How to Add or Update Licensing and Accreditation on the Provider Profile in NCTracks

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Overview

This user guide provides step-by-step instructions for adding and updating licensing or certifications to the provider profile in NCTracks. Some taxonomy codes require the provider to be licensed, accredited, and/or certified according to the specific laws and regulations that apply to their service type.

Please note that adding or updating accreditation via the manage change request is not an immediate process, and can take several weeks to complete, as licensing and accreditation must be reviewed by NCTracks and approved by the state.

Providers are responsible for maintaining the required licensure, endorsement, certification, and accreditation specific to their provider type to remain eligible for participation in NC Medicaid/Health Choice. In the event that a certification number or expiration date changes, use the Manage Change Request process to notify DHB of the change.

A listing of provider qualifications and requirements is on the Provider Enrollment page.
Accreditation Types that Require Supporting Documentation

If your taxonomy requires one or more of the following certifications, you MUST attach a proof of the certification to the Manage Change Request application, or mail it to the NCTRAKKS, as they cannot be verified online.

**Mailing Address:** NCTRAKKS, PO Box 300009 Raleigh, NC 27622-8009

- Some provider types require a CMS letter of approval verifying Medicare participation. (You must attach or mail a copy of the letter).
- Durable Medical Equipment (DME) providers must submit a current copy of the National Clearinghouse Supplier letter from CMS verifying Medicare participation (cannot be more than 3 years from the date of approval indicated on the letter).
- Nurse Practitioners must submit a copy of the Nurse Practitioner (NP) certification
- Independent Laboratory providers must submit a copy of CLIA certification

Logging into the Provider Portal

1. Navigate to [www.NCTracks.nc.gov](http://www.NCTracks.nc.gov)

2. The following page will display. Click the **Providers** tab at the top of the page.

![Figure 1: NCTracks Home](image-url)
3. From the **Providers** page, click the NCTracks Secure Portal icon.

![Figure 2: Providers Page](image)

4. The following login screen will display. Enter the NCID and password and click the **Log in** button.

![Figure 3: Provider Portal Login](image)

**Accessing the Manage Change Request Application**

5. The following Providers page will display. Click the **Status and Management** button.

![Figure 4: Select Status and Management](image)
6. The **Status and Management** screen will display. The screen is divided into 6 sections.

![Status and Management Page]

**Figure 5: Status and Management Page**

**Status and Management Sections**

1. **Submitted Applications**: Contains enrollment applications or change requests that have already been submitted and are currently in process.

2. **Saved Applications**: Contains enrollment applications or change requests that have been started but not yet submitted. Please remember that your application must be submitted to the State within 90 days of the date it was created. If not completed within 90 days, the incomplete application will be deleted.

3. **Re-enroll**: This section will list provider accounts associated with the user’s NCID that have been terminated. The user can select the account to re-enroll, then click 'Submit'.

4. **Manage Change Request**: This section will list provider accounts associated with the users NCID that are active.

5. **Re-verification**: This section allows the user to submit a required re-verification application for a provider enrollment account.

6. **Maintain Eligibility**: This section allows the user to submit a required maintain eligibility application for a provider enrollment account.
7. To begin a new Manage Change Request, under the Manage Change Request Section, click the radio button next to the NPI to be changed. Next, click 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.

8. The Individual or Organization Basic Information screen will display. Click the “Next” button to continue.

Do NOT click the menu options on the left hand side of the screen, as each page must be accessed/reviewed before the Manage Change Request can be submitted. Instead, to navigate to appropriate section, click the Next button on the bottom right corner of the screen until you reach the Accreditations page.
9. On the Terms and conditions page, to attest and accept Medicaid Terms and Agreements, click the check box and click the “Next” button. Continue to click the Next button until you reach the “Affiliated Provider Information” screen.

![Attestation Statement](image1)

Figure 8: Attestation Statement

10. The North Carolina DHHS Provider Administrative Participation Agreement - Terms and Conditions Page will display.

ALL providers must attest to the terms and conditions of the NC DHHS Medicaid Provider Administrative Participation Agreement. To attest and accept Medicaid Terms and Agreements, click the check box at the bottom of the page and click the “Next” button.

![Attestation Statement](image2)

Figure 8: Attestation Statement

11. Continue to click the next button through the Manage Change Request application until you reach the “Accreditation” page.

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

![Click Next to Navigate](image3)

Figure 9: Click Next to Navigate
## Editing the Service Location(s)

If your provider record has more than one service location, it is important to note that accreditations will need to be completed for each taxonomy associated with each service location.

12. ALL service location rows must display a status of COMPLETE before you will be able to proceed. To update the accreditations for each service location, select each service location row and click the “Edit Location” button.

<table>
<thead>
<tr>
<th>Service Locations</th>
<th>Location</th>
<th>Form Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>5555 Park Loop, SYLVA, NC, (Primary Location)</td>
<td>Incomplete</td>
</tr>
<tr>
<td></td>
<td>111 New Ave, RALEIGH, NC, 27601-1417</td>
<td>Incomplete</td>
</tr>
</tbody>
</table>

To complete information for each service location, select the appropriate location then click the "Edit Location" button.
Adding Licensing or Certification Information

13. The **Accreditation** page may display several sections, depending on the number of taxonomies on file. Not all sections are required. To determine the required sections, scroll down and identify the light blue sections that display your taxonomies.

The licenses and certifications listed directly **BELOW** the reference taxonomy in the light blue section are required.

If an invalid taxonomy is listed on this page and requires an accreditation that the provider does not have, the invalid taxonomy must be end dated. Reference the following page for a step by step guide for editing taxonomies.

https://www.NCTracks.nc.gov/content/public/providers/provider-user-guides-and-training.html

Click on the provider user guide titled: How to View and Update Taxonomy

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Figure 10: Accreditation Page - Example 1
In the following example, this provider has a single taxonomy that requires one of the four license.

Figure 11: Accreditation Page - Example 2
In the following example, this provider uses 4 different taxonomies, which require 4 different licenses.

![Diagram showing 4 different taxonomies and their corresponding licenses.](image)

**Figure 12: Accreditation Page - Example 3**
Adding Licensing or Certification Information

14. To add an accreditation, complete the following fields
   13.1. Select the Certifying Entity from the drop down menu
   13.2. Select the State from the drop down menu
   13.3. Enter the License/Accreditation/Certification number
   13.4. Enter or select the Effective Date
   13.5. Enter or select the Expiration Date
   13.6. Click the Save or Add button

![Figure 13: Add Accreditation](image)

⚠️ When adding accreditations to more than one service location, remember to click the Save Location button at the bottom of the page.

![Figure 14: Add Accreditation](image)
Some Taxonomies may allow more than one licensing option to fulfill the requirement. In the following example, the provider must enter one of the four licensing types. All four options display as required fields. However, only ONE of the licenses must be added.

<table>
<thead>
<tr>
<th>LICENSE 1</th>
<th>GROUP HOME FOR DEVELOPMENTALLY DISABLED ADULTS BY NC DIVISION OF HEALTH SERVICE REGULATION (DHSR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>License Type:</td>
<td>Group Home for Developmentally Disabled Adults</td>
</tr>
<tr>
<td>State:</td>
<td>NORTH CAROLINNI</td>
</tr>
<tr>
<td>License #:</td>
<td>mm/dd/yyyy</td>
</tr>
<tr>
<td>Expiration Date:</td>
<td>mm/dd/yyyy</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LICENSE 2</th>
<th>GROUP HOME FOR MENTALLY ILL ADULTS BY NC DIVISION OF HEALTH SERVICE REGULATION (DHSR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>License Type:</td>
<td>Group Home for Mentally Ill Adults</td>
</tr>
<tr>
<td>State:</td>
<td>NORTH CAROLINNI</td>
</tr>
<tr>
<td>License #:</td>
<td>mm/dd/yyyy</td>
</tr>
<tr>
<td>Expiration Date:</td>
<td>mm/dd/yyyy</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LICENSE 3</th>
<th>FAMILY HOME BY NC DIVISION OF HEALTH SERVICE REGULATION (DHSR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>License Type:</td>
<td>Family Care Home</td>
</tr>
<tr>
<td>State:</td>
<td>NORTH CAROLINNI</td>
</tr>
<tr>
<td>License #:</td>
<td>mm/dd/yyyy</td>
</tr>
<tr>
<td>Expiration Date:</td>
<td>mm/dd/yyyy</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LICENSE 4</th>
<th>HOME FOR THE AGED AND DISABLED BY NC DIVISION OF HEALTH SERVICE REGULATION (DHSR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>License Type:</td>
<td>Home for the Aged and Disabled</td>
</tr>
<tr>
<td>State:</td>
<td>NORTH CAROLINNI</td>
</tr>
<tr>
<td>License #:</td>
<td>mm/dd/yyyy</td>
</tr>
<tr>
<td>Expiration Date:</td>
<td>mm/dd/yyyy</td>
</tr>
</tbody>
</table>

Figure 12: Accreditation Options
In the below example, one of the four licenses has been added. As long as one of the required licenses has been added, you may click the **Next** button at the bottom of the page to continue.

![Licenses Example](image)

**Figure 13: Clearing Accreditation**
Although some accreditation sections may NOT be required, if you inadvertently select the **Accreditation Type** from the drop down menu, the entire section becomes required. Click the CLEAR button to clear all fields.

![Figure 15: Clearing Optional Accreditations](image)

Clicking the **Clear** button will remove the required field indicators, as illustrated below.

![Figure 16: Cleared Results](image)
Drug Enforcement Agency (DEA) and Clinical Laboratory Improvement Amendments (CLIA)

Two certification types, Drug Enforcement Agency (DEA) and Clinical Laboratory Improvement Amendments (CLIA), are automatically updated in NCTracks. Providers are not able to update these certifications on this page.

If you receive a letter that you need to update one of these two certifications, make sure it is update with the certification board and that NCTRAKKS have his correct certification number on file. NCTracks receives a monthly data file from DEA. When this file is received, NCTracks automatically updates the expiration dates for the DEA certifications in the provider record.

If you have renewed your certification with DEA and your DEA number is correct on NCTracks, you can file away the letter with the associated documents. **NOTE**: Clinical Laboratory Improvement Amendments (CLIA)s are updated biweekly.

**Converted Licensing or Certification**

As a result of the data conversion from the previous system, some licensing or certifications may appear on the record that are not required by the taxonomy, or duplicate/partial license information will display.

Some providers have reported that they are unable to edit or remove these accreditations to proceed. If you encounter this issue, and are unable to proceed past the accreditations screen, please contact the call center for assistance. It may be necessary to update or remove the duplicate or partial accreditation from the record.

![Accreditation](image)

*Figure 17: Legacy Accreditations*
Reviewing, the Manage Change Request

1. 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, click the Review Application button. Click the Next button to proceed to the Attachments/Submit Electronic Application page.

![Figure 19: Review Application]

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

![Figure 20 Error - Complete all Pages in the Application]

![Figure 21: Review Application - Incomplete Pages]
Attaching Supporting Documentation

2. The **Sign and Submit Electronic Application** page will display.

Some accreditations will require that you attach proof of the accreditation. Scroll down to review the “Required Attachments” page. If your accreditation requires an attachment, you MUST attach a proof of the certification to the Manage Change Request application, or mail it to the NCTRACKS, as they cannot be verified online.

If you answer “Yes” to any sanction questions, you must submit the required documentation applicable to the question.

**Mailing Address**: NCTRacks, PO Box 300009 Raleigh, NC 27622-8009

3. If attachments are required, click the **Browse** button to select the files. Click the **Add** button to add the attachment.

![Sign and Submit Electronic Application](image)

**Figure 22: Attach Files**
4. The attachment will display as follows. Repeat these steps to add all required attachments.

![Files Attached](image)

**Figure 23: Files Attached**

**Signing and Submitting the Manage Change Request**

5. Enter your NCID and password, as well as the PIN number. Click the **Submit Now** button to submit the application.

![Sign and Submit](image)

**Figure 24: Sign and Submit**