

How to Change the Primary Physical Address in NCTracks

Overview: This job aid provides step-by-step instructions for changing the primary physical address using the Manage Change Request process in the NCTracks.


	<p>For most providers, an update to NCTracks now allows providers to update the full address without end dating the primary physical address. However, if you are an IN-STATE, BORDER and OUT OF STATE provider, please note that you will need to first, add a new service location. Once you have added the new service location and the Manage Change Request (MCR) is in a status of “Approved,” complete a second MCR to end-date the primary physical address.</p> <p><u>Do NOT end date the primary physical address until the new service location has been added, as this will terminate the provider record if it is the only service location on file.</u></p>
-----------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Table of Contents

Logging into the Provider Portal 2

Accessing the Manage Change Request Application 3

Address Validation Enhancements..... 6

Updating the Address..... 6

Common Errors When Updating the Address 9

Completing the Manage Change Request..... 11

Tips for Navigating the Mange Change Request Application..... 13

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.

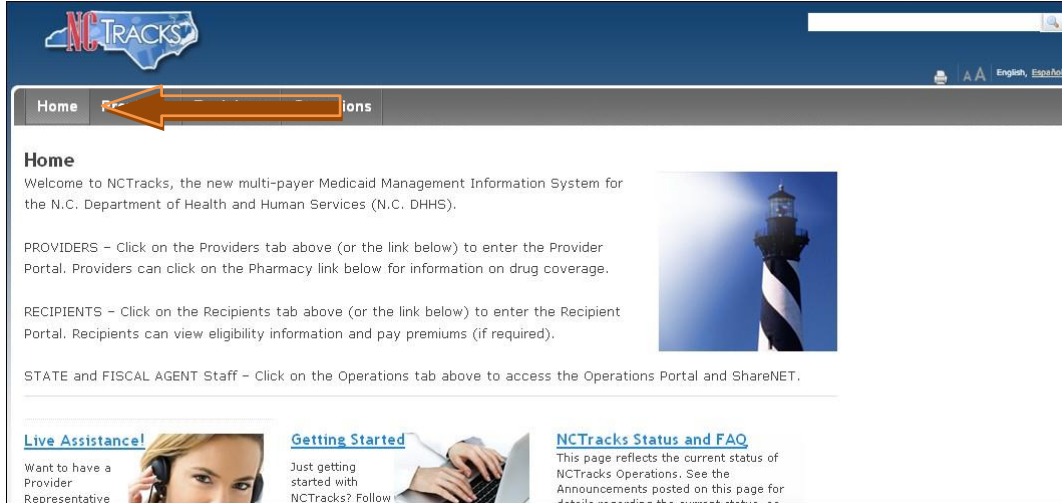


Figure 1: NCTracks Home

3. From the **Providers** page, click the NCTracks Secure Portal icon.

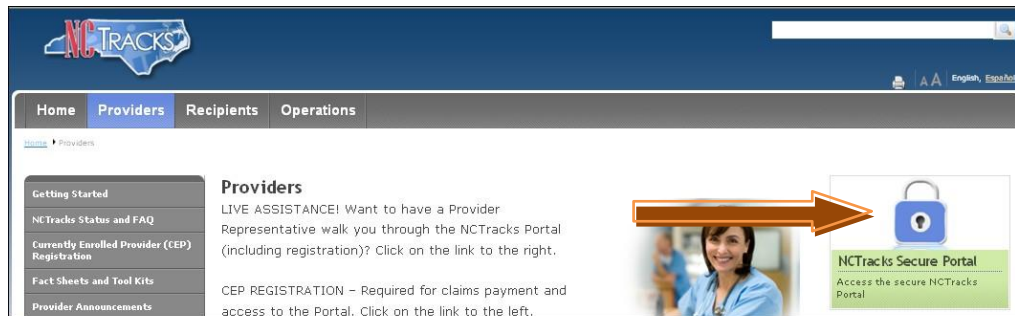


Figure 2: Providers Page

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

Provider Portal Login AA | [Help](#)

The NCTracks Web Portal contains information that is private and confidential. 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'.

By continuing, you are agreeing 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 secure areas.
- Passwords are case-sensitive. Please ensure your Caps Lock key is off.

User ID (NCID): Password:

[Forgot Login](#) [Forgot Password](#)

Figure 3: Provider Portal Login

Accessing the Manage Change Request Application

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

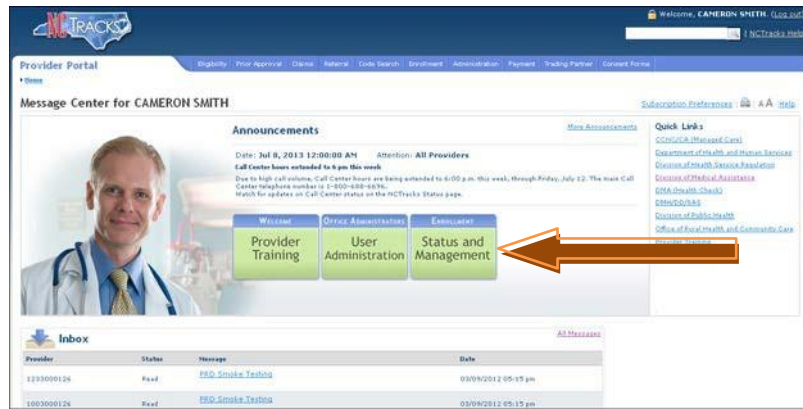


Figure 4: Select Status and Management

6. The **Status and Management** screen will display. The screen is divided into 6 sections.

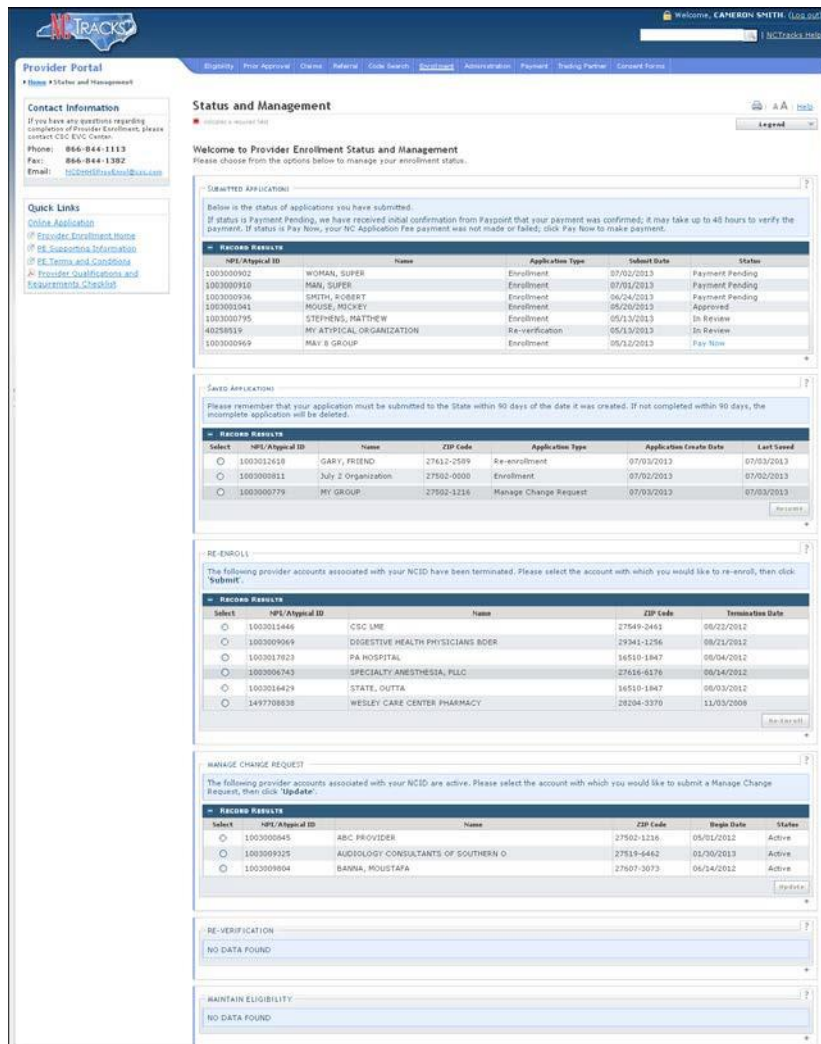



Figure 5: Status and Management Page

Status and Management Sections

- **Submitted Applications:** Contains enrollment applications or change requests that have already been submitted and are currently in process.
- **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.
- **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'.
- **Manage Change Request:** This section will list provider accounts associated with the users NCID that are active.
- **Re-verification:** This section allows the user to submit a required re-verification application for a provider enrollment account.
- **Maintain Eligibility:** This section allows the user to submit a required maintain eligibility application for a provider enrollment account.
- 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.

Select	NPI/Atypical ID	Name	ZIP Code	Begin Date	Status
<input checked="" type="radio"/>		PROVIDER	27502-1216	05/01/2012	Active
<input type="radio"/>	1003009325	AUDIOLOGY CONSULTANTS OF SOUTHERN O	27519-6462	01/30/2013	Active
<input type="radio"/>	1003001801	THE PEANUT GALLERY	27701-3637	04/30/2012	Active
<input type="radio"/>	1003013160	ZUMBA, CARY M	27607-3073	05/07/2012	Active

Figure 6: Select Manage Change Request

- The **Organization Basic Information** screen will display. The left hand side menu will display a list of topics.



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 **Addresses** screen.

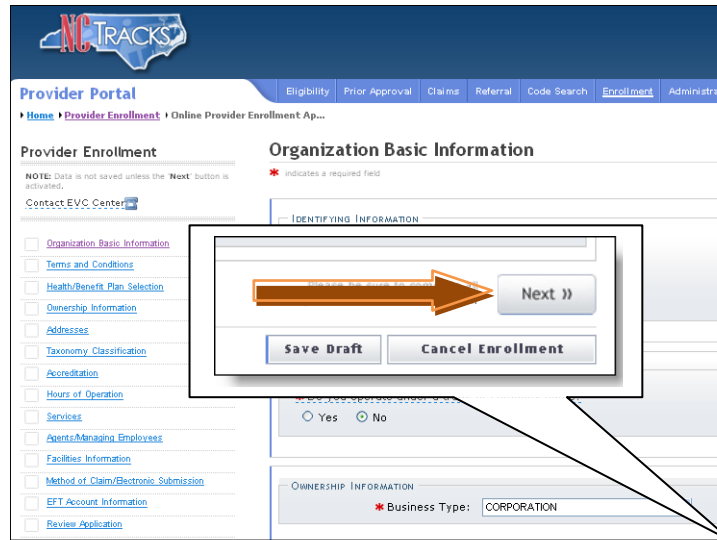


Figure 7: Organization Basic Information Page

- On the Terms and conditions page, to attest and accept Medicaid Terms and Agreements, click the check box and click the **Next** button.

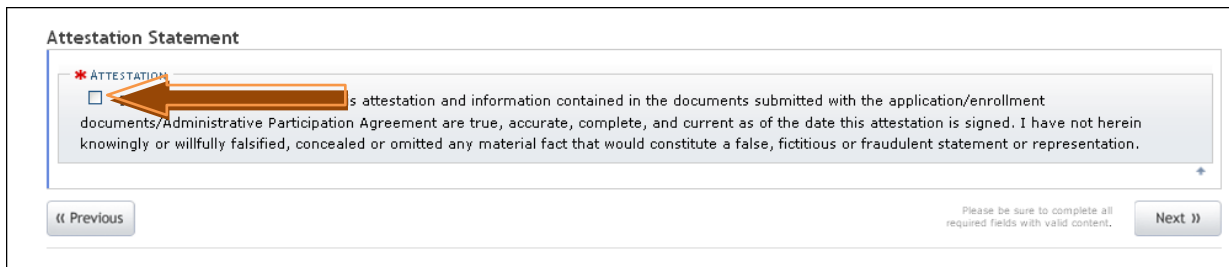


Figure 8: Attestation Statement

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 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

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

Updating the Address

9. The following Addresses screen will display. Enter the new Office Phone (If different), Street Address, City, State and Zip Code. Click the Verify Address button.

If the primary physical location is the only service location on your record, do NOT click the “End Date It” check box, as this will terminate the provider record.

If you are an IN-STATE, BORDER and OUT OF STATE provider, please note you will need to first add a new service location. Once the new service location has been added, and the Manage Change Request (MCR) is in a status of “Approved”, complete a second MCR to end-date the primary physical address.

Do NOT end date the primary physical address until the new service location has been added, as this will terminate the provider record if it is the only service location on file.

Figure 9: Update Address Line 1

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.

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. [Click here to view some common errors with verifying the address.](#)



The screenshot shows the 'Addresses' form with an 'Error Summary' box at the top. The error message states: 'Please fix the following errors before you proceed. Click each error message to navigate to the field requiring correction or data entry.' Below this, a red bullet point reads: 'Primary Location: Address is not a valid USPS deliverable address. Please review and correct the address. If this is your valid address, please select the 'Valid Address' checkbox below.' The form fields include Office Phone #, Office Fax #, Address Line 1 and 2, City, ZIP Code, State (set to NORTH CAROLINA), and County. At the bottom, there is a checkbox labeled 'I attest that the address location is a physical site location in which services are coordinated, rendered and medical records are housed.' An orange arrow points to this checkbox.

Figure 10: Override Error


10. Next, place a check-mark next to each servicing county.

The screenshot shows the 'Servicing Counties' form. It includes a note: 'Note to CCNC/CA providers: In addition to your county, please select the contiguous counties for which your practice will accept CCNC/CA enrollees.' Below the note is a table with four columns, each labeled 'County'. Each cell in the table contains a checkbox followed by the county name.

County	County	County	County
<input type="checkbox"/> ALAMANCE	<input type="checkbox"/> ALEXANDER	<input type="checkbox"/> ALLEGHANY	<input type="checkbox"/> ANSON
<input type="checkbox"/> ASHE	<input type="checkbox"/> AVERY	<input type="checkbox"/> BEAUFORT	<input type="checkbox"/> BERTIE
<input type="checkbox"/> BLADEN	<input type="checkbox"/> BRUNSWICK	<input type="checkbox"/> BUNCOMBE	<input type="checkbox"/> BURKE
<input type="checkbox"/> CABARRUS	<input type="checkbox"/> CALDWELL	<input type="checkbox"/> CAMDEN	<input type="checkbox"/> CARTERET
<input type="checkbox"/> CASWELL	<input type="checkbox"/> CATAWBA	<input type="checkbox"/> CHATHAM	<input type="checkbox"/> CHEROKEE
<input type="checkbox"/> CHOWAN	<input type="checkbox"/> CLAY	<input type="checkbox"/> CLEVELAND	<input type="checkbox"/> COLUMBUS
<input type="checkbox"/> CRAVEN	<input type="checkbox"/> CUMBERLAND	<input type="checkbox"/> CURRITUCK	<input type="checkbox"/> DARE
<input type="checkbox"/> DAVIDSON	<input type="checkbox"/> DAVIE	<input type="checkbox"/> DUPLIN	<input type="checkbox"/> DURHAM


Figure 11: Select Counties

11. 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 click the **Verify Address** buttons for each of these options (if applicable). Click the Next button to continue.

	<p>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.</p>
-----------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------


CONTINUED ON THE NEXT PAGE

Common Errors When Updating the Address



If 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.

Error Summary



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

- ServiceLocation: Missing Apt/Suite Number

Figure 12: Error Message Missing Apt/Suite Number

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”.


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

Secondary Unit Designator	Approved Abbreviation
APARTMENT	APT
BASEMENT	BSMT *
BUILDING	BLDG
DEPARTMENT	DEPT
FLOOR	FL
FRONT	FRNT *
HANGAR	HNGR
LOBBY	LBBY *
LOT	LOT
LOWER	LOWR *
OFFICE	OFC *
PENTHOUSE	PH *
PIER	PIER
REAR	REAR *
ROOM	RM
SIDE	SIDE *
SLIP	SLIP
SPACE	SPC
STOP	STOP
SUITE	STE
TRAILER	TRLR
UNIT	UNIT
UPPER	UPPR *

 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.

Error Summary



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

- [Primary Location: Address Not Found](#)

PRIMARY PHYSICAL LOCATION ?

This is the primary physical location where service will be rendered, or in the case of mobile services, where management/supervision occurs.

* Office Phone #: ext. Office Fax #:

Begin Date: End Date It

Address


* Address Line 1:

Address Line 2:


* City: APEX * State: NC

ZIP Code: 27502-2149 County: Wake

Figure 13: Error Message Address Not Found

 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](#)

Figure 14: Error Message Address Not Deliverable

Completing the Manage Change Request

- Continue to click the next button through the Change Request application until you reach the Terms and Conditions page.

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

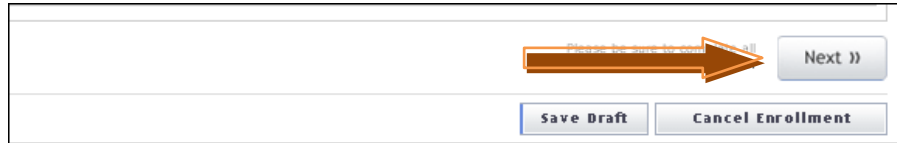


Figure 15: EFT Account Information Click Next

- 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. If you have successfully completed all required information for your provider enrollment application and are satisfied the information is complete and accurate, Click the **Next** button to proceed to the **Attachments/Submit Electronic Application** page.

Figure 16: EFT Review Application

14. The **Sign and Submit Electronic Application** page will display. Enter the NCID and password, as well as the **PIN** number and click the **Submit Now** button.

The screenshot shows the 'Sign and Submit Electronic Application' page in the NCTracks Provider Portal. The page is titled 'Sign and Submit Electronic Application' and includes a navigation menu with options like Eligibility, Prior Approval, Claims, Referral, Code Search, Enrollment, Administration, Payment, Trading Partner, and Consent Forms. A sidebar on the left lists various enrollment steps, with 'Taxonomy Classification' highlighted by an orange arrow. The main content area contains several sections: a warning about leaving the page, an 'ELECTRONIC SIGNATURE CONFIRMATION' section with an attestation statement, a 'Login ID (NCID)' field and a 'Password' field, both with 'Forgot' links, a 'PIN' field with a 'Forgot PIN' link, a 'REQUIRED ATTACHMENTS' section, an 'ELECTRONIC ATTACHMENTS' section, and an 'ONLINE APPLICATION SUBMISSION' section. The 'Submit Now' button is highlighted with an orange arrow.

Figure 17: Sign and Submit

Tips for Navigating the Mange Change Request 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 those sections.

Error Summary

Please fix the following errors before you proceed.

- **Please complete all pages in this application before proceeding.**

Figure 18: Error - Complete all Pages in the Application

The screenshot displays the 'Review Application' page in the Provider Portal. On the left, a sidebar lists various sections: Organization Basic Information, Terms and Conditions, Health/Benefit Plan Selection, Ownership Information, Addresses, Taxonomy Classification, Accreditation, CCNC/CA, Physician Extender Participation, Hours of Operation, Services, Agents/Managing Employees, Facilities Information, Method of Claims/Electronic Submission, EFT Account Information, and Review Application. The 'Review Application' section is currently selected and highlighted. The main content area contains an 'ELECTRONIC SIGNATURE - EMAIL CONFIRMATION' section with a message: 'Please confirm that the email address below is correct. If you dont already have one, an Electronic Signature PIN will be sent to this address upon submitting the next page. You will need access to this email address to retrieve/reset your PIN and complete this Online Application. If the email below is incorrect, you may now navigate back to the Basic Information page to update it. (Remember to click Next on the Basic Information page to store your info.)'. The 'Contact Email' field is populated with 'CAMERONSMITHTRAIN@GMAIL.COM'. Below this is a 'REVIEW APPLICATION' section with instructions and a 'Review Application' button. At the bottom, there are navigation buttons: 'Previous', 'Next', 'Save Draft', and 'Cancel Enrollment'. A note at the bottom states: 'PDF documents on this page require the free Adobe Reader to view and print.'

Figure 19: Review Application - Incomplete Pages