



JOB AID

How to Determine Your Re-credentialing Due Date

OVERVIEW

This Job Aid is intended to show providers how to find their re-credentialing due date on the secure NCTracks Provider Portal. For more information about the re-credentialing process, refer to the Re-Credentialing Job Aid PRV573, which can be found in SkillPort, the NCTracks Learning Management System, and consult the <u>NCTracks Re-credentialing webpage</u>.

Note: The terms re-credentialing and re-verification are synonymous and used interchangeably.

LOG IN TO NCTRACKS PROVIDER PORTAL



| Step | Action |
|------|---|
| 1 | Open a supported internet browser such as Internet Explorer versions 8 and 9 or Mozilla Firefox version 10 or higher. Enter the following URL: <u>https://nctracks.nc.gov/content/public/providers.html</u> . |





| Step | Action |
|------|--|
| | NCTracks will open in the Providers tab. Click NCTracks Secure Portal in the upper right corner of the page. |
| 2 | Enter your NCID as your User ID; then enter your Password. Note : To find out how to obtain an NCID, refer to the <u>NCTracks Home Page, Getting</u> <u>Started</u> link. |
| 3 | Click Login. |

The NCTracks secure **Provider Portal Home** page displays.

VIEW THE RE-CREDENTIALING DUE DATE

Provider Portal Home Page

The Re-credentialing Due Date is found in the **Status and Management** section of the NCTracks Provider portal.

Note: The Office Administrator (OA) or someone who has been designated as an Enrollment Specialist (ES) for the provider can view the **Status and Management** section.

| TDAC | ver | | | | | 🚔 Welcome, | (Log out) |
|-----------------|----------|--|--|---|--|--|---------------|
| | 2 | | | | | 18.0 | (CTracks Help |
| Provider Portal | | Eligibility Prior Approval Claims | Referral Administratio | n Payment Trading Partner Code Sear | ch Consent Forms | | |
| Message Cent | er for | | | | Subs | cription Preferences 🚇 | AAIHSIR |
| | - | Announcements | | | fore Announcements | Quick Links | |
| 6 | Secure 1 | Date: Nov 6, 2014 12:0 Stay on top of NCTracks - sig | 00:00 AM Attent | ion: All Providers | | Department of Health and Hu Senoces | men |
| | 201 | The best way to stay on top- newaletter. If you are not al "Bign Up for INCTreatis Comm receive not only the regular of | of updates to NCTracks is ready receiving the news nuncations" on the <u>Epoid</u> revelation, but impodant | to subsorible to the ACT/acks Communications a etter, you can subsorible by disking on the link is <u>Communications</u> webpage. Signing up will time-sanative messages sent via email. | nd Updates under the heading ensure that you | Division of Medical Assistance Division of Medical Assistance DMA (Health Check) DMM/DD/SAB | |
| | | Witcowe | OFFICE ADMINISTRATORS | Entocueter | | Division of Public Health Office of Rural Health and Co | mmenite. |
| | | Training | User Administration | Management | | Provider Training | |
| R | | | | | | Contract, Contraction | |
| Inbox | | | | All Mean | acas (27) | | |
| Provider | Status | Message | | Dute | | | |
| | Read | PM16000-R0053 | | 09/28/2015 01:32 pm | | | |
| | Auad | PM16000-R1145 | | 09/22/2015 02:06 pm | | | |
| | Unread | PM16000-R1145 | | 09/22/2015 02:06 pm | | | |

| Step | Action |
|------|------------------------------|
| 1 | Click Status and Management. |

The Status and Management page displays.





Status and Management Page

The **Status and Management** page allows the provider to manage their enrollment in NCTracks. Scroll down to the **Re-verification** section of the page.

| indicates a required field | ent | | | | Legend |
|------------------------------------|---|--|--|---|--------------------------------|
| elcome to Provider Enro | Ilment Status and Manageme | ent status. | | | |
| SUBMITTED APPLICATIONS | | | | | |
| If status of the application is | J, we have received initial confirmative Now, your NC Application Fee particular payment pending. Beturned of | ation from Paypoint that your pa ayment was not made or failed; | ayment was confirmed; it may tal click Pay Now to make payment. | ke up to 48 hours | to verify |
| hyperlink. | s in Payment Pending, Returned, o | in mikeview, you can upload su | porting documentation by clickin | ig the opload boot | interits |
| RECORD RESULTS | | | | | |
| RECORD RESULTS NPI/Atypical ID | Name | DBA Name | Application Type | Submit Date | Status |
| RECORD RESULTS NPI/Atypical ID | Name | DBA Name | Application Type Manage Change Request | Submit Date 10/19/2015 | Status Approved |
| - RECORD RESULTS NPI/Atypical ID | Name | DBA Name | Application Type Manage Change Request Re-verification | Submit Date 10/19/2015 10/15/2015 | Status Approved Approved |

The **Re-verification** section displays all NPIs that are due for re-credentialing under that particular provider or Office Administrator.

| The following | g provider accounts associated | with your NCID require a Reve | rification Application to be complet | ed by the due date indic | ated. Please select t |
|---------------|--------------------------------|-------------------------------|--------------------------------------|--------------------------|-----------------------|
| record with | which you would like to procee | d, then click 'Submit'. | | | |
| - RECORD | Results | | | | |
| | | | | | |
| Select | NPI/Atypical ID | Name | DBA Name | ZIP Code | Due Date |

| Step | Action |
|------|---|
| 2 | Identify the line with the desired NPI. |
| 3 | Refer to the Due Date in the far right column. |

Important Considerations

There are several important considerations regarding the re-credentialing due date:

- When a provider is due to complete Re-credentialing, a Re-credentialing Letter will be posted to the provider's NCTracks Message Center Inbox 45 days before the due date.
- The NPI will not appear in the Re-verification section of the Status and Management page on the portal until the Re-credentialing letter has posted to the Message Center Inbox. If your NPI is not listed in this section, your re-credentialing is not due yet.
- Providers cannot begin re-credentialing until the letter is posted to the portal Inbox.
- Providers who do not complete re-credentialing with 45 days will be suspended. Suspended providers will have 30 days to complete re-credentialing or they will be subject to termination from the Medicaid program.