



## Communications and Updates

February 6, 2014

### General Updates

#### Call Center Hours Extended This Week

Due to the recent portal issue with NCTracks, the Call Center will remain open until 6:00 p.m. on Thursday and Friday to accommodate our providers who may have been impacted. The Call Center may experience longer than normal hold times, due to the increased volume of calls. Providers are encouraged to take advantage of information available through the [AVRS](#) and provider portal, including an updated list of [Frequently Asked Questions](#).

#### Reprocessing of Crossover Claims

On October 7, 2013, the NCTracks payment calculation was modified to more precisely pay Medicare crossover claims in accordance with State law and the North Carolina State Plan approved by the Centers for Medicare and Medicaid Services (CMS) on a claim specific basis. As noted in the [Provider Portal announcement](#), Medicare crossover claims previously processed by NCTracks with dates of service on and after July 1, 2013 will be reviewed and re-processed, if necessary. That reprocessing of crossover claims began this past weekend and will be reflected in the Remittance Advice and EFT for the checkwrites on February 4 and 11, 2014. No action is required by providers.

#### NCTracks to End Paper Checks on March 4

As of the March 4, 2014 checkwrite, NCTracks will no longer issue paper checks. Providers who currently receive paper checks must complete a Managed Change Request (MCR) in the secure NCTracks Provider Portal immediately to ensure that there will be no disruption to their payments. Please be mindful that it will take between 5-10 business days for your Electronic Funds Transfer (EFT) information to pre-note and be returned to the system as a valid/active EFT account. If you do not have your EFT setup and activated by the cutoff date, your claims will suspend for 45 days. After 45 days, the claim(s) will fail Edit 00901 and deny with EOB 2901 (Denied to inactive EFT status). Should the claim(s) deny, the provider will have to have an active EFT on file prior to resubmitting the new claim (not an adjustment).

If you've already submitted a MCR to add/update your EFT information you can disregard this message.

The requirement for electronic payments was first published in the June 2009 Medicaid Bulletin with additional articles published in July, September, October, and November of 2009.

**Reminder re: 2013 1099s**

The 2013 1099s were printed and mailed on January 28, 2014. Due to postal service volume, allow 7 to 10 business days to receive your 1099. If you do not receive your 1099 by February 10, you will be able to notify us using the [Contact Us link](#) found in the footer of every NCTracks web page. [This feature will not be turned on until February 9.]

A list of [Frequently Asked Questions regarding 1099s](#) has been posted to the NCTracks Provider Portal. Please consult this FAQ before contacting the Call Center with questions regarding your 1099.

**New FAQs and Forms Added to Update Office Administrator**

Two new Frequently Asked Questions (FAQs) were added to the [FAQ page devoted to NCTracks User Setup & Maintenance](#) and one existing FAQ was updated. Each of these FAQs addresses different situations in which information may need to be changed regarding the Office Administrator of a provider organization. The FAQs are:

- I have forgotten my Office Administrator password and I am unable to answer my security question to reset my password. What do I do?
- The Office Administrator is no longer available and I am unable to access the NCTracks provider record - Individual Providers
- The Office Administrator is no longer available and I am unable to access the NCTracks provider record - Organization Providers

Each of the FAQs has a different form associated with it, which is linked to from the FAQ. The forms can also be found on the [Provider Policies, Manuals and Guidelines page](#).

**Important Information re: Claims for Circumcision**

Per Clinical Coverage Policy No: 1A-22 - Prior approval is not required for Medicaid and NCHC recipients having circumcisions when medically necessary. Medical documentation supporting medical necessity can be uploaded as an attachment when submitting claims via the secure NCTracks Provider Portal.

**837 Companion Guides Updated for Encounter Processing**

The 837 Companion Guides have been updated for encounter processing, which was implemented on February 1. This is primarily of interest to the MCOs working with the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services. The latest version of the companion guides can be found on the [Trading Partner Information page](#) of the NCTracks Provider Portal.

**Final Reminder re: ICD-10 Provider Readiness Assessment Survey**

On behalf of the Centers for Medicare and Medicaid Services (CMS), an ICD-10 provider readiness assessment survey was distributed via email to all providers on Monday, January 20. This is a legitimate, authorized survey from CMS, which can be accessed at [https://www.surveymonkey.com/s/ICD-10\\_Provider\\_Readiness\\_CMS](https://www.surveymonkey.com/s/ICD-10_Provider_Readiness_CMS). The objective of the survey is to assess the readiness of providers for the changes associated with the implementation of ICD-10 in October 2014. The survey is completely anonymous and providers are encouraged to participate and be candid with regard to their current state of preparedness. **Responses are due by Monday, February 10.** The results of the survey will be analyzed by CMS and shared with each of the states.

## Ambulance Service Provider Update

### New Ambulance Provider Fact Sheet

A new fact sheet for Ambulance providers has been posted to the [Fact Sheet webpage](#) of the Provider User Guides and Training section of the NCTracks Provider Portal. The fact sheet is intended to help Ambulance providers with NCTracks billing for services rendered to Medicaid recipients. It includes guidelines for which claim type and bill type to use, a list of HCPCS and revenue codes, a table of condition codes, and other important information for Ambulance providers. The fact sheet can be read online, printed, or copied to your computer.

Thank you,

The NCTracks Team

CC14037-3

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NCTracks | NC DHHS | 3101 Industrial Drive | Raleigh | NC | 27609

