

## Annual NCTracks Regional Seminar Agenda

**9:00AM – 4:00PM**

Time	Topic	Content
9:00 AM – 9:20 AM (20 min)	NCTracks Overview & Communication	<ul style="list-style-type: none"> <li>NCTracks Overview</li> <li>Status of NCTracks</li> <li>What's New</li> <li>Upcoming Changes</li> <li>Provider Resources</li> </ul>
9:20 AM – 10:10 AM (50 Min)	Provider Enrollment/ Credentialing/Re- Verification/Record and User Maintenance Update	<ul style="list-style-type: none"> <li>Enrollment/Re-Enrollment</li> <li>Managed Change Request</li> <li>Re-verification</li> <li>Maintain Eligibility</li> <li>Carolina ACCESS Enrollment Changes</li> </ul>
<b>10:10 AM – 10:20 AM</b>	<b>Break</b>	
10:20 AM – 11:10 AM (50 Min)	Managed Care/Recipient Eligibility	<ul style="list-style-type: none"> <li>Verifying Recipient Eligibility</li> <li>Batch Eligibility</li> <li>Managed Care Overrides</li> <li>Managed Care Inquiry</li> <li>Prior Approval Overview</li> </ul>
11:10 AM – 12:00 PM (50 Min)	Claims Submission	<ul style="list-style-type: none"> <li>Accessing NCTracks Provider Portal</li> <li>Institutional Claims</li> <li>Professional Claims</li> <li>Dental Claims</li> <li>Time Limit Override(s) and Adjustment(s)</li> </ul>
<b>12:00PM – 1:00PM</b>	<b>Lunch Break</b>	
1:00PM – 4:00PM (3 Hours, 30 minute sessions)	Help Center	<ul style="list-style-type: none"> <li>Prior Approvals</li> <li>Enrollment</li> <li>Claims</li> </ul>
<b>4:00 PM</b>	<b>Close</b>	

Notes: