How a Provisioned User Can Locate Application Status

To locate the status of a submitted application, a user can select the Status and Management icon after logging into NCTracks provider portal. On the Status and Management page, the user will locate the status of the application to the right of the applicable NPI that can be found under Submitted Applications.

Most common status descriptions are:

- In Review Provider's application has been successfully submitted and is being reviewed and processed. A final decision has not yet been made.
- Returned Application has been returned to the provider. Additional documentation is required.

The provisioned user will navigate to <u>www.nctracks.nc.gov</u>.

- 1. Click the Providers tab at the top of the page.
- 2. From the Providers page, click the NCTracks Secure Portal icon.

Home Providers Rec	sipients Operations	
Home Providers		
ICD-10	Providers	\square
Getting Started With NCTracks		•
Provider Communication	Common Questions:	
Frequently Asked Questions	C.E.P.	NCTracks Secure Portal
Currently Enrolled Provider (CEP) Registration	Currently Enrolled Provider (Which should you use?) Office Administrator Change Process is used:	Access the secure NCTracks Portal
Claims	Legacy MMIS+ providers who To learn more search When the previous OA is no longer available	Paraward Hala
Prior Approval	migrated to NCTracks but never completed a Provider Registration UNIC A State of the CA but had to get a new NCID	NCID
Provider Enrollment	Cher registration vs. Office Administrator Trovider and you want to Change Process on the NCTracks whether be your own OA	NCID Self Service
Provider Re-credentialing/Re- verification		Quick Links
Provider Policies, Manuals,		NCTracks Issues List (XLSX, 63 KB)
Guidelines and Forms	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	NCTracks Contact
Provider User Guides & Training	and payment, etc.	Information (PDF, 570 KB)
Dental Services		DHB (PDF, 360 KB)

3. On the Provider Portal Login page, enter the User ID (NCID) and Password. Select Log In.

Provider Portal Login A	A <u>Help</u>			
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.	•			
YOUR ACCOUNT				
 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. 				
 To create/update NCID record, use the appropriate link as per your NCID type. 				
 External Users (Provider or Recipient) click <u>here</u> 				
 State and Local Government employees (State or Fiscal Agent) click <u>here</u> 				
 Passwords are case-sensitive. Please ensure your Caps Lock key is off. 				
User ID (NCID): Password Forgot Login Forgot Password				
Log In Clear Cancel				
About Legal Privacy Accessibility Contact Us System Requirements Report Fraud				
NC Department of Health and Human Services				

4. Within the Provider Portal, the Status and Management icon will be on the home landing page. Select Status and Management.

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CINERACIO			NCTracks Help
Provider Portal	Eligibility Prior Approval Claima Referral Code Search ErectImert Administration Payment Trading Partner Consert For	m	
Message Center for		Subscription Preferences	A A Help
	Announcements More Announcements	Quick Links	e)
100	Date: Jul 8, 2013 12:00:00 AM Attention: All Providers Call Center heave extended to 6 pm this week Due to high call volume, Call Center hours are being extended to 6:00 p.m. this week, through Friday, July 12. The main Call Center staphone number is 1:000-668-669.6 Watch for updates on Call Center status on the NCTracks Status page.	Department of Health and Division of Health Servic Division of Medical Assis DMA (Health Gheck) DMH/DD/SAS	l Human Services e Regulation tance
AR	WELCOME OFFICE A SUMULTAXONS Emablement Provider Training User Administration Status and Management	Division of Public Health Office of Rural Health and Provider Training Provider Manuals	ECommunity Care
	All Messages		
Provider Status	Message Date		

5. Locate section Submitted Applications. Utilize the -/+ to expand or minimize information. The status of the application will be located to the far right of the data elements listed.

Status and Manageme	nt				AA I <u>He</u>
indicates a required field				L	egend
Welcome to Provider Enroll Please choose from the options be	ment Status and Management elow to manage your enrollment statu	IS.			
SUBMITTED APPLICATIONS					?
Below is the status of applica	tions you have submitted.				
If status is Payment Pending, the payment. If status is Pay	we have received initial confirmation Now, your NC Application Fee payment	from Paypoint that your payme nt was not made or failed; click	ent was confirmed; it may take c Pay Now to make payment.	up to 48 hours to	o verify
If status of the application is hyperlink.	in Payment Pending, Returned, or In F	Review, you can upload support	ting documentation by clicking	the Upload Docur	ments
- RECORD RESULTS					
NPI/Atypical ID	Name	DBA Name	Application Type	Submit Date	Status