JOB AID

NC Health Information Exchange (HIE) Network Status and Hardship

OVERVIEW

As part of SESSION LAW 2019-23HOUSE BILL 70, certain providers are required to connect to and participate in North Carolina’s Health Information Exchange (HIE) Network known as NC HealthConnex.

This document explains how NCTracks will allow Office Administrators to view a provider’s HIE Network status and the process to request a hardship extension.

Access the Provider Portal in NCTracks

Access the Status and Management Page

Access the Health Information Exchange (HIE) Status Page

Health Information Exchange (HIE) Status Options

- HIE Network Status – Provider is connected
- HIE Network Status – Provider not connected
- HIE Network Status – Provider is not connected, has not been granted an extension, and has not been granted a hardship

Submitting the Hardship Extension Request

Successful Hardship Extension
ACCESS THE PROVIDER PORTAL IN NCTRACKS

1. Home → Providers
2. NCTracks Tip #3: Misdirected Faxes
3. User ID (NCID):
4. Log in
### ACCESS THE STATUS AND MANAGEMENT PAGE

The Health Information Exchange (HIE) Status page is accessed from the Status and Management page.

#### Step 1
To access the Status and Management page, authorized users should hover over the Enrollment tab and select the Status and Management option.

Or

Under the Announcements section, authorized users should select the Status and Management button under Enrollment.
ACCESS THE HEALTH INFORMATION EXCHANGE (HIE) STATUS PAGE

Step | Action
--- | ---
1 | From the Quick Links section, select Health Information Exchange (HIE) Status.
2 | From the NPI/Atypical ID drop-down menu, select the NPI/Atypical ID to view current HIE status.

**Note:** The NPI/Atypical ID drop-down menu will only contain providers for which the user is the Office Administrator.

HEALTH INFORMATION EXCHANGE (HIE) STATUS OPTIONS

**HIE Network Status – Provider is connected**
The following page will display if the provider IS connected to the HIE Network.
If the provider is connected to the HIE Network, the following message will display:

“PROVIDER IS CONNECTED AND SUBMITS DATA TO THE HIE NETWORK”

Note: Below the HIE Status, the effective date displays, which indicates the Effective or Compliance Date of the HIE status on file.

HIE Network Status – Provider not connected
The following page will display if the provider is NOT connected and is NOT REQUIRED to connect to the HIE Network.
Step | Action
---|---
1 | If the provider is **NOT connected** to the HIE Network and is **NOT REQUIRED** to connect to the HIE Network, the following message will display:

"PROVIDER IS NOT REQUIRED TO CONNECT AND SUBMIT DATA TO THE HIE NETWORK."

**Note:** Below the HIE Status, the effective date displays, which is the date the status was added to NCTracks.

### HIE Network Status – Provider is not connected, has not been granted an extension, and has not been granted a hardship

The following page will display if the provider is **NOT connected**, has **NOT been granted an extension**, and has **NOT been granted a HARDSHIP**.

**Step 1**

If the provider is **NOT connected** to the HIE Network, **has NOT been granted an extension**, and **has NOT been granted a hardship**, the following question will display:

"You are currently not connected with the HIE Network. Would you like to request a hardship?"

Select **Yes** or **No**.

**Note:** There are no further options if **No** is selected.

**Step 2**

Upon selecting **Yes**, the following question will display:

"Please select hardship reason, which hardship reason would you like to choose?"

The following options will display:

- Provider will be retiring on or before December 31, 2022.
### SUBMITTING THE HARDSHIP EXTENSION REQUEST

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<td>3</td>
<td>Select a reason for the hardship request.</td>
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<td>4</td>
<td>Select Submit.</td>
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SUCCESSFUL HARDSHIP EXTENSION

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| 5    | If the provider submits a hardship extension request successfully, the following message will display:  

*Your request for a hardship has been submitted. Health Information Exchange Hardship Request PDF.*  

| 6    | The HIE Status will now display:  

*“PROVIDER IS GRANTED A HARDSHIP EXTENSION BY DECISION OF HIEA/DIT OR DHHS”*  

**Note:** Below the HIE Status, the effective date displays, which is the date the status was added to NCTracks..