How to Change the Services Offered on the NCTracks Provider Record

Overview

This user guide provides step-by-step instructions for changing the services offered on the NCTracks provider record. The following service options are available on the provider record:

• Interpretation services, including TTY
• Patient languages you support
• Special needs supported
• Patient types supported

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Logging into the Provider Portal

1. Navigate to www.nctracks.nc.gov

2. The following page will display. Click the Providers tab at the top of the page.
3. From the Providers page, click the NCTracks Secure Portal icon.

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

Accessing the Manage Change Request Application

5. The following Providers page will display. Click the Status and Management button.
6. The **Status and Management** screen will display. The screen is divided into 6 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 user’s 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 **Services** 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.

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.

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.

Adding or Removing Interpretation Services

If your provider record has more than one service location, it is important to note that you will need to complete the changes for each service location.

1. The “Services” page will display. Under the “Interpretation Services” section, select “Yes” or “No” for all three service options.

2. Under the “Languages Supported in Office” section, highlight the languages supported in your office.
3. Click the “Add” button in the middle of the window to move the language to the “Selected Options” pane.

![Figure 12: Services Page - Add Languages](image)

**Adding or Removing Special Needs Supported**

4. Under the “Special Needs” section, click the check boxes to indicate the any special needs supported in your office.

5. To indicate whether your office is equipped with TDD/TTY services, click the “Yes” or “No” radio button.

**Note:** TDD (Telecommunications Device for the Deaf) and TTY (Teletypewriter) are electronic devices for text communication over a telephone line, designed for use by persons with hearing or speech difficulties.

![Figure 13: Services Page - Add Special Needs](image)

**Changing Supported Patient Types**

6. To indicate whether your office is currently accepting new patients, click the “Yes” or “No” radio button.

7. To indicate whether your office currently serves Medicaid for Pregnant Women (MPW) patients, click the “Yes” or “No” radio button.

8. To indicate whether your office currently accepts Chronic Infectious Disease patients, click the “Yes” or “No” radio button.

9. Select the age ranges serviced from each gender drop down menu. If you do not serve a particular gender, select “Not Served” from the drop down menu.

10. For multiple service locations, click the “Save Location” button.
11. Click the “Next” button until you reach the “Sign and Submit” page.

![Figure 14: Services Page - Add Other Services](image)

**Signing and Submitting the Manage Change Request**

1. Enter your NCID and password, as well as the PIN number. Click the **Submit Now** button to submit the application.
Figure 15: Sign and Submit