



NCTracks: Prior Approval Hospice Reporting



Prior Approval – Hospice Reporting

- **All PA requests can be submitted electronically.** All prior approval requests for DMA services can be submitted via the provider portal.
- **Why use the provider portal?** The provider portal is designed with dropdowns wherever possible so the user can select the entry –reducing errors and delays from additional information requests. Also, the request is immediately placed in the queue for clinical review.
- **The confirmation page.** Providers receive a confirmation page when submitting via the provider portal.
- **Hospice reporting requests are system determined** – Hospice reporting requests are not reviewed by an individual. The system makes a determination on approval or denial based on the edits that post to the request.



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- **Taxonomy code/location code required.** All DMA Medical (Medicaid/ Health Choice) prior approval requests (DME, Visual Aid, Hearing Aid, Surgery...etc) will be required to have a taxonomy code and location for the requesting, billing and rendering providers. The taxonomy code will be systematically validated against what is on the provider file for that location, as well as determining if the taxonomy code is valid for the service requested.
- **New forms.** NCTracks will stop processing the 'old' forms on 8/15/2013! New forms can be found on the NCTracks website at:

<https://www.nctracks.nc.gov/content/public/providers/prior-approval.html>



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Questions?