



County DSS NEMT – Enrollment, Payment Authorization Submission, and Prior Approval Inquiry





Agenda

- Administrative Items
- Course Overview
- Purpose of Training
- Demonstrations
- Wrap-Up
- Q&A





WebEx Ground Rules

- Do not place your phone on hold to avoid any “hold” music being played.
- Write down any questions you may have to ask at the end of the demonstration.



Course Overview

This course will guide authorized users on the steps of:

- Enrolling in NCTracks as a Billing Agent
- Updating an existing provider record to grant Billing Agent access
- Creating and submitting batch Payment Authorizations in the NCTracks Provider Portal
- Reviewing Payment Authorizations in the NCTracks Operations Portal





Objectives

At the end of this training, you will be able to:

- Enroll as a Billing Agent to allow for the submission of Payment Authorization batches
- Update the Method of Claims Submission on an existing provider record to allow for the submission of Payment Authorization batches
- Create Payment Authorization batches
- Upload Payment Authorization batches
- Search for NEMT (Non-Emergency Medical Transportation) Prior Approvals





BILLING PARTNER



Enrolling as a Billing Agent



- This application type does not require any enrollment fees.
- An Office Administrator (OA) will need to be identified.
- Additional user provisioning is required.



ENROLLING AS A BILLING AGENT



NCTracks Provider Portal – Getting Started



Home Providers Recipients Operations

Home

Welcome to NCTracks, the new multi-payer Medicaid Management Information System for the N.C. Department of Health and Human Services (N.C. DHHS).


PROVIDERS – Click on the Providers tab above (or the link below) to enter the Provider Portal. Providers can click on the Pharmacy link below for information on drug coverage.


RECIPIENTS – Click on the Recipients tab above (or the link below) to enter the Recipient Portal. Recipients can view eligibility information and pay premiums (if required).

STATE and FISCAL AGENT Staff – Click on the Operations tab above to access the Operations Portal and ShareNET.

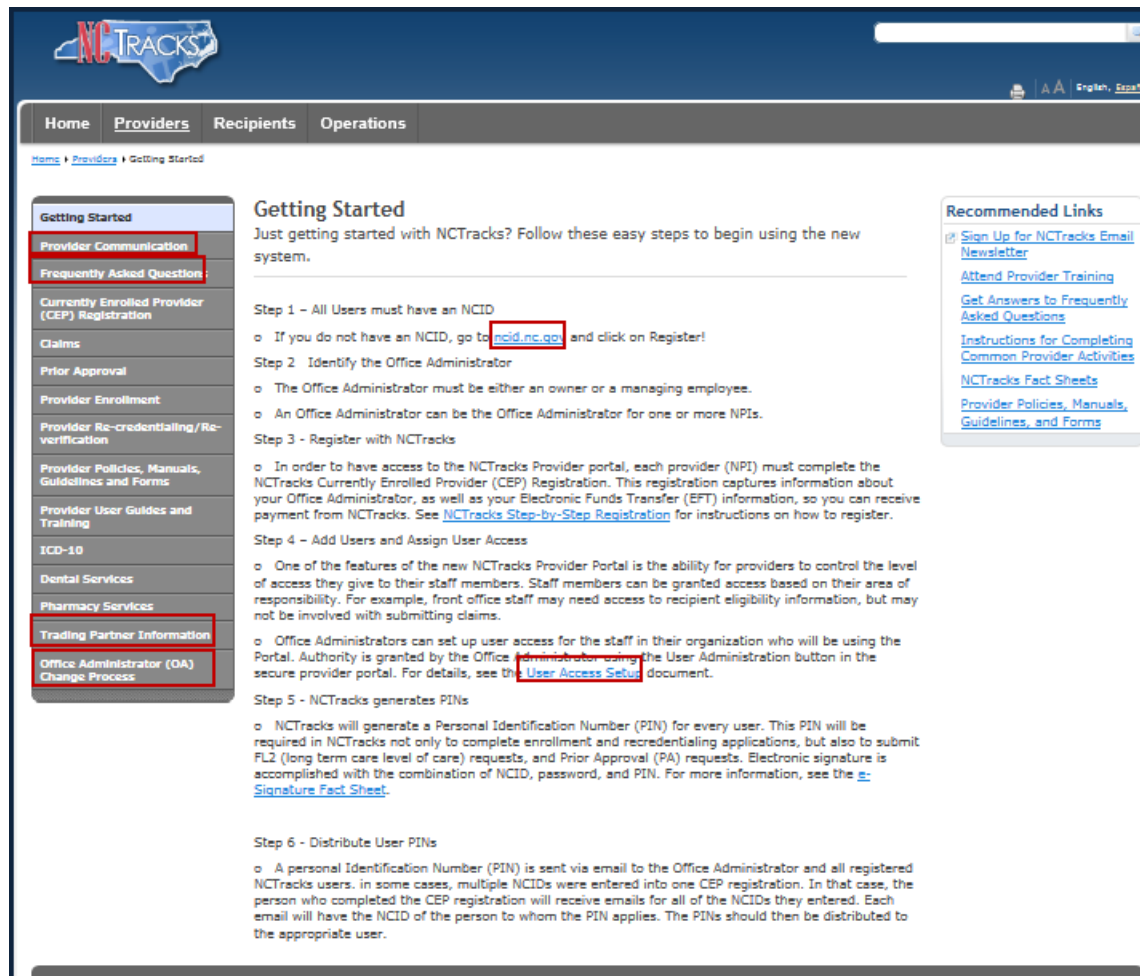


Getting Started
Just getting started with NCTracks? Follow these easy steps to begin using the new system. [read on](#) 

ICD-10
ICD-10 is here! Check this webpage for announcements, FAQs, and updates regarding the NCTracks implementation of ICD-10. [read on](#) 

Provider User Guides and Training
This section includes User Guides and Fact Sheets designed to help N.C. DHHS providers understand how to use NCTracks, as well as information about Provider Training. 
Note: You can also use the Search feature (in the upper right corner of every webpage) to locate resources of interest on a particular topic. [read on](#) 

NCTracks Provider Portal – Obtaining an NCID



The screenshot displays the NCTracks Provider Portal interface. At the top, there is a navigation bar with tabs for Home, Providers, Recipients, and Operations. Below this is a breadcrumb trail: Home > Providers > Getting Started. A left-hand sidebar contains a 'Getting Started' section with several links, some of which are highlighted with red boxes: 'Provider Communication', 'Frequently Asked Questions', 'Trading Partner Information', and 'Office Administrator (OA) Change Process'. The main content area is titled 'Getting Started' and provides instructions for new users. It includes a 'Recommended Links' sidebar on the right with links such as 'Sign Up for NCTracks Email Newsletter', 'Attend Provider Training', and 'Get Answers to Frequently Asked Questions'. The main text is organized into six steps, with several key terms and links highlighted in red boxes: 'ncid.nc.gov', 'Office Administrator', and 'User Access Setup'.

Getting Started
Just getting started with NCTracks? Follow these easy steps to begin using the new system.

Step 1 – All Users must have an NCID

- o If you do not have an NCID, go to ncid.nc.gov and click on Register!

Step 2 – Identify the Office Administrator

- o The Office Administrator must be either an owner or a managing employee.
- o An Office Administrator can be the Office Administrator for one or more NPIs.

Step 3 – Register with NCTracks

- o In order to have access to the NCTracks Provider portal, each provider (NPI) must complete the NCTracks Currently Enrolled Provider (CEP) Registration. This registration captures information about your Office Administrator, as well as your Electronic Funds Transfer (EFT) information, so you can receive payment from NCTracks. See [NCTracks Step-by-Step Registration](#) for instructions on how to register.

Step 4 – Add Users and Assign User Access

- o One of the features of the new NCTracks Provider Portal is the ability for providers to control the level of access they give to their staff members. Staff members can be granted access based on their area of responsibility. For example, front office staff may need access to recipient eligibility information, but may not be involved with submitting claims.
- o Office Administrators can set up user access for the staff in their organization who will be using the Portal. Authority is granted by the Office Administrator using the User Administration button in the secure provider portal. For details, see the [User Access Setup](#) document.

Step 5 – NCTracks generates PINs

- o NCTracks will generate a Personal Identification Number (PIN) for every user. This PIN will be required in NCTracks not only to complete enrollment and recertification applications, but also to submit FL2 (long term care level of care) requests, and Prior Approval (PA) requests. Electronic signature is accomplished with the combination of NCID, password, and PIN. For more information, see the [e-Signature Fact Sheet](#).

Step 6 – Distribute User PINs

- o A personal Identification Number (PIN) is sent via email to the Office Administrator and all registered NCTracks users. In some cases, multiple NCIDs were entered into one CEP registration. In that case, the person who completed the CEP registration will receive emails for all of the NCIDs they entered. Each email will have the NCID of the person to whom the PIN applies. The PINs should then be distributed to the appropriate user.

Recommended Links

- [Sign Up for NCTracks Email Newsletter](#)
- [Attend Provider Training](#)
- [Get Answers to Frequently Asked Questions](#)
- [Instructions for Completing Common Provider Activities](#)
- [NCTracks Fact Sheets](#)
- [Provider Policies, Manuals, Guidelines, and Forms](#)

NCTracks Provider Portal – Provider Enrollment

Home
Providers
Recipients
Operations

[Home](#) > [Providers](#)

Getting Started

Provider Communication

Frequently Asked Questions

Currently Enrolled Provider (CEP) Registration

Claims

Prior Approval

Provider Enrollment

Provider Re-credentialing/ Re-verification

Provider Policies, Manuals, Guidelines and Forms

Provider User Guides and Training

ICD-10

Dental Services


Pharmacy Services

Trading Partner Information

Office Administrator (OA) Change Process

Providers

Learn more about NCTracks. Check these opportunities:



Formal training -

- Computer Based Training (can be taken any time)
- Instructor Led Training (scheduled periodically)

Register for formal training in SkillPort, on the secure provider portal

Informal training -

- User Guides (step-by-step guides on how to perform various portal functions)
- Fact Sheets (brief documents outlining key information about various topics)

To access, click on the Provider User Guides and Training link on the left and watch for announcements about new resources.

Providers of services from the **Division of Mental Health/Developmental Disabilities/Substance Abuse Services** should contact their [LME/MCO](#) to obtain information regarding eligibility, claims status and payment, etc.

Provider Announcements

[Joint Communication Bulletin re: Nash County LME-MCO](#)
Jun 5, 2017 [read on @](#)


[Checkwrite Date This Week is on Wednesday May 31 Due to Holiday](#)
May 30, 2017 This is a reminder that in keeping with the published approved 2017 checkwrite schedule, because ... [read on @](#)

[Reminder - No NCTracks Checkwrite on June 27 2017](#)
May 30, 2017 [read on @](#)

Attention: Ambulatory Surgical Center (ASC) Providers
[Special Bulletin on Reprocessing of ASC Claims for Non-Covered Services](#)
May 25, 2017 [read on @](#)

[NCTracks Call Center Closed Next Monday for Memorial Day Holiday](#)
May 22, 2017 The NCTracks Call Center will be closed next Monday, May 29, in observance of the Memorial Day ... [read on @](#)

[All Announcements](#) ▾



Provider Enrollment
Enroll now to provide Medicaid services in North Carolina!




Pharmacy Services
Learn more about Prior Approval for North Carolina prescriptions



NCTracks Secure Portal
Access the secure NCTracks Portal

[Password Help](#)


NCID Self Service

Quick Links

- [NCTracks Issues List \(XLSX, 37 KB\)](#)
- [NCTracks Contact Information \(PDF, 116 KB\)](#)
- [2016 NCTracks Checkwrite Schedule - DHB \(PDF, 47 KB\)](#)
- [2016 NCTracks Checkwrite Schedule - DMH, DPH, and ORHCC \(PDF, 48 KB\)](#)
- [NCTracks User Access Setup \(PDF, 2782 KB\)](#)
- [Cover Sheet for Claim Attachments \(DOCX, 32 KB\)](#)
- [AVRS Features Job Aid \(PDF, 44 KB\)](#)
- [NCTracks Glossary of Terms](#)

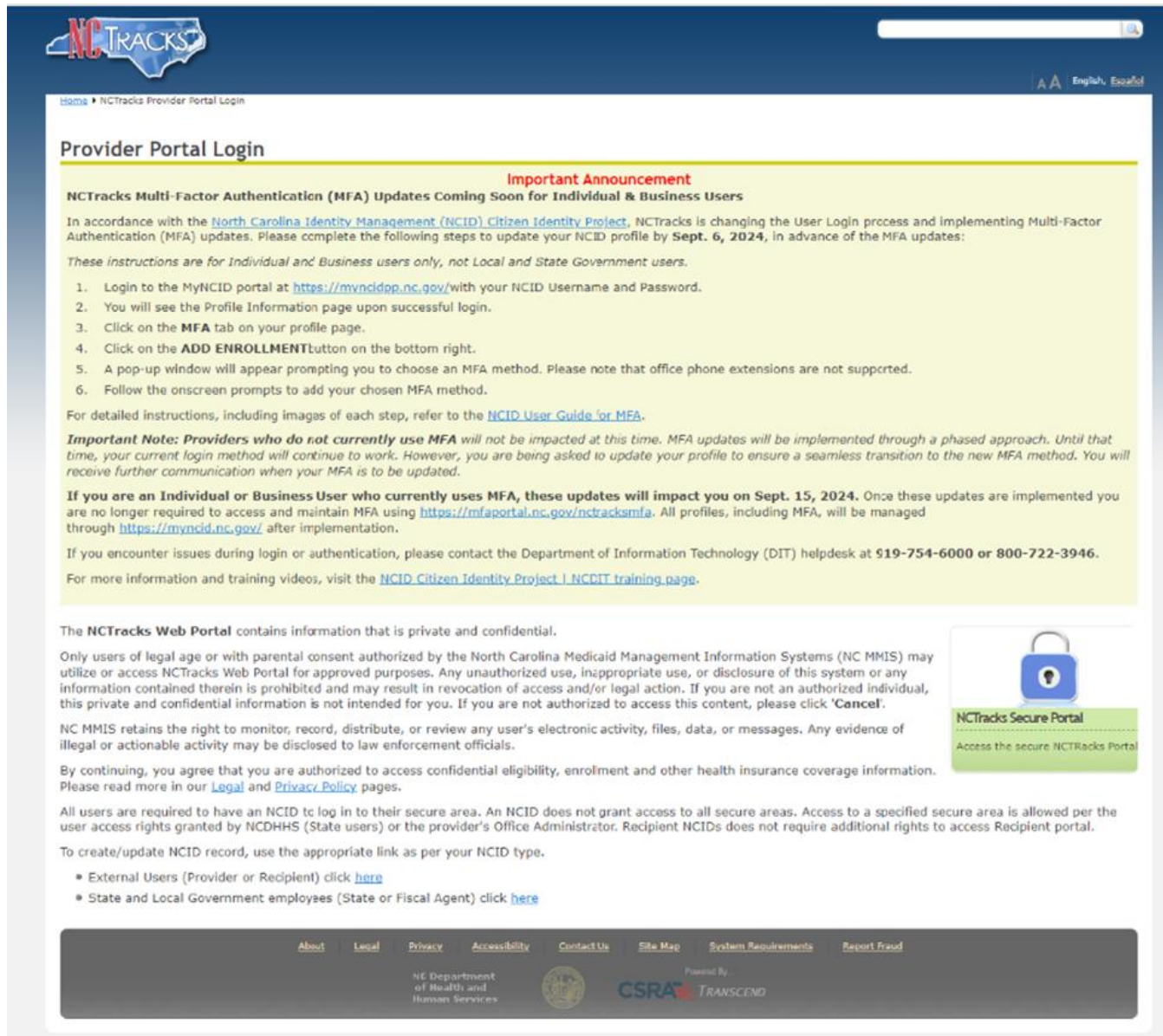

State Agencies

- [Department of Health and Human Services](#)
- [Division of Health Service Regulation](#)
- [Division of Health Benefits](#)
- [Division of Mental Health, Developmental Disabilities, and Substance Abuse Services](#)
- [Division of Public Health](#)
- [Office of Rural Health and Community Care](#)

NCTracks Provider Portal – Begin Application

The screenshot displays the NCTracks Provider Portal website. At the top, there is a navigation bar with links for Home, Providers, Recipients, and Operations. Below this is a breadcrumb trail: Home > Providers > Provider Enrollment. The main content area is titled "Provider Enrollment" and includes a sub-header "Getting Started" and a paragraph explaining that NC DHHS recognizes the need to promote access to care by enrolling all providers in a timely manner. A PDF document titled "NCTracks Provider Application Form" is visible, with a snippet of text: "Individual provider is a person enrolled directly who may provide services. When you are completing the Individual Provider Enrollment Application (IPA) in the CON/JCA program if your...". Below this, there is a paragraph about the enrollment process including credentialing, endorsement, and licensure verification. Another paragraph states that the CSRA Enrollment Team cannot provide special consideration for processing of enrollment applications due to provider error, incomplete information, or delay in obtaining credentialing, endorsement or licensure information from another agency. A third paragraph mentions that applicants must meet all program requirements and qualifications for which they are seeking enrollment before they can be enrolled as DHHS providers. A fourth paragraph provides contact information for the CSRA Call Center. A "Getting Started" section follows, explaining that the Provider Enrollment Online Application is a user-friendly web application that gathers all the information needed to enroll you or your organization as a licensed Medicaid provider in North Carolina. A note at the bottom of the main content area states that PDF documents on this page require the free Adobe Reader to view and print. On the right side, there are three boxes: "Provider Announcements" with a link to "Issue with DME and PCS Claim Denials", "Contact" with CSRA Call Center information, and "Quick Links" with links to "Provider Enrollment", "Frequently Asked Questions (FAQs)", "Provider Qualifications and Requirements Checklist (PDF, 312 KB)", and "FAQs re Enrollment of Attending, Rendering, Ordering, Prescribing, and Referring Providers (PDF, 101 KB)". On the left side, there is a sidebar with a list of links. The "Begin Application" link is highlighted with a red box. Below the sidebar, there are two buttons: "Status and Management" and "Begin Application".

NCTracks Login



NC TRACKS

Home » NCTracks Provider Portal Login

Provider Portal Login

Important Announcement

NCTracks Multi-Factor Authentication (MFA) Updates Coming Soon for Individual & Business Users

In accordance with the [North Carolina Identity Management \(NCID\) Citizen Identity Project](#), NCTracks is changing the User Login process and implementing Multi-Factor Authentication (MFA) updates. Please complete the following steps to update your NCID profile by **Sept. 6, 2024**, in advance of the MFA updates:

These instructions are for Individual and Business users only, not Local and State Government users.

1. Login to the MyNCID portal at <https://myncidp.nc.gov/> with your NCID Username and Password.
2. You will see the Profile Information page upon successful login.
3. Click on the **MFA** tab on your profile page.
4. Click on the **ADD ENROLLMENT** button on the bottom right.
5. A pop-up window will appear prompting you to choose an MFA method. Please note that office phone extensions are not supported.
6. Follow the onscreen prompts to add your chosen MFA method.

For detailed instructions, including images of each step, refer to the [NCID User Guide for MFA](#).

Important Note: Providers who do not currently use MFA will not be impacted at this time. MFA updates will be implemented through a phased approach. Until that time, your current login method will continue to work. However, you are being asked to update your profile to ensure a seamless transition to the new MFA method. You will receive further communication when your MFA is to be updated.

If you are an Individual or Business User who currently uses MFA, these updates will impact you on Sept. 15, 2024. Once these updates are implemented you are no longer required to access and maintain MFA using <https://mfaportal.nc.gov/nctracksmfa>. All profiles, including MFA, will be managed through <https://myncid.nc.gov/> after implementation.

If you encounter issues during login or authentication, please contact the Department of Information Technology (DIT) helpdesk at **519-754-6000** or **800-722-3946**.

For more information and training videos, visit the [NCID Citizen Identity Project | NCDIT training page](#).

The **NCTracks Web Portal** contains information that is private and confidential.

Only users of legal age or with parental consent authorized by the North Carolina Medicaid Management Information Systems (NC MMIS) may utilize or access NCTracks Web Portal for approved purposes. Any unauthorized use, inappropriate use, or disclosure of this system or any information contained therein is prohibited and may result in revocation of access and/or legal action. If you are not an authorized individual, this private and confidential information is not intended for you. If you are not authorized to access this content, please click **'Cancel'**.

NC MMIS retains the right to monitor, record, distribute, or review any user's electronic activity, files, data, or messages. Any evidence of illegal or actionable activity may be disclosed to law enforcement officials.

By continuing, you agree that you are authorized to access confidential eligibility, enrollment and other health insurance coverage information. Please read more in our [Legal](#) and [Privacy Policy](#) pages.

All users are required to have an NCID to log in to their secure area. An NCID does not grant access to all secure areas. Access to a specified secure area is allowed per the user access rights granted by NCDHHS (State users) or the provider's Office Administrator. Recipient NCIDs does not require additional rights to access Recipient portal.


To create/update NCID record, use the appropriate link as per your NCID type.

- External Users (Provider or Recipient) click [here](#)
- State and Local Government employees (State or Fiscal Agent) click [here](#)

[About](#) [Legal](#) [Privacy](#) [Accessibility](#) [Contact Us](#) [Site Map](#) [System Requirements](#) [Report Fraud](#)

NC Department of Health and Human Services


Powered by **CSRA** TRANSCEND



NCTracks Secure Portal
Access the secure NCTracks Portal



NCTracks Login – NCID Username



NCID

USERNAME *



Next

[Trouble Signing On?](#)

Don't have an account? [Register Now](#)

[Need Help?](#)


[Privacy and Other Policies](#) [Contact Us](#)

 **WARNING:** This is a government computer system, which may be accessed and used only for authorized business by authorized personnel. 
Unauthorized access or use of this computer system may subject violators to criminal, civil and/or administrative action.

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NCTracks Login – NCID Password



NCID

USERNAME *

PASSWORD *

[Use another account](#)

[Sign On](#)


[Trouble Signing On?](#)

[Don't have an account? Register now](#)


[Need Help?](#)

[Privacy and Other Policies](#)

[Contact Us](#)



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Provider Location/Enrollment Application Type

NC TRACKS Welcome, (Log out) | NCTracks Help

Provider Portal Eligibility Prior Approval Claims Referral Code Search **Enrollment** Administration Payment Trading Partner Consent Forms

Home > Provider Enrollment > Online Provider Enrollment Ap...

Contact Information
If you have any questions regarding completion of Provider Enrollment, please contact CSRA Call Center.
Phone: 800-688-6696
Fax: 855-710-1965
Email: NCTracksprovider@nctracks.com

Quick Links
[Status and Management](#)
[Provider Enrollment Home](#)
[PE Supporting Information](#)
[PE Terms and Conditions](#)

Online Provider Enrollment Application

* indicates a required field

PROVIDER LOCATION

Please enter the 9-digit ZIP Code (ZIP +4) of your primary practice location for determination of **In-State, Border, or Out-of-State** enrollment.

* ZIP Code:

*** PROVIDER ENROLLMENT APPLICATION TYPE**

Individual
 An individual provider is a person enrolled directly who may have an affiliation with an organization or may bill independently for services. When you are completing the Individual Provider Enrollment application, you will be given the opportunity to also enroll as a Primary Care Provider (PCP) in the CCNC/CA program if your provider type qualifies you to be a PCP.

Organization
 An Organization is an entity, facility, or institution that may be an affiliation of individual providers. When you are completing an Organization Provider Enrollment application, you will be given the opportunity to also enroll as a PCP in the CCNC/CA program if your provider type qualifies you to be a PCP.

Atypical Organization
 Are you an atypical organization? As defined by CMS: Atypical providers are providers that do not provide health care, as defined under HIPAA in Federal regulations at 45 CFR section 160.103. Taxi services, home and vehicle modifications, and respite services are examples of atypical providers reimbursed by the Medicaid program. Even if these atypical providers submit HIPAA transactions, they still do not meet the HIPAA definition of health care and therefore cannot receive an NPI.

Billing Agent
 Billing Agents and Clearinghouses are third party entities—businesses—that submit information directly to CSRA as the NC DHHS Fiscal Agent on behalf of an enrolled provider.

Please be sure to complete all required fields with valid content. **Next >>**

Basic Information

Provider Portal | Eligibility | Prior Approval | Claims | Referral | Code Search | Enrollment | Administration | Payment | Trading Partner | Consent Forms

Home > Provider Enrollment > Online Provider Enrollment Ap...

Provider Enrollment

NOTE: Data is not saved unless the 'Next' button is activated.
[Contact CSRA Call center](#)

Billing Agent Basic Information

* indicates a required field

Legend

* Are you an individual or an organization?
 Individual Organization

DOING BUSINESS AS (DBA) ?

* Organization Name:

* Employee Identification Number (EIN): * Email Address:

* Business Type: -- Select One --

LOCATION ?

* Address Line 1:
Address Line 2:
City: RALEIGH
State: NORTH CAROLINA ZIP Code: 27607-0000

CONTACT INFORMATION ?

Support Contact/Office Administrator

* Last Name: * First Name:
Middle Name: * Contact Email:
* Phone #: ext. Fax #:
* User ID (NCID):

Technical Contact

* Is technical contact the same as support contact?
 Yes No

Please be sure to complete all required fields with valid content. **Next >>**

Billing Agent Terms and Conditions

Provider Portal | Eligibility | Prior Approval | Claims | Referral | Code Search | **Enrollment** | Administration | Payment | Trading Partner | Consent Forms

• Home • Provider Enrollment • Online Provider Enrollment Ap...

Provider Enrollment

NOTE: Data is not saved unless the 'Next' button is activated.
[Contact CSRA Call center](#)

Billing Agent Terms and Conditions

⊞ | AA | Help | Legend

* indicates a required field

I, the Billing Agent, agree to and certify as follows:

1. I will participate within the Business-to-Business (B2B) Testing process. I understand that I must meet required criteria before I will be able to submit claims in production.
2. Before billing for any medical services, I will review and fully comply with the NC DHHS Manuals and all other manuals required for billing purposes.
3. All production invoice information I submit to NC DHHS on behalf of the Medicaid providers are true and a correct report of the information received.
4. I understand that I may be prosecuted under applicable federal and state criminal and civil laws for submitting false claims, concealing material facts, misrepresentation, falsifying data systems input, other acts of misrepresentation, or conspiracy to engage therein.
5. I will maintain production claims data for seven years from the date of the service and be able to reproduce production claims for resubmission or audit upon request from NC DHHS.
6. I will allow, upon request, and at a reasonable time and place, authorized federal or state government agents to inspect, copy, and/or take any records I maintain on the services provided and billed on behalf of my client.

Attestation Statement

* ATTESTATION

I certify that the responses in this attestation and information submitted in this application are true, accurate, complete, and current as of the date this attestation is signed.

⏪ Previous | Please be sure to complete all required fields with valid content. | Next ⏩

Basic Information Complete

The screenshot shows the 'Provider Portal' interface. At the top, there is a navigation menu with tabs for Eligibility, Prior Approval, Claims, Referral, Code Search, Enrollment (selected), Administration, Payment, Trading Partner, and Consent Forms. Below the menu, a breadcrumb trail reads: Home > Provider Enrollment > Online Provider Enrollment Ap... The main heading is 'Basic Information Completed'. On the left, under 'Provider Enrollment', there is a note: 'NOTE: Data is not saved unless the 'Next' button is activated.' and a link to 'Contact CSRA Call center'. The main content area contains two sections: 'ELECTRONIC SIGNATURE' with a message about PINs, and 'APPLICATION RETRIEVAL' with instructions on saving and retrieving the application. At the bottom, there are 'Previous' and 'Next' buttons, with a warning: 'Please be sure to complete all required fields with valid content.'

Method of Claims and Electronic Transactions

Provider Portal | Eligibility | Prior Approval | Claims | Referral | Code Search | **Enrollment** | Administration | Payment | Trading Partner | Consent Forms

Home > Provider Enrollment > Online Provider Enrollment Ap...

Provider Enrollment

NOTE: Data is not saved unless the 'Next' button is activated.
Contact CSRA Call center

- Billing Agent Information
- Terms and Conditions
- Method of Claim Submission
- Trading Partner Agreement
- Review Application

Method of Claim and Electronic Transactions

* indicates a required field

Legend

* METHOD OF TRANSACTION

Edifecs Message goes here...
Please select how the enrolling billing agent will be sending and receiving claims. (Select all that apply)

- Submit a single claim via the NCTracks Provider Portal
- Submit a batch claim via NCTracks

Previous Next

Please be sure to complete all required fields with valid content.

Save Draft Delete Draft

Trading Partner Agreement

Provider Portal | Eligibility | Prior Approval | Claims | Referral | Code Search | **Enrollment** | Administration | Trading Partner | Payment | Consent Forms | Training

Home | Provider Enrollment | Online Provider Enrollment Ap...

Provider Enrollment

NOTE: Data is not saved unless the 'Next' button is activated.

Contact CSRA Call center

- Billing Agent Information
- Terms and Conditions
- Method of Claim Submission
- Trading Partner Agreement
- Review Application

Trading Partner Agreement

* indicates a required field

A Trading Partner Agreement (TPA) is a document required to be completed for any entity that is transmitting or receiving Health Insurance Portability and Accountability Act (HIPAA) compliant X12 Electronic Transactions with North Carolina Medicaid. An entity could be a Provider, Billing Agency, Point of Sale/Switch Vendor, Clearinghouse/Value Added Network (VAN), or Insurance Company. This TPA stipulates the general terms and conditions by which the Trading Partners agree to exchange information electronically. TPAs are used by all entities that wish to establish an electronic relationship with CSRA as the Fiscal Agent for the North Carolina Medicaid program. A fully executed, TPA must be on file prior to testing electronic transactions with North Carolina Medicaid.

The following information is requested to process your TPA:

Trading Partner Name: [REDACTED]
User ID (NCID): **884string1**
Provider Number(s) or Atypical Number:
Provider Transmission Supplier Number(TSN): **PENDING SUBMISSION**

For any questions regarding the completion of this Trading Partner Agreement, please contact the CSRA help desk for Electronic Data Interchange (EDI) support:

- 1. General**

This Agreement effective on **10/22/2018**, is between CSRA, with offices located at 2610 Wycliff Road, Raleigh, NC 27607, acting on behalf of the North Carolina Department of Health and Human Services (NC DHHS) in the role of Business Associate of the NC DHHS, and the EDI Partner identified in paragraph A. below:

 - A. Trading Partner Name: Bendetta
 - I. Contact Name: **KRISTY GOMEZ**
 - II. Contact Telephone Number: ([REDACTED])
 - III. Contact Fax Number:
- 2. Purpose**
 - A. This Agreement outlines the requirements for the transfer of electronic healthcare information between the Trading Partner named in paragraph I, A, (above), and CSRA.
 - B. The Trading Partner is in the business of submitting said electronic transactions on behalf of itself or provider (s). With respect to each transaction, each party agrees that it will not change any definition, data condition or use of a data element or segment as proscribed in the X12 HIPAA EDI Standards.
 - C. The exchange of information is for the purpose of allowing providers to conduct electronic transactions through the Trading Partner for healthcare services provided to beneficiaries of the Division of Health Benefits (DHB) and/or the Division of Mental Health/Development Disabilities and Substance Abuse Services (DHB/DD/SAS). This Agreement provides for the exchange of information between these parties necessary for the processing of such transactions. These transactions must be in accordance with the American National Standards Institute (ANSI) accredited standards and in compliance with the Health Insurance Portability and Accountability Act (HIPAA) of 1996, CFR 45 Parts 160 and 162, Standards for Electronic Transactions, published in the Federal Register August 17, 2000.
 - D. The Trading Partner is prohibited from transferring electronic healthcare information received from CSRA, DHB, or DMH/DD/SAS for any purpose not expressly permitted by related to paragraphs II A, B, C above.
 - E. DHB or its agents may reject an entire claims submission at any time due to providers failure to comply with the specifications or the terms of this Agreement. The Provider shall notify the CSRA Call Center in writing of the name, address, and phone number of any entity acting on its behalf for electronic submission of the Providers claims. The Provider shall execute an agreement with any such entity, which includes all of the provisions of this agreement, and Provider shall provide a copy of said agreement to CSRA prior to the submission of any paperless claims by the entity. Prior written notice of any changes regarding the Providers use of entities acting on its behalf for electronic submission of the Providers claims shall be provided to CSRA. For purposes of compliance with this agreement and the laws, rules, regulations and policies applicable to Medicaid providers, the acts and/or omissions of Providers staff or any entity acting on its behalf for electronic submission of the Providers claims shall be deemed those of the Provider, including any acts and/or omissions in violation of Federal and State criminal and civil false claims statutes.
- 3. Provision of the Agreement**
 - A. The Trading Partner agrees to follow the DHB and DMH/DD/SAS billing guidelines as provided to providers for the submission of Health Care Claims.

Review Application

Provider Portal | Eligibility | Prior Approval | Claims | Referral | Code Search | **Enrollment** | Administration | Payment | Trading Partner | Consent Forms

Home | Provider Enrollment | Online Provider Enrollment Ap...

Provider Enrollment

NOTE: Data is not saved unless the 'Next' button is activated.

Contact CSRA Call center

- Billing Agent Information
- Terms and Conditions
- Method of Claim Submission
- Trading Partner Agreement
- Review Application

Review Application

* Indicates a required field

Legend

EMAIL CONFIRMATION

- The below email address is the email for the Office Administrator for this provider. During the approval process, communication will be sent to this email address.
- If the email below is incorrect, you may now navigate back to the [Basic Information page](#) to update it. (Remember to click Next on the [Basic Information page](#) to store your change.)

Contact Email: **ecrider@csc.com**

REVIEW APPLICATION

To review your application in Adobe PDF format, click '**Review Application**' below. If you have successfully completed all required information for your provider enrollment application and are satisfied the information is complete and accurate, you may proceed to the Attachments/Submit Electronic Application page by clicking 'Next'.

[Review Application](#)

« Previous

Please be sure to complete all required fields with valid content. [Next](#) »

[Save Draft](#) [Delete Draft](#)

Sign and Submit Electronic Application

The screenshot shows the NCTracks Provider Portal interface. At the top, there is a navigation menu with options: Eligibility, Prior Approval, Claims, Referral, Code Search, Enrollment, Administration, Payment, Trading Partner, and Consent Forms. The current page is titled "Sign and Submit Electronic Application".

Provider Enrollment

NOTE: Data is not saved unless the 'Next' button is activated.

Contact CSRA Call center

- Basic Agent Information
- Terms and Conditions
- Method of Claim Submission
- Trading Partner Agreement
- Review Application

Sign and Submit Electronic Application

• indicates a required field

If for any reason you navigate away from this page without clicking 'Submit Now', you will be required to re-enter the information.

ELECTRONIC SIGNATURE CONFIRMATION

Attestation: I have read and agreed to the terms and conditions of participation. By submitting this form, I confirm the information contained in the documents submitted with the application/enrollment documents/Administrative Participation Agreement are true, accurate, complete, and current as of the date this electronic document is submitted. I do hereby attest that any falsification, omission, or concealment of material fact may subject me to administrative, civil, or criminal liability.

• Login ID (NCID): [Forgot Login ID](#)

• Password: [Forgot Password](#)

- If this is your first Provider Enrollment submission, your Electronic Signature PIN has now been sent to . Please retrieve it now to complete submission. If the email is incorrect, you may now navigate back to the Basic Information page to update it. (Remember to click Next on the Basic Information page to store your change.)
- If there is a PIN already associated with this NCID, please use it now. If you have forgotten your PIN, you may reset it by entering you Login ID (NCID) and Password and clicking the 'Forgot PIN' link. The PIN will be sent to your email address.

Please contact the CSRA Call center at 800-688-6696 if you have any trouble with your Electronic Signature PIN Number.

• PIN: [Forgot PIN](#)

Please review the documents you are going to electronically sign.

- [Trading Partner Agreement](#)

ONLINE APPLICATION SUBMISSION

You may now submit your Online Application by clicking 'Submit Now' below. After submitting you will have the option to print a copy of the completed application for your records.

You will also receive instructions to finalize the application process on the next page.



Final Steps

The screenshot displays the NCTracks Provider Portal interface. At the top, the NCTracks logo is on the left, and a user login area on the right shows 'Welcome, Hazel Dula. (Log out)' and a search bar with 'NCTracks Help'. A navigation menu below the header includes links for Eligibility, Prior Approval, Claims, Referral, Code Search, Enrollment, Administration, Payment, Trading Partner, and Consent Forms. The main content area is titled 'Final Steps' and includes a legend indicating that a red asterisk (*) denotes a required field. A central message box with a light blue background states 'ONLINE SUBMISSION COMPLETE' and thanks the user for submitting their application. It lists three downloadable documents: Online Application, Cover Sheet, and Trading Partner Agreement. A final note informs the user that they cannot retrieve the application and will be contacted by the Trading Partner Testing Unit for transaction certification. A 'Return to Provider Enrollment Status and Management Home' link is located at the bottom right of the message box.

Provider Portal

Eligibility | Prior Approval | Claims | Referral | Code Search | Enrollment | Administration | Payment | Trading Partner | Consent Forms

Home | Provider Enrollment | Online Provider Enrollment Ap...

Provider Enrollment

Contact CSRA Call center

Final Steps

* Indicates a required field

Legend

ONLINE SUBMISSION COMPLETE

Thank you for submitting the online portion of your application.
Please save/print the following documents for your records

- [Online Application](#)
- [Cover Sheet](#)
- [Trading Partner Agreement](#)

Now that you have submitted your online application, you will not be able to retrieve the application or reprint application documents.
You will be contacted by the Trading Partner Testing Unit with instructions for transaction certification. If you are not contacted within one week, please contact the Trading Partner Testing Unit at 1-800-688-6696 or NCMMS_EOI_SUPPORT@csra.com.

Return to [Provider Enrollment Status and Management Home](#)

Application Status

The screenshot shows a web application interface for "Provider Enrollment Status and Management". At the top, there is a navigation menu with tabs for Eligibility, Prior Approval, Claims, Referral, Code Search, Enrollment (selected), Administration, Payment, Trading Partner, and Consent Forms. Below the menu, the page title "Status and Management" is displayed, along with icons for home, accessibility, and help. A legend button is also present. The main content area includes a welcome message and instructions. A section titled "SUBMITTED APPLICATIONS" contains a text box with status information and a table of application records. The table has columns for NPI/Atypical ID, Name, DBA Name, Application Type, Submit Date, and Status. One record is shown with the status "Approved" and a submit date of "06/13/2014".

Status and Management

■ Indicates a required field

Welcome to Provider Enrollment Status and Management
Please choose from the options below to manage your enrollment status.

SUBMITTED APPLICATIONS

Below is the status of applications you have submitted.
If status is Payment Pending, we have received initial confirmation from Paypoint that your payment was confirmed; it may take up to 48 hours to verify the payment. If status is Pay Now, your NC Application Fee payment was not made or failed; click Pay Now to make payment.
If status of the application is in Payment Pending, Returned, or In Review, you can upload supporting documentation by clicking the Upload Documents hyperlink.


NPI/Atypical ID	Name	DBA Name	Application Type	Submit Date	Status
			Enrollment	06/13/2014	Approved



User Provisioning

- All user NCIDs that will be submitting NEMT Payment Authorization batches or checking the status of submitted NEMT Prior Approvals will need to be provisioned.
- User provisioning is performed by the Office Administrator (OA).
- Trading Partner user roles must be assigned.

User Provisioning (cont.)



Welcome, [User] (Log out)

Search [] | NCTracks Help

Provider Portal

Eligibility | Prior Approval | Claims | Referral | Code Search | Enrollment | Administration | Payment | Trading Partner | Consent Forms

Home | New User Setup | User Maintenance | New Group Setup | NPI Group Maintenance | Reset Electronic Signature PIN

Subscription Preferences | [] | AA | Help

Message Center for [User]

Announcements

Date: Nov 26, 2019, 12:00:00 AM Attention: All Pr

The Health Insurance Marketplace at HealthCare.gov serves people who don't get health coverage from Medicaid, Medicare or their job. Factsheets on the Marketplace are available in [English](#) and [Spanish](#) to post in your locations. North Carolinians seeking in-person assistance with enrollment can visit the [NC Navigator Consortium](#) to find a local application assister or call the toll-free NC Navigator Helpline at 1-855-733-3711.

More Announcements

Quick Links

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- [Division of Health Service Regulation](#)
- [Division of Health Benefits](#)
- [DHB \(Health Check\)](#)
- [DMH/DD/SAS](#)
- [Division of Public Health](#)
- [Office of Rural Health](#)
- [Provider Training](#)

WELCOME | OFFICE ADMINISTRATORS | ENROLLMENT | CHECK YOUR ACCOUNT

Provider Training | User Administration | Status and Management | My Account


Inbox [All Messages \(35\)](#)

Provider	Status	Message	Date
[User]	Read	Prior Approval Record Assigned For Review	11/12/2019 11:55 am
[User]	Read	Submitted Prior Approval Record	11/12/2019 11:44 am
[User]	Read	Prior Approval Record Assigned For Review	11/12/2019 11:33 am

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- [Revenge of the grilled corn](#) - Sep 13, 2013, 12:00:00 AM

User Provisioning (cont.)



Welcome, [Help](#) [\(Log out\)](#)

[NCTracks Help](#)

Provider Portal | Eligibility | Prior Approval | Claims | Referral | Code Search | Enrollment | Administration | Trading Partner | Payment | Consent Forms | Training | PORTAL-DEV

[Home](#) | [User Administration](#) | [New User Setup](#)

New User Setup

* indicates a required field

Welcome to the NCTracks User Administration New User Setup. This is a simple four step process for adding a New User to your NCTracks Administration Account. This Setup allows Office Administrators/User Administrators to easily set up new accounts for users that have an NCID and email within an organization. The Office Administrator/User Administrator can assign Provider Groups and roles for each user being added.

You may begin adding a new user here:

STEP 1 OF 4- NEW USER ASSIGNED AN ELECTRONIC PIN? ?

- A PIN allows a user to submit secure forms in the NCTracks Provider Portal.
- Once you have completed the information below, click '**Next**' to continue.


* Is the New User an owner, or do they have a managing relationship with the Administration Account NPI?

Yes No

Next >>

Clear Cancel

User Provisioning (cont.)



Welcome, [User] (Log out) | NCTracks Help

Provider Portal | Eligibility | Prior Approval | Claims | Referral | Code Search | Enrollment | Administration | Trading Partner | Payment | Consent Forms | Training | PORTAL-DEV

Home > User Administration > New User Setup

New User Setup

* indicates a required field

STEP 2 OF 4- CREATE A NEW USER

- Enter the 'NCID' and 'Email'. Click 'Verify the NCID' button to populate the Last Name and First Name that is on record with NCID.
- Make sure that you are provisioning the correct NCID. If so complete or modify required information.

*A User Administrator has access to the NCTracks User Administration Site, and can add, maintain, and delete General Users.

* User ID (NCID): [Get NCID](#) * Email:

[Verify the NCID](#)

Last Name: First Name:
Middle Initial: Suffix: Choose ▾
* User Type: Choose ▾ Phone #: (000) 000-0000 ext.

« Previous [Next »](#) Clear Cancel

User Provisioning (cont.)

NCTracks Welcome, [User Name] - (Log out)

Provider Portal Eligibility Prior Approval Claims Referral Code Search Enrollment Administration Trading Partner Payment Consent Forms Training PORTAL-DEV

Home User Administration New User Setup

New User Setup

Legend

STEP 3 of 4 - Assign Provider Groups to the New User

- Select the provider groups from the available groups on the left for which you would like the New User (ecrider-dew) to do business.
- For your convenience, the list at the right shows the members of each group.

Provider Groups Available Groups

Add

Add All

Remove

Remove All

Selected Groups

Empty

Show Assigned Groups Legend

Group Legend

Previous Next Clear Cancel

User Provisioning (cont.)

The screenshot shows the 'New User Setup' page in the NCTracks Provider Portal. The page is titled 'STEP 4 OF 4 - ASSIGN ACCESS ROLES TO THE NEW USER'. It includes a navigation menu with options like Eligibility, Prior Approval, Claims, Referral, Code Search, Enrollment, Administration, Trading Partner, Payment, Consent Forms, Training, and PORTAL-DEV. The current page is 'New User Setup' under 'User Administration'. A legend indicates that a red asterisk (*) denotes a required field. The main content area contains instructions: 'Select the access role(s) from the available roles for this New User (ecrider-dev)' and 'Click 'Submit' when you are ready to activate the New User you have created.' Below the instructions, there are two main sections: 'Access Rights' and 'Assigned Roles'. The 'Access Rights' section has a list of 'Available Roles' including 'Claims User-Verify Patient, Claims Status Search', 'Enrollment Specialist', 'Payment History', 'PrescribingProvider', 'Prior Approval Inquiry Only', and 'Referrals User-Referral Entry and Inquiry'. There are buttons for 'Add >', 'Add All >', '< Remove', and '< Remove All'. The 'Assigned Roles' section shows 'Training - Training access' and a 'Show Assigned Role Legend' button. A 'Roles Legend' field is also present. At the bottom, there is a 'Previous' button, a 'Click here to finish and add the New User:' label, a 'Submit' button, and 'Clear' and 'Cancel' buttons.

NC TRACKS

Welcome, [User Name] (Log out)

NCTracks Help

Provider Portal

Eligibility | Prior Approval | Claims | Referral | Code Search | Enrollment | Administration | Trading Partner | Payment | Consent Forms | Training | PORTAL-DEV

Home | User Administration | New User Setup

New User Setup

Legend

STEP 4 OF 4 - ASSIGN ACCESS ROLES TO THE NEW USER

- Select the access role(s) from the available roles for this New User (**ecrider-dev**)
- Click 'Submit' when you are ready to activate the New User you have created.

Access Rights

Available Roles

- Claims User-Verify Patient, Claims Status Search
- Enrollment Specialist
- Payment History
- PrescribingProvider
- Prior Approval Inquiry Only
- Referrals User-Referral Entry and Inquiry

Add >

Add All >

< Remove

< Remove All

Assigned Roles

Training - Training access

Show Assigned Role Legend


Roles Legend

Previous

Click here to finish and add the New User: Submit

Clear Cancel

User Provisioning (cont.)



Welcome [\[User Name\]](#) (Log out)

[NCTracks Help](#)

Provider Portal | Eligibility | Prior Approval | Claims | Referral | Code Search | Enrollment | Administration | Trading Partner | Payment | Consent Forms | Training | PORTAL-DEV


Home | [User Administration](#) | User Maintenance

User Maintenance

* indicates a required field

Legend

Submission Confirmation

 Added the User NCID: ecrider-dev

SEARCH CRITERIA

Use the following search criteria to find a User. User profiles can be updated by choosing a row from the results list by clicking User ID (NCID) link to continue.

Last Name:

User ID (NCID):

Provider Group: Choose

Email:

User Status: Choose

NEW USER

Press the New User Setup button below to begin adding a New User.

Trading Partner User Roles

NC TRACKS Welcome, [User] (Log out) | NCTracks Help

Provider Portal | Eligibility | Prior Approval | Claims | Referral | Code Search | Enrollment | Administration | Payment | **Trading Partner** | Consent Forms

Batch Transfer
Manage Transactions for User
 SFTP Account Setup/Update

Message Center for [User] | Prescription Preferences | AA | Help

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Provider Training | User Administration | Status and Management | My Account


Inbox | All Messages (35)

Provider	Status	Message	Date
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[User]	Read	Prior Approval Record Assigned For Review	11/12/2019 11:33 am

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- [Revenge of the grilled corn](#) - Sep 13, 2013, 12:00:00 AM

Trading Partner User Roles (cont.)



Welcome, XXXXXXXXXX (Log out)

[NCTracks Help](#)

User TSN Roles

Eligibility | Prior Approval | Claims | Referral | Code Search | Enrollment | Administration | Payment | Trading Partner | Consent Forms

Home

Trading Partner User Roles

TRADING PARTNER USER ROLES


User Name: Bobby Hurley

TSN Selection

TSN: -- Select One --

- Select One --
- COMMUNITY PHYSICIANS - 1Q0D
- COMMUNITY PHYSICIANS - RN29
- DULA - PSNH**
- WAKE COUNTY - 7DM0

Trading Partner User Roles (cont.)



Welcome, [John Brown](#) (Log out) | [NCTracks Help](#)

User TSN Roles | Eligibility | Prior Approval | Claims | Referral | Code Search | Enrollment | Administration | Trading Partner | Payment | Consent Forms | Training

Trading Partner User Roles

TRADING PARTNER USER ROLES

User Name:

TSN Selection

TSN:

Transaction	Transaction Type	MoveIT/FTP - Batch	CAQH CORE	
			Batch	Real Time
Eligibility	270	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Claim Status	276	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Pended Claim	277P	<input checked="" type="checkbox"/>	N/A	N/A
Payment Order/RA	820	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N/A
MC Enrollment	834	<input checked="" type="checkbox"/>	N/A	N/A
Remittance	835	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N/A
Dental Claim	837D	<input checked="" type="checkbox"/>	N/A	N/A
Institutional Claim	837I	<input checked="" type="checkbox"/>	N/A	N/A
Professional Claim	837P	<input checked="" type="checkbox"/>	N/A	N/A
Acknowledgement	TA1	<input checked="" type="checkbox"/>	N/A	N/A
Non-Emergency Medical Transportation (NEMT) Prior Approval	NEMT	<input checked="" type="checkbox"/>	N/A	N/A

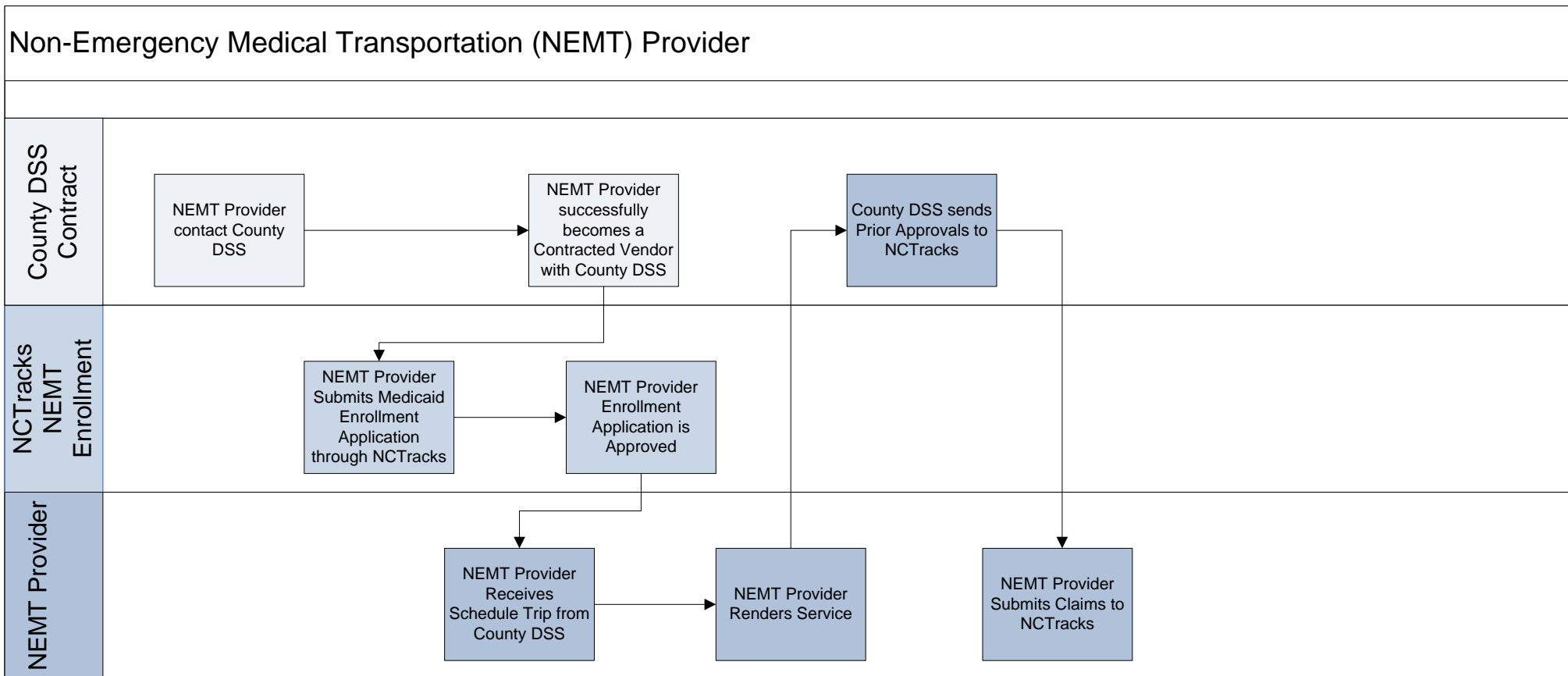


PAYMENT AUTHORIZATION





Overview of the Process





NEMT Payment Authorization Batch

- Claims for NEMT services will be adjudicated and paid through NCTracks.
- Once the County DSS and vendor have agreed upon an NEMT trip, the trip is completed and the confirmation by the vendor is sent to the County DSS. The County DSS will add the information to a Payment Authorization batch.
- The file will be created using Microsoft Excel and saved as a Comma Separated Values (CSV) (comma-delimited) file type.
- Fourteen (14) data elements will be required in the file for each NEMT trip.
- Payment Authorization batches should only include confirmed NEMT trip information.
- For each approved NEMT service entered on the Payment Authorization batch, the PA Begin Date should be the same as the PA End Date.



NEMT Prior Authorization Batch File

County Provider ID	County Code	TSN	File Submit Date	Action Code	PA Tracking ID	Recipient ID	NEMT Provider ID	NEMT Provider Location	PA Begin Date	PA End Date	Procedure Code	Amount	PA Status
52001943	092	X916	2016-06-20	0	092TC101	123456789Z	34084014	003	2016-06-23	2016-06-23	A0100	45.34	A
52001943	092	X916	2016-06-20	0	092TC102	123456789Z	34084014	003	2016-06-24	2016-06-24	A0100	46.34	A
52001943	092	X916	2016-06-20	0	092TC103	345678901Z	1053679390	003	2016-06-10	2016-06-10	A0120	76.23	A
52001943	092	X916	2016-06-20	0	092TC104	456789012Z	1053679390	003	2016-06-01	2016-06-01	A0120	76.23	A



NEMT Prior Authorization Batch File (cont.)

	A	B	C	D
1	Authorizing County Identification Information			
2	County Provider ID	County Code	TSN	File Submit Date
3	52001943	092	X916	2016-05-06
4	52001943	092	X916	2016-05-06
5	52001943	092	X916	2016-05-06
6	52001943	092	X916	2016-05-06
7	52001943	092	X916	2016-05-06
8	52001943	092	X916	2016-05-06
9	52001943	092	X916	2016-05-06
10	52001943	092	X916	2016-05-06



NEMT Prior Authorization Batch File (cont.)

E	F	G
PA Specific		
Action Code	PA Tracking ID	Recipient ID
0	092TC101	111111111Z
0	092TC102	222222222X
0	092TC103	333333333Y
0	092TC104	444444444D
0	092TC105	555555555C
0	092TC106	666666666K
0	092TC107	777777777L
0	092TC108	888888888P



NEMT Prior Authorization Batch File (cont.)

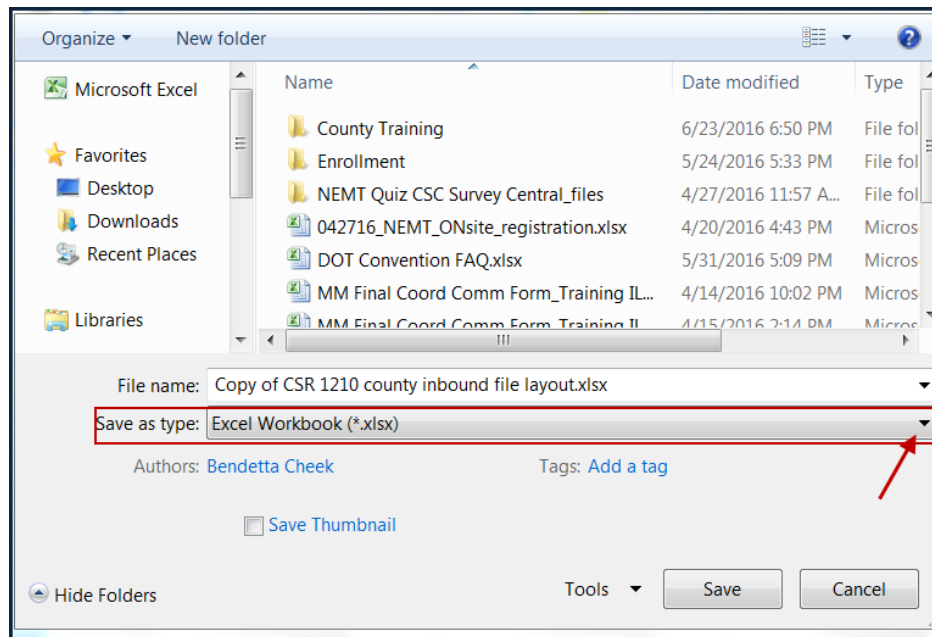
H	I
Rendering Provider Identificaton Information	
NEMT Provider ID	NEMT Provider Location
3408404	003
3408404	003
3408404	003
3408404	003
3408404	003
1234567899	003
1234567899	003
1234567899	003



NEMT Prior Authorization Batch File (cont.)

PA Specific				
PA Begin Date	PA End Date	Procedure Code	Amount	PA Status
2016-06-23	2016-06-23	A0100	45.34	A
2016-06-24	2016-06-24	A0100	46.34	A
2016-06-10	2016-06-10	A0120	76.23	A
2016-06-01	2016-06-01	A0120	76.23	A

NEMT Prior Authorization Batch File (cont.)




File Name:

**PA_NEMT_CountyProviderID_CountyCode_YYYYMMDD
(Example: PA_NEMT_1234567890_003_20160901)**

CSV (Comma delimited) (*.csv)

NEMT Batch Upload



Welcome, [User] (Log out) | NCTracks Help

Provider Portal | Eligibility | Prior Approval | Claims | Referral | Code Search | Enrollment | Administration | Payment | **Trading Partner** | Consent Forms

Batch Transfer (highlighted)

Manage Transactions for User

SFTP Account Setup/Update

Message Center for [User]

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- [Division of Public Health](#)
- [Office of Rural Health](#)
- [Provider Training](#)

WELCOME | OFFICE ADMINISTRATORS | ENROLLMENT | CHECK YOUR ACCOUNT

Provider Training | User Administration | Status and Management | My Account

Inbox

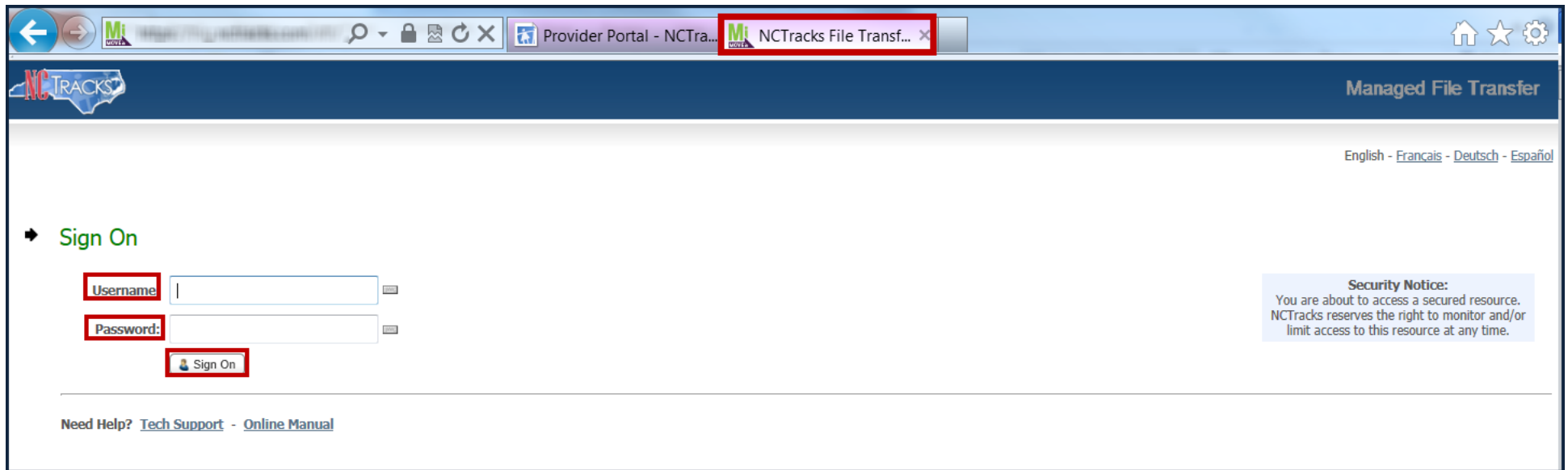
All Messages (35)

Provider	Status	Message	Date
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[Redacted]	Read	Submitted Prior Approval Record	11/12/2019 11:44 am
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NEMT Batch Transfer Upload



The screenshot shows a web browser window with two tabs: "Provider Portal - NCTra..." and "NCTracks File Transf...". The browser address bar shows the URL "https://www.nctracks.com/". The page header includes the "NCTRACKS" logo and the text "Managed File Transfer". Below the header, there are language options: "English - [Français](#) - [Deutsch](#) - [Español](#)".

The main content area features a "Sign On" section with the following elements:

- A "Username" input field with a red box around the label.
- A "Password" input field with a red box around the label.
- A "Sign On" button with a red box around it.

To the right of the sign-on form is a "Security Notice" box with the following text:

Security Notice:
You are about to access a secured resource. NCTracks reserves the right to monitor and/or limit access to this resource at any time.

At the bottom left of the page, there is a link: "Need Help? [Tech Support](#) - [Online Manual](#)".

NEMT Batch File Upload

The screenshot displays the NCTracks File Transfer Dev interface. At the top left is the NCTracks logo. Below it, a navigation menu includes Home, Folders, and Logs. A 'Need Help?' section contains a link to Tech Support. A disclaimer states: 'All time and date stamps displayed on this site are GMT -4, except time and date stamps recorded during standard time (GMT -5)'. The main content area shows a 'Welcome to NCTracks File Transfer Dev! Please watch this area for important messages.' message. Below this is a 'Home' section with a 'Go To Folder:' dropdown set to '/' and a 'Go To Folder' button. A list of folders is shown, with the first folder being '/Home/Provider/BXVKMXDE' (marked with a red circle '1'). This folder is expanded to show a sub-folder 'tng' created on 10/12/2015 at 11:37:57 AM, containing 3 folders and 0 files. Below the folder list is an 'Upload Files Now...' button (marked with a red circle '2'). Underneath, the 'User Quota Info' shows 0 KB of 2000 MB used (0%). A 'Select a folder:' dropdown is set to '/ Home / Provider / BXVKMXDE / tng / In'. A link at the bottom says 'CLICK HERE to Launch the Upload/Download Wizard...'. The interface is framed by a blue header and a white sidebar.

NEMT Batch File Upload (cont.)

The screenshot displays the NC TRACKS web interface. At the top left, there is a navigation menu with links for Home, Folders, and Logs. Below this is a 'Need Help?' section with a link to Tech Support. A disclaimer on the left states: 'All time and date stamps displayed on this site are GMT -4, except time and date stamps recorded during standard time (GMT -5)'. The main content area shows the user is signed into their account. The breadcrumb path is '/ Home / Provider / BXVKMXDE'. A table lists the contents of the current folder, showing a 'Parent Folder' and a sub-folder named 'tng' created on 10/12/2015 at 11:37:57 AM. Below the table, there is a 'Go To Folder' dropdown set to '/' and a 'Go To Folder' button. A red box highlights the 'Upload Files Now...' link. Below this, the 'User Quota Info' shows 0 KB of 2000 MB used (0%). A folder selection dropdown is set to '/ Home / Provider / BXVKMXDE / tng / In'. A final red box highlights a link that says 'CLICK HERE to Launch the Upload/Download Wizard...'. The background of the slide features a collage of images including a classical building, a beach, and a lighthouse.

Signed onto [User Name]

Home
Folders
Logs

Need Help?
Tech Support

All time and date stamps displayed on this site are GMT -4, except time and date stamps recorded during standard time (GMT -5).

Home

Go To Folder: / [Go To Folder]

→ /Home/Provider/BXVKMXDE

Name	Created	Size/Contents
Parent Folder		
tng	10/12/2015 11:37:57 AM	3 0

Select Folders: All - Empty - Not Empty - None

→ Upload Files Now...

User Quota Info: 0 KB of 2000 MB used. (0%)

Select a folder: / Home / Provider / BXVKMXDE / tng / In

→ CLICK HERE to Launch the Upload/Download Wizard...



NEMT Batch File Upload (cont.)

NCTracks Upload Wizard - Upload to /Home / Provider / BXVKMXDE / tng / In

MOVEit WIZARD Please drop files into the list below, or use the buttons to the right.

Add File Remove

Add Folder

Filename	Size	Modified
----------	------	----------

Next > Cancel

← **Step 1**

Step 2 →

NCTracks Upload Wizard - Upload to /Home / Provider / BXVKMXDE / tng / In

MOVEit WIZARD Please drop files into the list below, or use the buttons to the right.

Add File Remove

Add Folder

Filename	Size	Modified
C:\Users\bcheek3\Desktop\Go-Live\Tr...	934	2016-06-26 1...

Next > Cancel







NEMT File Transfer Upload

 [/ Home/ Provider/ BXVKMXDE/ tng/](#)

Go To Folder:

➤ Folders and Files

Name	Created	Size/Contents	Creator	#	📄
 Parent Folder					
<input type="checkbox"/>  Reject	10/12/2015 11:37:59 AM				
<input type="checkbox"/>  Response	10/12/2015 11:37:58 AM				
<input type="checkbox"/>  In	10/12/2015 11:37:58 AM	<input type="text" value="1"/>			

Select Folders: [All](#) - [Empty](#) - [Not Empty](#) - [None](#)

Selected File/Folder Actions:

Perform Action:

Copy/Move Options: To Folder:

[Advanced Copy/Move Options >>](#)



NEMT Response File

The screenshot shows a web-based file management interface. At the top, the current path is displayed as `/ Home / Provider / BXWGIXAP / fstr / Response / PA /`. Below this is a "Go To Folder" input field containing a slash `/` and a "Go To Folder" button. The main content area is titled "Folders and Files" and contains a table of files. One file is selected and highlighted with a red box.

Name	Cre
Parent Folder	
PA NEMT Response BXWGIXAP NEMTRESP 2016-06-20 121653.txt	6/2
PA NEMT Response BXWGIXAP NEMTRESP 2016-06-17 145332.txt	6/2
PA NEMT Response BXWGIXAP NEMTRESP 2016-06-20 121837.txt	6/2
PA NEMT Response BXWGIXAP NEMTRESP 2016-06-17 150603.txt	6/1
PA NEMT Response BXWGIXAP NEMTRESP 2016-06-17 150429.txt	6/1

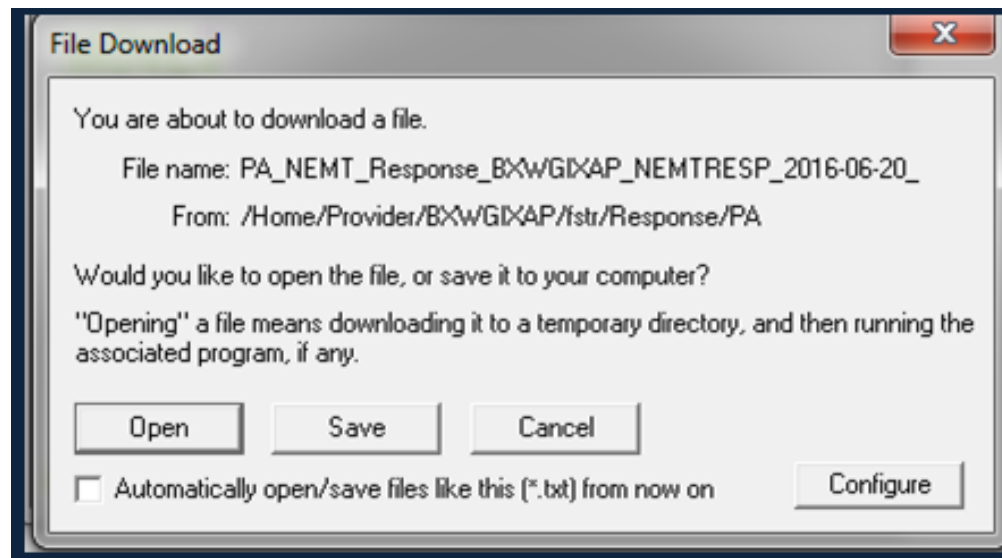
Select Files: [All](#) - [New](#) - [Old](#) - [None](#)

Selected File/Folder Actions:
Perform Action:

Copy/Move Options: To Folder: `/ Home / Provider / BXWGIXAP / fstr / In`

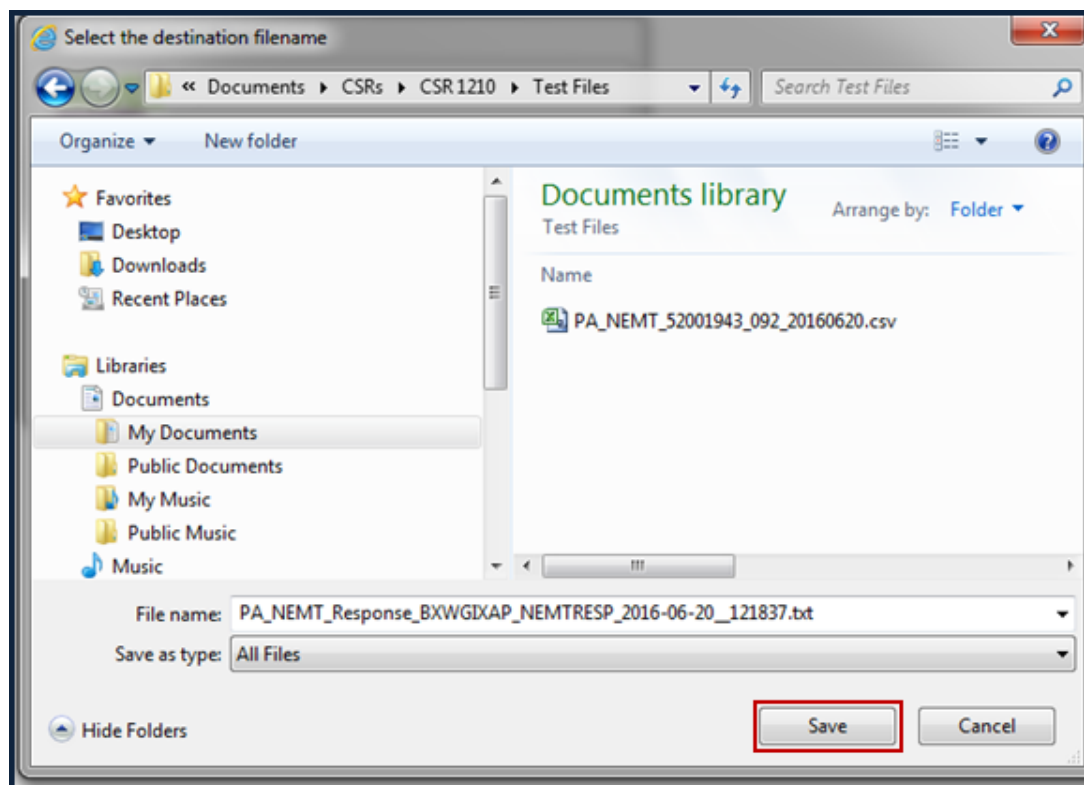


NEMT Response File (cont.)



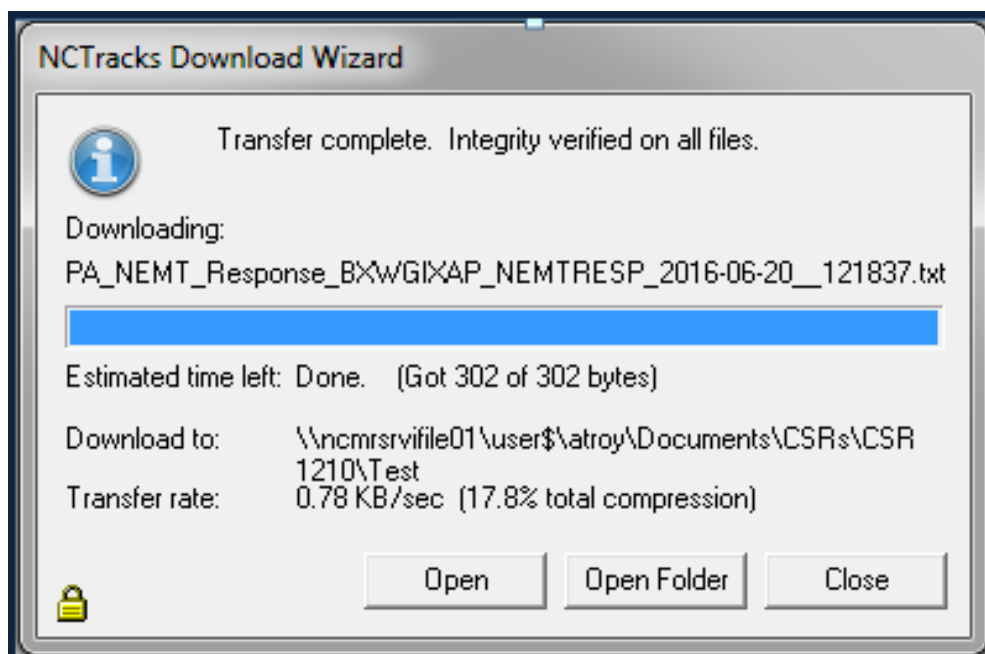


NEMT Response File (cont.)





NEMT Response File (cont.)



NEMT Response File (cont.)

Text Import Wizard - Step 1 of 3

The Text Wizard has determined that your data is Fixed Width.
If this is correct, choose Next, or choose the data type that best describes your data.

Original data type

Choose the file type that best describes your data:

Delimited - Characters such as commas or tabs separate each field.

Fixed width - Fields are aligned in columns with spaces between each field.

Start import at row: 1 File origin: 437 : OEM United States

Preview of file \\ncmrsrvfil... \PA_NEMT_Response_BXWGIXAP_NEMTRESP_2016-06-20__121837.txt.

1	1003003005;015;367G;2016-06-20;0;015TC002	;952104975S	;5904748
2	1003003005;015;367G;2016-06-20;0;015TC004	;9463484570	;142737801
3			
4			
5			

Cancel < Back **Next >** Finish

NEMT Response File (cont.)

Text Import Wizard - Step 2 of 3

This screen lets you set the delimiters your data contains. You can see how your text is affected in the preview below.

Delimiters

- Tab
- Semicolon
- Comma
- Space
- Other:

Treat consecutive delimiters as one

Text qualifier: *

Data preview

1003003005	015	367G	2016-06-20	0	015TC002	9521049758	5904748
1003003005	015	367G	2016-06-20	0	015TC004	9463484570	1427378

Cancel < Back **Next >** Finish

NEMT Response File (cont.)

Text Import Wizard - Step 3 of 3

This screen lets you select each column and set the Data Format.

Column data format

General
 Text
 Date: MDY
 Do not import column (skip)

'General' converts numeric values to numbers, date values to dates, and all remaining values to text.

Advanced...

Data preview

General	Gener	Gener	General	Gener	General	General	General
1003003005	015	367G	2016-06-20	0	015TC002	9521049758	5904748
1003003005	015	367G	2016-06-20	0	015TC004	9463484570	1427378

Cancel < Back Next > Finish



NEMT Response File (cont.)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	1003003005	15 367G		6/20/2016	0	015TC002	123456789Z	5904748	3	6/1/2016	7/14/2016		1234.56	9	T				
2	1003003005	15 367G		6/20/2016	0	015TC004	234567890Z	1427378017	3	5/24/2016	6/21/2016	A0120	0	9	B1				
3																			
4																			
5																			
6																			
7																			
8																			
9																			
10																			
11																			



PRIOR APPROVAL SEARCH





Prior Authorization Inquiry (Operations Portal)

NC TRACKS

Home Providers Recipients **Operations**


Home

Welcome to NCTracks, the new multi-payer Medicaid Management Information System for the N.C. Department of Health and Human Services (N.C. DHHS).



PROVIDERS – Click on the Providers tab above (or the link below) to enter the Provider Portal. Providers can click on the Pharmacy link below for information on drug coverage.

RECIPIENTS – Click on the Recipients tab above (or the link below) to enter the Recipient Portal. Recipients can view eligibility information and pay premiums (if required).

STATE and FISCAL AGENT Staff – Click on the Operations tab above to access the Operations Portal and ShareNET.



Prior Approval Search



Welcome, [User Name] (Log out)

NCTracks Help

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

PA Search
PA Entry
Referral Search
Referral Entry
Override Search
Override Entry
On Request Reports
Mass Update
Encumbrance
PA Taxonomy Search

Subscription Preferences | AA | Help

Operations Portal

General Announcements

Getting Help in the NCTracks Portal


Did you know that there are a variety of help features available when using the secure NCTracks portal? If you want to know more about the help options of a particular web page, you can click on the link for Page Level Help. To get more information about a particular field, 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 portal.

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.

Quick Links

- [CSRA 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 \(CSRA ShareNET Site\)](#)
- [Tables Manual \(DHHS Sharepoint Site\)](#)



Prior Approval Search (cont.)



Welcome [User Name] (Log out)

NCTracks Help

Operations

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

Home PA Search

PA Search

* Indicates a required field

Legend

PA REVIEW

Business Location: [Dropdown] Available Reviews: [Text]

Next PA>> Show My PA's Count

Search Criteria

Unique Identifier

PA Number: [Text] Confirmation Number: [Text] Refraction Confirmation Number: [Text]

Tracking Number: [Text] History #: [Text]

Recipient

Recipient ID: [Text] First Name: [Text] Last Name: [Text]

Ordering/Requesting Provider

NPI: [Text] Atypical ID: [Text] Locator: [Text]

First Name: [Text] Last Name: [Text]

Billing/Rendering Provider

NPI: [Text] Atypical ID: [Text] Locator: [Text]

First Name: [Text] Last Name: [Text]

Review

User ID: [Text] Business Location: [Dropdown] Additional Criteria: [Dropdown]

Prior Approval

PA Type: [Dropdown] Service Type: [Dropdown] Status: [Dropdown]

Diagnosis Code: [Text] Procedure: [Text] Drug Code Type: [Dropdown]

Effective Begin Date: mm/dd/yyyy Effective End Date: mm/dd/yyyy FDB Drug Code: [Text]

Payer: [Dropdown] Health Plan: [Dropdown] Benefit Plan: [Dropdown]

Find Clear

Prior Approval Details

NC TRACKS Welcome, [User] (Log out) | NCTracks Help

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

Home PA Search PA Detail

PA: [PA Number] - [PA Number]

Indicates a required field

Header **Detail** Edit/Routing Comments/Letters Attachments

Effective Begin Date	Effective End Date	Proc. Code	Req Units	Req Unit Type	Approved Units	Approved Unit Type	Status	Date	User ID
06/01/2016	06/30/2016	A0100	0.000		0.000		A-APPROVED	06/03/2016	ECOM

Service Site: [Dropdown]
 Req. Begin Date: 06/01/2016
 Req. Amount: \$0.00
 Req. Frequency: 0
 Req Frequency Period: [Dropdown]
 Req Duration: 0
 Req Duration Period: [Dropdown]
 Used Units: 0.000
 Modifier: [Dropdown]
 Last Claim Update: [Dropdown]
 Encumbered Amount: 0.00
 Reauth PA Number: [Dropdown]

Req. End Date: 06/30/2016
 Approved Amount: \$200.00
 Approved Frequency: 0
 Approved Period: [Dropdown]
 Approved Duration: 0
 Approved Duration Period: [Dropdown]
 Approved Rate: \$0.00
 Used Amount: 100.00
 TCN: 1615200000010000
 DME Service Type: [Dropdown]
 History #: [Dropdown]
 MOS Reason: [Dropdown]

Rendering Provider
 Same as Billing Provider
 Rendering NPI: 1427378017
 Address/Locator: 003-1600 W HOWARD AVE, STE 2, TARBORO, NC, 2526416493
 Taxonomy: 343900000X-Non-emergency Medical Transport (VAN)
 Atypical Provider ID: [Dropdown]

Rendering Provider: K L TRANSPORT SERVICE LLC
 Address 1: 1600 W HOWARD AVE
 Address 2: STE 2
 Phone: (252) 641-6493
 Contact Name: [Dropdown]
 City: TARBORO
 State: NC-N CAROLINA
 ZIP Code: 27886-4198

Current Status
 Status: A-APPROVED Approved as Requested
 Reason: [Dropdown]
 Date: 06/03/2016
 User ID: ECOM
 Determining Clinician: [Dropdown]



Summary / Wrap-Up

- Enroll as a Billing Agent
- Update an existing provider record to include Method of Claims Submission in order to upload Payment Authorization batches
- Create Payment Authorization batches
- Upload Payment Authorization batches
- Search for NEMT Prior Approvals



Additional Resources

(Home ➤ Providers ➤ Trading Partner Information)

- Trading Partner FAQs
- Trading Partner Companion Guide

(Home ➤ Providers ➤ Provider User Guides and Training)

- How to Select a Billing Agent and Other Claims Submission Options in NCTracks Job Aid

(SkillPort ➤ Catalog ➤ Provider Training Folder ➤ User Guides ➤ Reference Documents)

- Assign the Enrollment Specialist User Role Participant User Guide



Q & A





Thank You