXXX	N	Y	N	ACTIVE	2019-07-01	2020-09-30	108	
XXXXXXXXXX	XXXXXXXXXX	XXXXX	XXXXXXXXXXXXX	XXXXXXXXXXXXX	XXXXXXXXXX	N	Y	N	ACTIVE	2019-08-14	2020-09-30	64	
XXXXXXXXXX	XXXXXXXXXX	XXXXX	XXXXXXXXXXXXX	XXXXXXXXXXXXX	XXXXXXXXXX	N	Y	N	ACTIVE	2019-08-14	2020-09-30	64	
XXXXXXXXXX	XXXXXXXXXX	XXXXX	XXXXXXXXXXXXX	XXXXXXXXXXXXX	XXXXXXXXXX	N	Y	N	ACTIVE	2019-08-26	2020-09-30	52	
XXXXXXXXXX	XXXXXXXXXX	XXXXX	XXXXXXXXXXXXX	XXXXXXXXXXXXX	XXXXXXXXXX	N	Y	N	ACTIVE	2019-09-16	2020-08-31	31	
XXXXXXXXXX	XXXXXXXXXX	XXXXX	XXXXXXXXXXXXX	XXXXXXXXXXXXX	XXXXXXXXXX	Y	N	N	ACTIVE	2019-09-23	2020-07-31	24	
XXXXXXXXXX	XXXXXXXXXX	XXXXX	XXXXXXXXXXXXX	XXXXXXXXXXXXX	XXXXXXXXXX	Y	N	N	ACTIVE	2019-09-23	2020-07-31	24	

The daily Active report lists all recipients whose alert has a review status of ACTIVE at the time the report was created

A recipient will **remain on the report until** the review status has been updated with another code on the Recipient Review screen in NCTracks

Recipient on Review Active Report (continued)

REPORT: BM40300-R0010			NORTH CAROLINA DEPARTMENT OF HEALTH SERVICES									
PAYER: DHB			NCTRACKS					PROCESS DATE: 10/17/2019				
RECIPIENT ON REVIEW - ACTIVE												
AS OF: 10/17/2019												
COUNTY	RECIPIENT_ID	PTCN	FIRST_NAME	LAST_NAME	DOB	DOD_FLAG	INCAR_FLAG	OOS_FLAG	STATUS	DATE_ADDED	HIST_TO_DATE	DAYS_IN_ACTIVE_STATUS
XXXXXXXXXX	XXXXXXXXXX	XXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXX	N	Y	N	ACTIVE	2019-09-23	9999-12-31	24
XXXXXXXXXX	XXXXXXXXXX	XXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXX	N	Y	N	ACTIVE	2019-09-23	9999-12-31	24
XXXXXXXXXX	XXXXXXXXXX	XXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXX	Y	N	N	ACTIVE	2019-10-07	9999-12-31	10
XXXXXXXXXX	XXXXXXXXXX	XXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXX	N	Y	N	ACTIVE	2019-10-07	9999-12-31	10
XXXXXXXXXX	XXXXXXXXXX	XXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXX	N	Y	N	ACTIVE	2019-09-30	9999-12-31	17
XXXXXXXXXX	XXXXXXXXXX	XXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXX	Y	N	N	ACTIVE	2019-09-16	9999-12-31	31
XXXXXXXXXX	XXXXXXXXXX	XXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXX	Y	N	N	ACTIVE	2019-10-07	9999-12-31	10
XXXXXXXXXX	XXXXXXXXXX	XXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXX	N	Y	N	ACTIVE	2019-10-14	9999-12-31	3
XXXXXXXXXX	XXXXXXXXXX	XXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXX	N	Y	N	ACTIVE	2019-09-16	2020-10-31	31
XXXXXXXXXX	XXXXXXXXXX	XXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXX	N	Y	N	ACTIVE	2019-07-01	2020-09-30	108
XXXXXXXXXX	XXXXXXXXXX	XXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXX	N	Y	N	ACTIVE	2019-08-14	2020-09-30	64
XXXXXXXXXX	XXXXXXXXXX	XXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXX	N	Y	N	ACTIVE	2019-08-14	2020-09-30	64
XXXXXXXXXX	XXXXXXXXXX	XXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXX	N	Y	N	ACTIVE	2019-08-26	2020-09-30	52
XXXXXXXXXX	XXXXXXXXXX	XXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXX	N	Y	N	ACTIVE	2019-09-16	2020-08-31	31
XXXXXXXXXX	XXXXXXXXXX	XXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXX	Y	N	N	ACTIVE	2019-09-23	2020-07-31	24
XXXXXXXXXX	XXXXXXXXXX	XXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXX	Y	N	N	ACTIVE	2019-09-23	2020-07-31	24



WHY DOES THE ACTIVE REPORT NOT MATCH THE RECIPIENT ON REVIEW SEARCH SCREEN IN NCTRACKS?

The ROR Search screen only displays recipients with an ACTIVE review status AND ACTIVE eligibility

Recipient on Review Cumulative Report

REPORT: BM40300-R0020		NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES						PROCESS DATE: MM/DD/CCYY			
PAYER : DMA		NCTRACKS						PROCESS TIME: HH:MM:SS			
RECIPIENT ON REVIEW - CUMULATIVE											
MM/DD/CCYY TO MM/DD/CC/YY											
COUNTY CODE: XXX - XXXXXXXXXXXXXXX											
RECIPIENT ID	PTCN	FIRST NAME	LAST NAME	DOB	DOD FLAG	INCAR FLAG	OOS FLAG	STATUS	DATE ADDED	DATE COMPLETED	DAYS IN ACTIVE STATUS
XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	MM/DD/MYY	X	X	X	XXXXXXX	MM/DD/MYY	MM/DD/MYY	XX
XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	MM/DD/MYY	X	X	X	XXXXXXX	MM/DD/MYY	MM/DD/MYY	XX
XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	MM/DD/MYY	X	X	X	XXXXXXX	MM/DD/MYY	MM/DD/MYY	XX
XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	MM/DD/MYY	X	X	X	XXXXXXX	MM/DD/MYY	MM/DD/MYY	XX
XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	MM/DD/MYY	X	X	X	XXXXXXX	MM/DD/MYY	MM/DD/MYY	XX
XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	MM/DD/MYY	X	X	X	XXXXXXX	MM/DD/MYY	MM/DD/MYY	XX
XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	MM/DD/MYY	X	X	X	XXXXXXX	MM/DD/MYY	MM/DD/MYY	XX
XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	MM/DD/MYY	X	X	X	XXXXXXX	MM/DD/MYY	MM/DD/MYY	XX
XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	MM/DD/MYY	X	X	X	XXXXXXX	MM/DD/MYY	MM/DD/MYY	XX
XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	MM/DD/MYY	X	X	X	XXXXXXX	MM/DD/MYY	MM/DD/MYY	XX
TOTALS BY STATUS:											
TOTAL ITEMS IN ACTIVE STATUS:				XXX,XXX,XXX							
TOTAL ITEMS IN MATCHED STATUS:				XXX,XXX,XXX							
TOTAL ITEMS IN VERIFIED FALSE STATUS:				XXX,XXX,XXX							
TOTAL ITEMS IN VERIFIED TRUE STATUS:				XXX,XXX,XXX							
TOTAL ITEMS IN VERIFIED TRUE BY OTHER SOURCE STATUS:				XXX,XXX,XXX							
TOTAL ITEMS IN VOID STATUS:				XXX,XXX,XXX							
* * * END OF REPORT * * *											

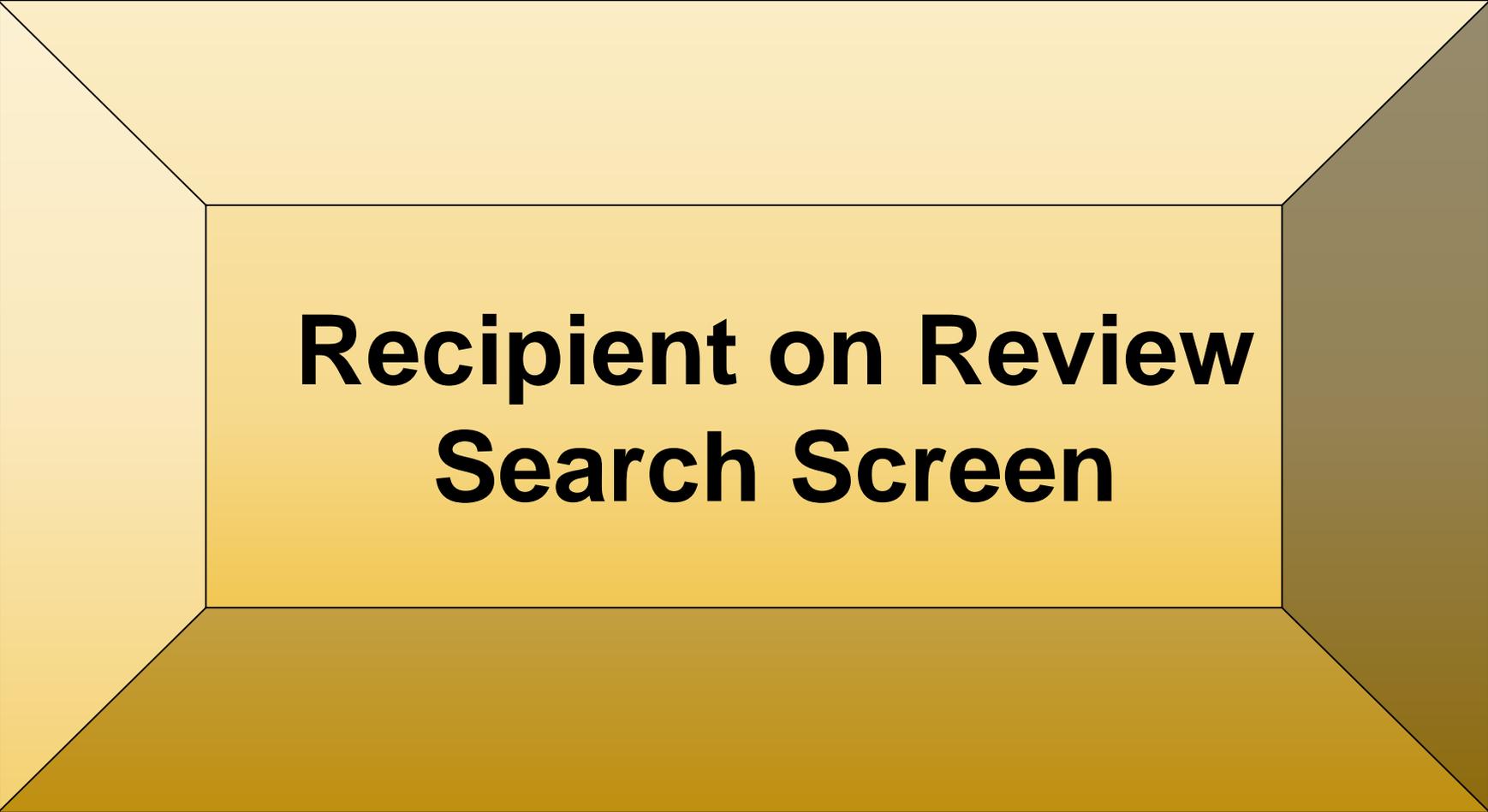
The Cumulative Report is a weekly report and can be used as a management tool to ensure staff are working leads timely



Resolving Leads

Resolving Leads

- Working the ROR report in NCTracks can be done using two different screens
 - The **RECIPIENT ON REVIEW SEARCH SCREEN:** should be used for recipients with an ACTIVE review status and ACTIVE eligibility
 - The **RECIPIENT SEARCH SCREEN:** should be used for working recipients with an ACTIVE review status and INACTIVE eligibility



**Recipient on Review
Search Screen**

Recipient on Review Search Screen

The screenshot displays the NCTracks Operations Portal interface. At the top, there is a navigation bar with the NCTracks logo and a search bar. Below this is a green navigation menu with tabs for various sections: Operations, Claims, Ecommerce, Managed Care, Financial, Provider, Recipient, Reference, Prior Approval, TPL, Other, and Admin. The 'Recipient' tab is selected, and a dropdown menu is open, listing several options: Recipient Search, CNDIS Merge, Recipient Call Center Interaction Search, CNDIS Search, Consent Entry, Consent Search, Consent Dashboard, Recipient Lock-in Search, and Recipient on Review Search. The 'Recipient on Review Search' option is highlighted with a red rectangular box. The main content area features a 'General Announcements' section with a photo of call center agents and a 'Getting Help in the Portal' section. To the right, there is a 'Quick Links' section with several hyperlinks.

Operations | Claims | Ecommerce | Managed Care | Financial | Provider | **Recipient** | Reference | Prior Approval | TPL | Other | Admin

Home

Operations Portal

Subscription Preferences | | **AA** | Help

Quick Links

- [CSC FA Ops Contact List](#)
- [CSR Tracking System](#)
- [Features of NCTracks Portal Help System](#)
- [Issues List \(Ops portal version\)](#)
- [Learning Management System](#)
- [ShareNET](#)
- [State Holiday Schedule for NC](#)
- [Tables Manual \(CSC ShareNET Site\)](#)
- [Tables Manual \(DHHS Sharepoint Site\)](#)

Getting Help in the Portal

Did you know that there are a variety of help features available when using the secure NCTracks portal? To know more about the purpose of a particular web page, you can use the Page Level Help. To understand what information is being displayed in a particular section of a webpage, click on the question mark for Data/Section Group Help. For the definition of a particular field, hover the cursor over the underlined word for Tooltip Help. These help features and others are available on every page of the secure NCTracks portals.

For a complete explanation of all the help options in the secure NCTracks portal, see the "Features of NCTracks Portal Help System" document under Quick Links on the secure NCTracks Operations Portal home page.

Knowing how to get help will make it easier to use the secure NCTracks portal.

Recipient on Review Search Screen (continued)

Recipient on Review Search

Operations | Claims | Ecommerce | Managed Care | Financial | Provider | Recipient | Referrals | Prior Approval | TPL | Other | Admin

Home | Recipient on Review Search

Recipient on Review Search

Indicates a required field

Search Criteria

Please enter one or more fields

Country Code: 001-ALAMANCE

Review Status:

Reviewer Id:

Record Add Date

From Date: mm/dd/yyyy To Date: mm/dd/yyyy

Review Type

DOD INC OOS

Print Clear

SEARCH RESULTS

Record Add Date	Review Status	Recipient	Recipient Name	Review Type	Review Date	Reviewer	County
02/20/2018	A-ACTIVE	[Redacted]	[Redacted]	DOD	02/20/2018	[Redacted]	001-ALAMANCE
02/20/2018	A-ACTIVE	[Redacted]	[Redacted]	DOD	02/20/2018	[Redacted]	001-ALAMANCE
02/20/2018	A-ACTIVE	[Redacted]	[Redacted]	DOD	02/20/2018	[Redacted]	001-ALAMANCE
02/20/2018	A-ACTIVE	[Redacted]	[Redacted]	INC	02/20/2018	[Redacted]	001-ALAMANCE

Click the **blue** Recipient ID hyperlink to go to the Recipient Detail screen

Recipient Detail Screen

Operations | Claims | Economic | Managed Care | Financial | Provider | Recipient | Reference | Prior Approval | TPL | Other | Admin

Home | Recipient Search | Recipient Detail

Recipient: HOLMES, WATSON - ID: [REDACTED]

* indicates a required field

Legend

Summary | Address | Contacts | Family Case Data | Case Data History | Premiums | Cost Sharing | Other Coverage | Dialysis | Service Limits | Recipient Lock-in | Transfer Of Assets | ID Card

GENERAL

Recipient ID : [REDACTED] SSN : [REDACTED] Documents: [View](#)
Date of Birth : [REDACTED] Age : 2 Date of Death : [REDACTED]
Gender : M-MALE Transgender : MBI Number :
Race : [REDACTED] Ethnicity : H-Hisp-Oth Language : SP-SPANISH
Date Added : [REDACTED] Last Date Updated : [REDACTED]

INDIVIDUAL

Status In Case : R-Recipient Family Status : C-Child Relationship to Payee : B-Son
Citizenship Code : Citizenship Date : Alien ID :
IVD Indicator : Refugee Code : Refugee Entry Date : 01/01/1900
Ind Term Date : Tribal Code : Tribal Svc Rcvd :
Ind Last Updated :

CROSS-REFERENCE / COMBINE

Recipient ID	ID Type	Begin Date	End Date	Status
[REDACTED]	C-CNDS-ID			A-Active

Eligibility | Enrollment

ELIGIBILITY DETAIL 16 RESULTS (DISPLAYING 1-10)

Hist From	Auth From	Hist To	Eligibility Coverage Code	LME ID	Admin County	Residential County	Status	FPL%	User ID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	092-WAKE	[REDACTED]	A-Active	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	092-WAKE	[REDACTED]	A-Active	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	092-WAKE	[REDACTED]	A-Active	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	092-WAKE	[REDACTED]	A-Active	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	092-WAKE	[REDACTED]	A-Active	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	092-WAKE	[REDACTED]	A-Active	[REDACTED]	[REDACTED]

Scroll to the "Review" menu (red arrow)
Cookie Crumb Trail (gold arrow)

Recipient Detail

Review menu

Home | Recipient on Review Search | Recipient Detail

Recipient: PIGG, PORKIE P - ID: 000000000X

Print | A A | Help

* indicates a required field

Legend

Review

DECEASED

DECEASED

Ref Number	Source DOD	Data Source	Age at Death	Review Status
------------	------------	-------------	--------------	---------------

INCARCERATED

INCARCERATED

Ref Number	Entry Date	Release Date	Facility Name	Data Source	Review Status
	12/30/2014	04/14/2016	Newberry County Sheriff Office	Appriss	A-ACTIVE

OUT OF STATE

OUT OF STATE

Ref Number	OOS Begin Date	OOS End Date	Data Source	Review Status
	02/04/2018	02/14/2018	Enformion	A-ACTIVE

Save

Reset Page

Recipient Review Expanded View

THIS IS A Recipient on Review Out of State

The screenshot displays the NCTracks - Review application interface. The browser address bar shows the URL <https://www.nctracks.nc.gov/mpas/me/i>. The application title is "NCTracks - Review" and the version is "Report2Web Version V4.6.0".

The breadcrumb navigation is: Home > Recipient Search > Recipient Detail. The recipient name is redacted with a black box.

The interface has two tabs: "Summary" and "Review". The "Review" tab is active. A legend button is located in the top right corner.

The "OUT OF STATE" section is expanded, showing a table with the following data:

Ref Number	OOS Begin Date	OOS End Date	Data Source	Review Status
10613	09/11/2008	04/23/2018	Enformion	A-ACTIVE

A red arrow points to the "A-ACTIVE" dropdown menu in the "Review Status" column. The dropdown menu is highlighted in yellow.

Below the table, the recipient's details are displayed:

First Name: [Redacted] MI: [Redacted] Last Name: [Redacted]
Address1: 4477 32nd St AKA1: [Redacted] Add User ID: BM40200
Address2: [Redacted] AKA2: [Redacted] Add Time: 05/02/2018 05:16:52 AM
City: San Diego Phone: [Redacted] Update User ID: BM40300
State: CA Zip: 92116 Last Updated: 05/08/2018 02:08:00 AM
Review Comments: [Text Area]

At the bottom right, there are "Update" and "Cancel" buttons.

Updating Review Status

Review

DECEASED

Ref Number	Source DOD	Data Source	Age at Death	Review Status
------------	------------	-------------	--------------	---------------

INCARCERATED

Ref Number	Entry Date	Release Date	Facility Name	Data Source	Review Status
------------	------------	--------------	---------------	-------------	---------------

OUT OF STATE

Ref Number	OOS Begin Date	OOS End Date	Data Source	Review Status
946037377L496	02/04/2018	02/14/2018	Enformion	A-ACTIVE

First Name: **Porkie** MI: Last Name: **Pigg**

Address1: 106 W WASHINGTON AVE AKA1: Add User ID: BM40200

Address2: AKA2: Add Time: 03/14/2018 01:50:12 PM

City: **MAGNOLIA** Phone: (828) 779-9178 Update User ID: BM40300

State: **NJ** Zip: 09049 Last Updated: 03/20/2018 11:56:31 AM

Review Comments:

1000 characters remaining

Update **Cancel**

**Select the appropriate Review Option from the Review Status dropdown
Click UPDATE to secure your selection**

Recipient Review Update Successful

The screenshot displays the NCTracks interface. At the top, the user is logged in as SHARONNE LOBO. The main navigation bar includes 'Operations' and various functional tabs. The recipient's name is 'Pigg, Porkie' with a masked ID. A green success message 'Update Successful' is prominently displayed. Below this, there are three expandable review sections: 'DECEASED', 'INCARCERATED', and 'OUT OF STATE'. The 'OUT OF STATE' section is expanded, showing a table with one entry. A red arrow points to the 'Save' button at the bottom right of the table.

Recipient: Pigg, Porkie : 9[REDACTED]P

Update Successful

Review

DECEASED

Ref Number	Source DOD	Data Source	Age at Death	Review Status
------------	------------	-------------	--------------	---------------

INCARCERATED

Ref Number	Entry Date	Release Date	Facility Name	Data Source	Review Status
------------	------------	--------------	---------------	-------------	---------------

OUT OF STATE

Ref Number	OOS Begin Date	OOS End Date	Data Source	Review Status
[REDACTED]620	02/04/2018	02/14/2018	ENFORMION	T-TRUE

Save **Reset Page**

To save your actions, click **SAVE**

Recipient Review Confirm Save

The screenshot displays the NCTracks web application interface. At the top, there is a navigation bar with the NCTracks logo and a user welcome message: "Welcome, SHARONNE LOBO. (Log out)". Below the navigation bar, the "Operations" menu is visible, with "Recipient" selected. The main content area shows the recipient details for "Pigg, Porkie" with ID 9[REDACTED]P. A green success message "Update Successful" is displayed. A modal dialog box titled "Message from webpage" is overlaid on the page, asking "Are you sure you want to Save?" with "OK" and "Cancel" buttons. The dialog box is highlighted with a red border. The background shows a table with columns for "Ref Number", "Source DOD", "Age at Death", and "Review Status". Below this, there are sections for "DECEASED", "INCARCERATED", and "OUT OF STATE" with their respective data tables. At the bottom, there are links for "About", "Legal", "Privacy", "Accessibility", "Contact Us", "System Requirements", and "Report Fraud".

A message displays: 'Are you sure you want to save?'

Click **OK** to save the update

Click **CANCEL** to cancel the update

Recipient Review Save Successful

The screenshot shows the NCTracks user interface. At the top, there is a navigation bar with 'Operations' selected and various menu items like 'Claims', 'Ecommerce', 'Managed Care', 'Financial', 'Provider', 'Recipient', 'Reference', 'Prior Approval', 'TPL', 'Other', and 'Admin'. Below this, the recipient's name 'Pigg, Porkie' and ID '9 [REDACTED] P' are displayed. A green success message 'Save Successful.' is highlighted with a red box. Below the message, there are three expandable sections: 'DECEASED', 'INCARCERATED', and 'OUT OF STATE'. The 'OUT OF STATE' section is expanded, showing a table with one row of data. At the bottom, there are links for 'About', 'Legal', 'Privacy', 'Accessibility', 'Contact Us', 'System Requirements', and 'Report Error'. The footer includes the N.C. Department of Health and Human Services logo and the CSRA Transcend logo. Technical information at the very bottom reads: 'idle timer re/init at 12:50:29 pm mpa: pong portal-[wap-trunk-F-21-42206 stop-clock running :3593'.

Operations

Welcome, SHARONNE LOBO. (Log out)

Claims Ecommerce Managed Care Financial Provider Recipient Reference Prior Approval TPL Other Admin

Home Recipient Search Recipient Detail

Recipient: Pigg, Porkie ID: 9 [REDACTED] P

* indicates a required field

Legend

Save Successful.

NCTracks Success

Review

DECEASED

DECEASED	Ref Number	Source DOD	Data Source	Age at Death	Review Status
----------	------------	------------	-------------	--------------	---------------

INCARCERATED

INCARCERATED	Ref Number	Entry Date	Release Date	Facility Name	Data Source	Review Status
--------------	------------	------------	--------------	---------------	-------------	---------------

OUT OF STATE

OUT OF STATE	Ref Number	OOS Begin Date	OOS End Date	Data Source	Review Status
	[REDACTED] 7P620	02/04/2018	02/14/2018	ENFORMION	J:TRUE

Save Reset Page

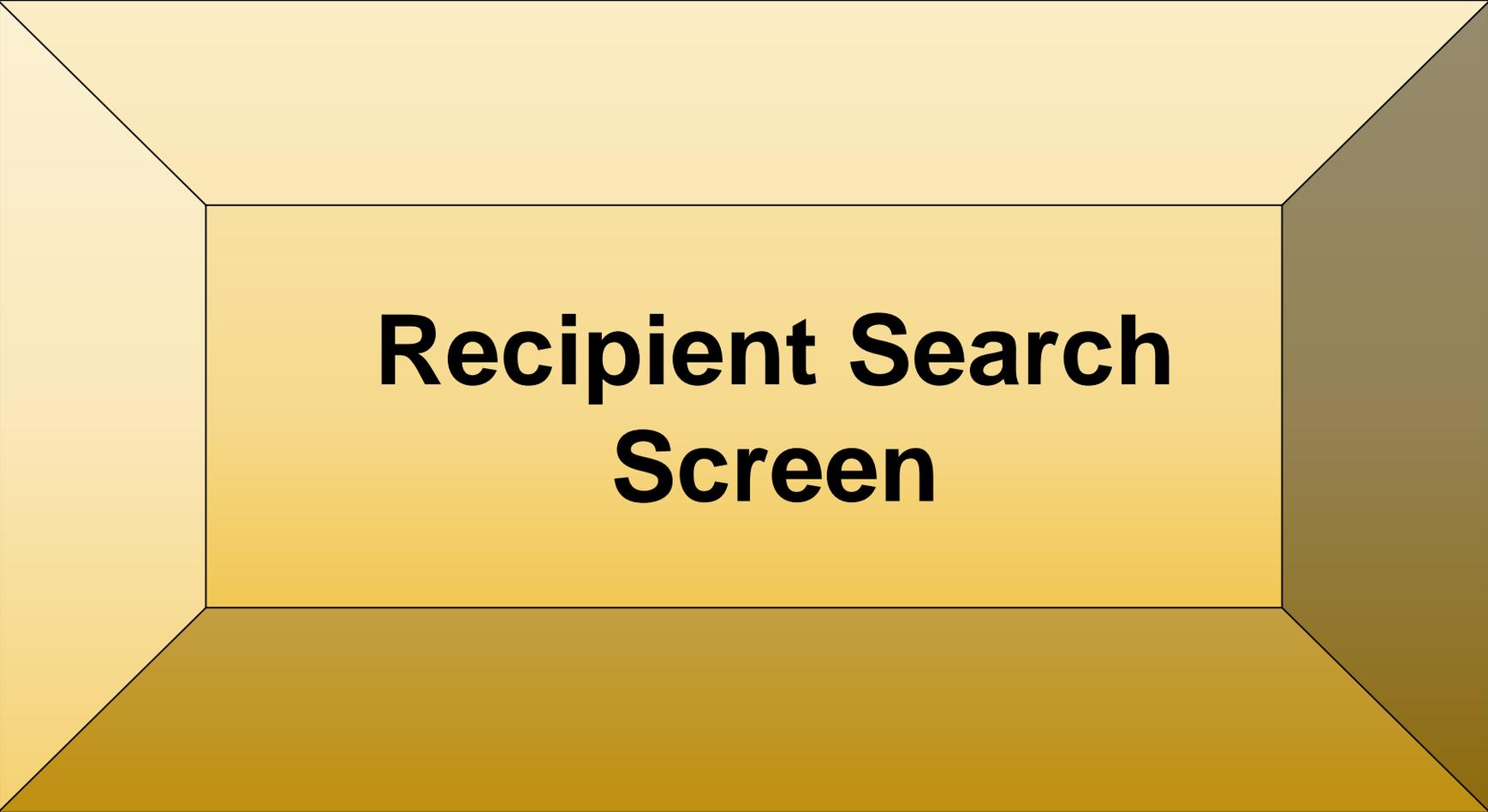
About Legal Privacy Accessibility Contact Us System Requirements Report Error

Powered By CSRA TRANSCEND

N.C. Department of Health and Human Services

idle timer re/init at 12:50:29 pm mpa: pong
portal-[wap-trunk-F-21-42206
stop-clock running :3593

IF YOU DO NOT SEE THIS MESSAGE, THE UPDATE HAS NOT BEEN SAVED



Recipient Search Screen

Recipient Search

The screenshot shows the 'Operations' navigation bar with a dropdown menu open under the 'Recipient' tab. The 'Recipient Search' option is highlighted with a red box. Other options in the dropdown include CNDS Merge, Recipient Call Center Interaction Search, CNDS Search, Consent Entry, Consent Search, Consent Dashboard, Recipient Lock-in Search, and Recipient on Review Search. The main content area shows a 'General Announcement' titled 'Getting Help in the NC...' with a photo of call center agents and text about secure navigation. A 'Quick Links' sidebar on the right contains links for CSC FA Ops Contact List, CSR Tracking System, Features of NCTracks Portal Help System, Issues List (Ops portal version), Learning Management System, and ShareNET.

Scroll to Recipient and select Recipient Search

Recipient Search Screen

Operations

Claims Financial Provider **Recipient** Reference Prior Approval TPL Other Admin

Home Recipient Search

Recipient Search

AA Help

* indicates a required field Legend

SEARCH CRITERIA ?

Please enter ID Number and ID type or one of the other fields.

Recipient ID : ID Type : **C-CNDS-ID** SSN :

Elig Case ID :

Please enter Last Name, First Name and one or more of the other fields.

Last Name : First Name : Middle Name :

Date of Birth : Gender : County Code :

Search Using Soundex

Find Clear

About Legal Privacy Accessibility Contact Us System Requirements Report Fraud

NC Department of Health and Human Services

Powered By CSRA TRANSCEND

**Enter the search criteria: the RECIPIENT ID AND in the ID Type select CNDS
Click FIND to complete the search**

Recipient Search Screen

Operations | Claims | Ecommerce | Managed Care | Financial | Provider | **Recipient** | Reference | Prior Approval | TPL | Other | Admin

Home > Recipient Search

Recipient Search

* indicates a required field

Legend

SEARCH CRITERIA

Please enter ID Number and ID type or one of the other fields.

Recipient ID : ID Type : C-CNDS-ID SSN :

Elig Case ID :

Please enter Last Name, First Name and one or more of the other fields.

Last Name : First Name : Middle Name :

Date of Birth : Gender : County Code :

Search Using Soundex

Find Clear

SEARCH RESULTS

Recipient ID	Name	Gender	Date of Birth	SSN	HIC	County Code	Elig Case ID
[REDACTED]	HOLMES, WATSON	M-MALE	04/01/2015	999-99-9999		092-WAKE	<input type="text"/>

Click the **blue** Recipient ID hyperlink to go to the Recipient Detail screen

Recipient Detail Screen

Operations | Claims | Economic | Managed Care | Financial | Provider | **Recipient** | Reference | Prior Approval | TPL | Other | Admin

Home > Recipient Search > Recipient Detail

Recipient: HOLMES, WATSON - ID: [REDACTED]

* indicates a required field

Legend

Summary | Address | Contacts | Family Case Data | Case Data History | Premiums | Cost Sharing | Other Coverage | Dialysis | Service Limits | Recipient Lock-in | Transfer Of Assets | ID Card

GENERAL

Recipient ID : [REDACTED] SSN : [REDACTED] Documents: [View](#)

Date of Birth : [REDACTED] Age : 2 Date of Death : [REDACTED]

Gender : M-MALE Transgender : MBI Number:

Race : [REDACTED] Ethnicity: H-Hisp-Oth Language: SP-SPANISH

Date Added : [REDACTED] Last Date Updated : [REDACTED]

INDIVIDUAL

Status In Case: R-Recipient Family Status: C-Child Relationship to Payee: B-Son

Citizenship Code: Citizenship Date: Alien ID:

IVD Indicator: Refugee Indicator: Refugee Entry Date: 01/01/1900

Ind Term Date: Tribal Code: Tribal Svc Rcvd:

Ind Last Updated:

CROSS-REFERENCE / COMBINE

Recipient ID	ID Type	Begin Date	End Date	Status
[REDACTED]	C-CNDS-ID			A-Active

Eligibility | Enrollment

ELIGIBILITY DETAIL 16 RESULTS (DISPLAYING 1-10)

Hist From	Auth From	Hist To	Eligibility Coverage Code	LME ID	Admin County	Residential County	Status	FPL%	User ID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	092-WAKE	[REDACTED]	A-Active	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	092-WAKE	[REDACTED]	A-Active	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	092-WAKE	[REDACTED]	A-Active	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	092-WAKE	[REDACTED]	A-Active	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	092-WAKE	[REDACTED]	A-Active	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	092-WAKE	[REDACTED]	A-Active	[REDACTED]	[REDACTED]

Scroll to the "Review" menu (red arrow)
Cookie Crumb Trail (gold arrow)



Review Status Options

Review Status Options

- **True**: County verified the exact information in the ROR report and it **DOES** impact the recipient's eligibility
- **True NOIMP**: County verified the exact information in the ROR report and it **DOES NOT** impact the recipient's eligibility
- **Source**: Verified true from another source
The county was aware of the change before the ROR report

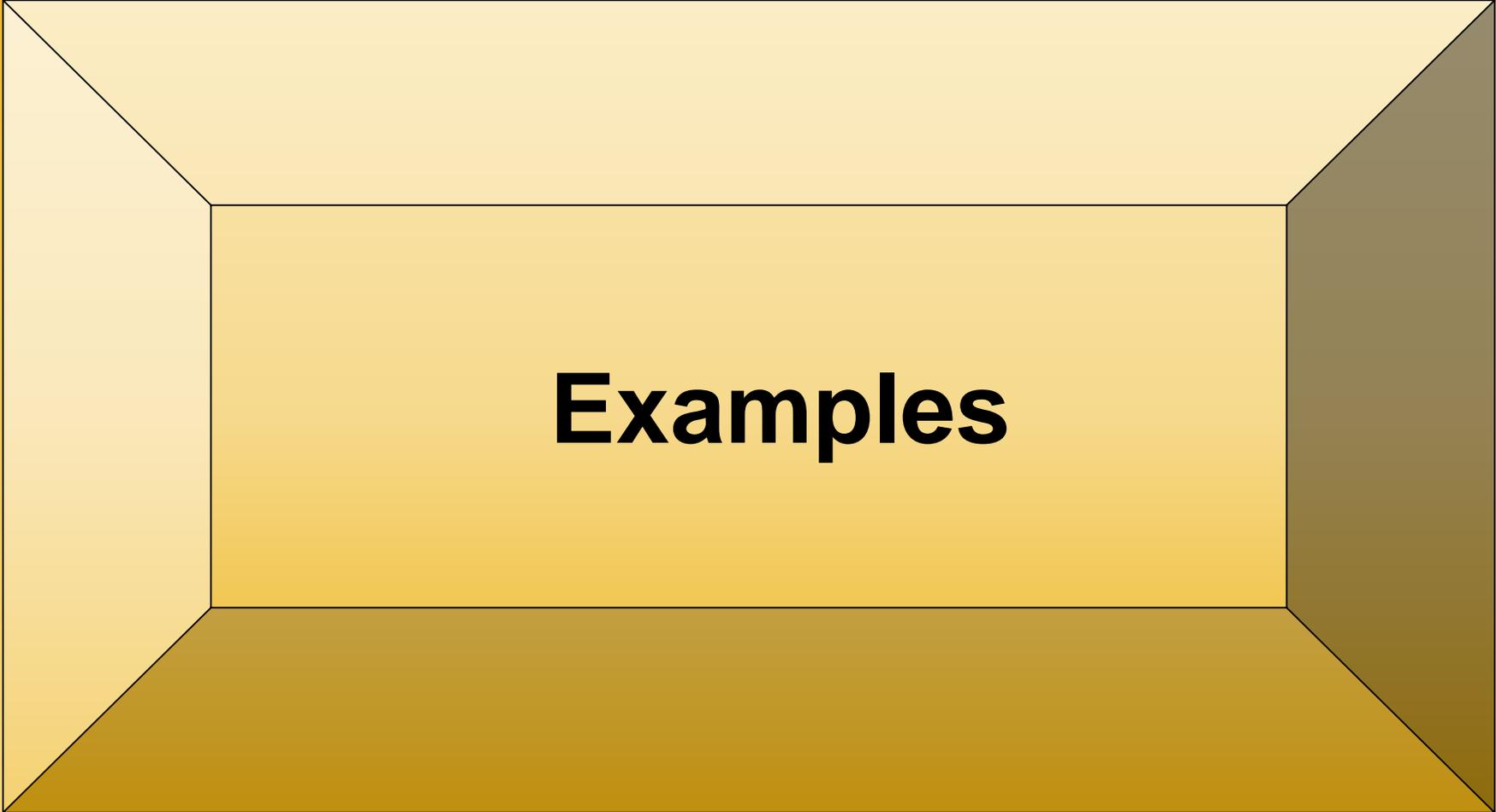
Review Status Options

(continued)

- **False**: The county verified the information on the report was false OR the verified data did not exactly match the Recipient Review screen
- **CLSD-NODOC**: This status provides counties an update option for the older closed records this option is used to remove updates older than one year

Review Status Options (continued)

- **VOID**: If the review record is determined to be invalid for a technical reason or system error, the review warning record can be updated with a status of 'VOIDED', effectively canceling the review
 - Only NCTracks technical staff can void a review record
 - If the county determines that a review should potentially be voided, contact Melissa Artis, Melissa.artis@dhhs.nc.gov in NC Medicaid Eligibility Services, for approval and disposition



Examples

Example 1 – Date Of Death

- On 3/5/19 Recipient on Review provided a lead that Tomisina Stone passed away on 2/23/2019
- Caseworker ran Online Verification (OLV). OLV shows Mr. Stone passed away 2/23/19, not spouse listed above
- The caseworker further verified through an online obituary that Mr. Stone had in fact passed away on 2/23/19
- DSS was already aware of Mr. Stone's passing

What Review Status choice should be selected on the NCTracks Recipient Review page?

Example 1 – Answer

County verified lead as:

FALSE

Worker documents and completes all necessary actions in NC FAST, changes the Review Status and enters comments of results on the Review screen

Example 2 – Date of Death

- **On 5/15/19 Recipient on Review provided a lead that John Smith passed away on 5/2/19**
- **Worker research in NC FAST shows no prior report of death. Online checks verifies that John Smith passed away 5/2/19**

What Review Status choice should be selected on the NCTracks Recipient Review page?

Example 2 – Answer

County verified lead as:

TRUE

Worker documents and completes all necessary actions in NC FAST, changes the Review Status and enters comments of results on the Review screen

Example 3 – Incarcerated

- On 3/1/19 Recipient on Review provided a lead that Jerry Bird entered the local county jail on 2/3/2019 with a release date of 2/22/2019
- The worker researched and verified the information with the local jail. All information matched the Recipient on Review report

What is the “Best” Review Status that should be selected on the NCTracks Recipient Review page?

Example 3 – Answer

County verified lead as:

TRUE NOIMP

Worker documents and completes all necessary actions in NC FAST, changes the Review Status and enters comments of results on the Review screen

Example 4 – Incarcerated

- On 4/15/19 Recipient on Review provided a lead that Kerry Fisher entered the local county jail on 3/8/2019 with a release date of 4/10/2019
- Worker's researched lead by calling local jail and verifying through OLV Ms. Fisher was not incarcerated during that time in the County jail; however, she is on probation through 12/31/2019

What is the Best Review Status should be selected on the NCTracks Recipient Review page?

Example 4 – Answer

County verified lead as:

FALSE

Worker documents and completes all necessary actions in NC FAST, changes the Review Status and enters comments of results on the Review screen

Example 5 - Out of State

- **On 5/15/19 Recipient on Review provided a lead that Suzy Sunshine was living Out of State from 1/15/19 – 5/10/19**
- **Suzy Sunshine reported to her caseworker on 4/2/2018 that she moved to Florida in March to live permanently with her new husband. The case continues as caseworker has not closed case correctly**

What Review Status choice should be selected on the NCTracks Recipient Review page?

Example 5 – Answer

County verified lead as:

SOURCE

Worker documents and completes all necessary actions in NC FAST, changes the Review Status and enters comments of results on the Review screen

Example 6 - Out of State

- **On 6/21/19 Recipient on Review provided a lead that Jasmine Guy lived Out Of State in New Jersey (NJ) from 3/7/2016 – 6/1/2019**
- **Worker researched case and discovered that Jasmine has been receiving Supplemental Security Income (SSI) benefits in NC since 12/2018. Prior to December she was receiving benefits in NJ. Jasmine is on NC Food and Nutrition Services case with her mother**
- **Notes on Medicaid application dated 11/5/2018 indicate Mrs. Guy stated the family relocated to NC from NJ**

What Review Status choice should be selected on the NCTracks Recipient Review page?

Example 6 – Answer

County verified lead as:

SOURCE

Worker documents and completes all necessary actions in NC FAST, changes the Review Status and enters comments of results on the Review screen



**Prioritizing
&
Reminders**

Prioritizing

- **1st Priority: ACTIVE eligibility recipients listed on the ROR search screen**
 - **Date of Death**
 - **Out of State & Incarcerated**
- **2nd Priority: INACTIVE eligibility recipients with an active alert from the reports**
 - **Date of Death**
 - **Out of State & Incarcerated**

Helpful Reminders

- **Reports should be worked daily**
 - **Begin review within 5 days**
 - **Begin online matches**
 - **Evaluate the impact the response has on eligibility**
 - **Take appropriate action in NC FAST**
 - **Update appropriate Review Status Option in NCTracks within 20 days**

Helpful Reminders

(continued)

- **If your verifications indicate the recipient should not have been receiving NC Medicaid or Health Choice benefits, a Program Integrity referral may be necessary**
- **County staff must update the Date of Death (DOD) on the person page, even if the case is closed**
- **Assess all hold decisions to ensure proper communication between NC FAST and NCTracks**

COMING SOON

Today's Webinar, "Recipient on Review Training – Resolving Leads and Prioritizing" will be posted to the NC Medicaid Division of Health Benefits website at the following link
<https://medicaid.ncdhhs.gov/training>

QUESTIONS



Reference Links

Session Law 2017-57, Section 11H.15.(a):

[SL 2017-57, Section 11H.15.\(a\) – NCTracks Enhancements to Prevent and Detect Fraud, Waste, and Abuse](#)

Terminal Message December 2, 2019:

Recipient on Review Training - Webinar

<https://lists.ncmail.net/mailman/listinfo/dssterminalmessage>

Coming Soon:

Recipient on Review Training - Webinar

<https://medicaid.ncdhhs.gov/training>

Future Questions

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