JOB AID
How to Manage Your NCTracks Addresses

OVERVIEW
This job aid provides step-by-step instructions for how to manage your NCTracks addresses using the Manage Change Request process in the NCTracks system.

Logging into the Provider Portal
1. Navigate to www.nctracks.nc.gov
2. The following page will display. Select the “Providers” tab at the top of the page.
3. From the “Providers” page, select the “NCTracks Secure Portal” icon.

4. The following login screen will display. Enter the NCID and password and select the “Log in” button.

Accessing the Manage Change Request Application

1. The following Providers page will display. Select the “Status and Management” button.
2. The “Status and Management” screen will display. The screen is divided into 7 sections.

![Status and Management Screen](image)

For additional information on the Status Manage Change Request, see the Participant User Guide “Provider Web Portal Applications Participant User Guide.” Navigate to the “Manage Change Request” section.

**Entering a Manage Change Request**

To begin a new “Manage Change Request”, under the “Manage Change Request” Section, select the radio button next to the NPI to be changed. Next, select the “Update” button.

If the “Manage Change Request” section reads No Data to Display, it is possible that a Manage Change Request has already been created and/or submitted, but not yet approved. Check the Submitted Applications and Saved Applications sections for a Manage Change Request/Enrollment that is already in process.
1. In order to update address information the provider will need to select “Complete multiple changes or review your complete provider record.”

2. The “Organization Basic Information” screen will display. The left hand side menu will display a list of topics.

   Do NOT select the menu options on the left hand side of the screen, as each page must be accessed/reviewed and marked with a check mark before the “Manage Change Request” can be submitted. Instead, to navigate to appropriate section, Select the “Next” button on the bottom right corner of the screen until you reach the “Addresses” screen.
3. On the “Terms and conditions” page, to attest and accept Medicaid Terms and Agreements, **select** the check box and **select** the “Next” button.

**Updating the Primary Physical Address**

Address Validation Enhancements: Before you begin, please read the following important address validation enhancement information.

During provider Initial Enrollment, Manage Change Request and Re-enrollment applications, a change has been made to the address validation for the following pages to allow the provider to attest that the address is valid and continue the application even if the address is not deemed valid by the address verification:

- Addresses Page: Primary address and Servicing addresses only
- Preventive Ancillary Services Page: Lab addresses
- EFT page: Bank address
- Ownership Info Page: Owner’s address

**Note:** Pay-To and Correspondence addresses must be deliverable and are excluded from the override.

1. The following Addresses screen will display. **Enter** the new Office Phone (If different), Street Address, City, State and Zip Code. **Select** the “Verify Address” button.
To ensure the accuracy of the address, NCTracks verifies the entered information against the United States Postal Service (USPS) database. As long as the address matches the USPS database, the Addresses screen will refresh with the new address. This is shown in the image above.

**Note:** If the primary physical address is changed here it will be effective as of the date the request was submitted.

If the address does not match the USPS database, NCTracks will display the following error message. In order to proceed, the provider must update and re-verify the address OR select the checkbox below the address to attest that the address is valid.

2. **Next, place a check-mark next to each servicing county.**
3. Next, if your organization has separate “Pay-To” or “Correspondence” addresses, select the appropriate options and enter the appropriate addresses. You will also need to select the Verify Address buttons for each of these options (if applicable).

**Updating the 1099 Reporting/Pay-to Address**

This section allows the user to verify if a provider does or doesn't have a separate corresponding address.

**Note:** All enrolled NPIs that share the same EIN will be updated with the new address.

1. Enter the 1099 Reporting/Pay To Address, City, State, Zip Code and Verify the address.
2. Enter the 1099 Reporting/Pay To Contact Person contact information: Last Name, First Name, Office Phone #, Contact Email.
Updating the Correspondence Address

1. This section allows the user to enter a separate correspondence address, if applicable. This address will be used by CSRA for termination letters, appeals and various other communication. You are required to keep your correspondence address current. You may be suspended or terminated if the correspondence address is not accurately maintained and updated in the NCTracks system.

   Enter the Correspondence Address, City, State, Zip Code and Verify the address.

2. Enter the Correspondence Contact Person contact information: Last Name, First Name, Office Phone #, Contact Email.

   “1099Reporting/Pay-To” and “Correspondence” addresses must be deliverable. Therefore, to ensure the accuracy of the address, NCTracks verifies the entered information against the United States Postal Service (USPS) database. If the address does not match the USPS database, the user will not be able to add the separate address.

3. Next, if your organization has additional Service Locations, select the appropriate options and enter the appropriate addresses. You will also need to select the Verify Address buttons for each of these options (if applicable).

Adding Additional Service Locations

This section allows the user to enter additional service location information, if applicable.

1. Enter the Service Location Office Phone, Address, City, State, Zip Code, Begin Date and Verify the address.

2. Select “Add”.
3. When you have finish updating or adding all address, **select** “Next” to continue the Manage Change Request.

### Completing the Manage Change Request

1. Continue to **select** the “Next” button through the Manage Change Request application until you reach the Review Application page. For additional information on completing the Manage Change Request, see the Participant User Guide “Provider Web Portal Applications Participant User Guide.”

   The **Save Draft** button will only save your progress and will not submit the Change Request for processing.

2. The Review Application screen will display. On the left hand margin, verify that all application pages have a green check mark next to each page. In addition, verify the contact email address listed on the page. This can be updated on the Basic Information page.

   To review the application in Adobe PDF format, **select** the “Review Application” button. If you have successfully completed all required information for your provider enrollment application and are satisfied the information is complete and accurate, **select** the “Next” button to proceed to the “Attachments/Submit Electronic Application” page.
3. The “Sign and Submit Electronic Application” page will display. Enter the NCID and password, as well as the “PIN” number and select the “Submit Now” button.
TIPS FOR NAVIGATING THE MANGE CHANGE REQUEST APPLICATION

All pages must be reviewed prior to continuing. If you receive the following error, select on the pages that do not have check marks next to the section and select “Next” through those sections.

The image below shows the unchecked pages that need to be reviewed.

Common Errors When Updating Addresses

1. The address is recognized as having a secondary unit, such as an apartment number, suite, department, or room number at a single address, it may result in the following error message.

   To resolve the error, enter the applicable Apartment, Suite or Floor Number in either the Address Line 1 or Address Line 2. The entry is not case sensitive. For example, “Suite” may be entered as “STE” or “Ste”.

   Service Location: Missing Apt/Suite/Number
You may also verify your address at the USPS website: https://tools.usps.com/go/ZipLookupAction!input.action

**IMPORTANT**: The format of the Apartment, Suite or Floor Number must match the format that is used by the USPS. Reference the list of approved abbreviations.

* Does not require secondary range of numbers to follow the abbreviation

<table>
<thead>
<tr>
<th>Secondary Unit Designator</th>
<th>Approved Abbreviation</th>
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<tbody>
<tr>
<td>APARTMENT</td>
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<td>BUILDING</td>
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<td>DEPARTMENT</td>
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<td>FLOOR</td>
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<td>LOWER</td>
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<td>UPPER</td>
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</table>

2. If the street name is not a recognized by USPS, it may result in the following error message. Double-check the formatting and spelling of the street name.
3. If the street name is valid, but the address numbers are not recognized, it may result in the following error message. Double-check the address numbers.

**Error Summary**
Please fix the following errors before you proceed. Click each error message to navigate to the field requiring correction or data entry.

- Pay-To Address: Address Not Deliverable

**FINAL STEPS**
You will be able to save/print the online application and the review agreement from the “Final Steps” screen. This page also contains the final steps you must take in order to complete the application process (“Pay Now” and/or “Upload Documents”).

If you are required to complete the fingerprinting process as identified in the Provider Permission Matrix, you will be notified on this page.