



Communications and *Updates*

July 30, 2014

General Updates

Extended System Maintenance Window 8 PM Saturday 8/2 to 7 AM Sunday 8/3

The standard NCTracks system maintenance window this weekend will be extended to run from 8:00 p.m. Saturday, August 2, to 7:00 a.m. Sunday, August 3. During this interval, providers may receive a "system unavailable" message when accessing the NCTracks provider portal.

Claims Denying Appropriately for Edit 349

Providers have reported increased claim denials for Edit 00349 (SERV DENIED FOR PCPB OR PCPC) with EOB 06702, which has the description "SERVICE COVERED BY PIEDMONT CARDINAL HEALTH PLAN." These claims have denied appropriately. Edit 00349 uses procedure, diagnosis and provider information to determine if services billed are mental health/substance abuse services which should be billed to the Local Management Entity (LME). At the direction of the N.C. Department of Health and Human Services (NC DHHS), Edit 00349 was recently revised to include provider information that was previously missing. Services denied for EOB 06702 should be submitted to the LME for payment. LME contact information can be found on the DMA website at: <http://www.ncdhhs.gov/dma/lme/LME-Contact-Info.html>.

Updated version of 837P Companion Guide Now Available

An updated version of the 837P Companion Guide is now available on the [Trading Partner Information page](#) of the NCTracks Provider Portal. Changes include guidance regarding entering the PA in the REF segment and entering the local/state code in the PWK segment. All trading partners and providers who submit an 837P to NCTracks are encouraged to review the changes documented in the companion guide.

Reminder - Taxonomy Codes Required on Medicare Crossover Claims

An important reminder to providers - taxonomy codes are required on crossover claims submitted to NCTracks, even if they are not required by the Medicare intermediary. Medicare intermediaries will include taxonomy codes in crossover claims to NCTracks if the information is sent on the Medicare claim. The taxonomy codes used on Medicare crossover claims should reflect what is on the provider's record in NCTracks. Claims will be denied in NCTracks if the proper taxonomy code is not captured and the claim will not receive Medicaid reimbursement.

Providers who have had Medicare crossover claims denied because they were not coded with the proper taxonomy codes will need to correct and resubmit the claims to NCTracks with the Medicare payment information included on the claims.

Providers who are uncertain what taxonomy codes to use are encouraged to view the user guide "How to View and Update Taxonomy" on the [Provider User Guides and Training page](#) of the public NCTracks provider portal and verify their taxonomy codes using the NCTracks Status & Management page in the secure provider portal.

Issues List Updated on Provider Portal

The Issues List has been updated. The most recent version of the list can be found under Quick Links on the NCTracks [Provider Portal Home Page](#). The list includes a brief explanation of the issue, the type(s) of providers affected, the status of the issue (Open/Closed), and comments/resolution of the issue. The list is not intended to include every issue, but rather the prevalent ones impacting multiple providers. Issues are added and updated regularly. Providers are encouraged to check the list before contacting the Call Center, in case it may be a known issue.

Training Update

Provider Training Opportunity This Week

This is a reminder about the instructor-led training course that is being offered this week.

The course will be taught in-person at the CSC facility in Raleigh. It includes hands-on training and is limited to 45 participants. Following are details regarding the course, the date and time it is being offered, and instructions for how to enroll:

Thursday, July 31 - 9:00 a.m. to 11:00 a.m. - **Recipient Eligibility Verification**

In this training providers learn to use the Eligibility Verification System (EVS), which provides information regarding a recipient's eligibility for services in real time. At the end of training, providers will be able to submit an Individual Recipient Eligibility Inquiry, submit a Batch Eligibility Inquiry, and view an Eligibility Response.

Providers can register for the course in SkillPort, the NCTracks Learning Management System. Logon to the secure NCTracks Provider Portal and click Provider Training to access SkillPort. Open the folder labeled Provider Computer-Based Training (CBT) and Instructor Led Training (ILT). The course can be found in the sub-folder labeled **ILTs: On-site**. (Refer to the [Provider Training page](#) of the public Provider Portal for specific instructions on how to use SkillPort.)

Thank you,

The NCTracks Team

CC14211-1

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