



Using PayPoint in NCTracks What Providers Need to Know

One of the advancements in the new NCTracks system is the ability for DHHS providers to pay fees online with PayPoint. PayPoint is the secure payment solution provided by the NC Office of the State Controller and First Data Government Solutions for automated payments.

Providers are responsible for paying DHHS fees during both enrollment and re-credentialing, according to CMS and State policies. Previously, providers were sent a paper invoice and payment was returned by mail. With the new NCTracks system, providers submitting applications for either enrollment or re-credentialing are automatically linked from the Provider Portal to the secure PayPoint website to pay the required fee using a credit card or one-time automated bank draft (e-check). Once the transaction is completed, a confirmation email is sent to the provider.

Successfully completed invoice information is sent to NCTracks from PayPoint, but the bank account or credit card information is not included. The bank account or credit card details remain within the PayPoint system. Therefore, providers should contact PayPoint directly if there is an issue with the payment method.

If providers have any difficulties using the PayPoint system, please contact PayPoint Customer Support at 1-877-869-0860 or paysupport@firstdata.com. NCTracks Call Center agents are not equipped to assist with problems related to PayPoint.

DHHS strongly encourages providers to use PayPoint. PayPoint is safe, secure, and will expedite completion of applications in NCTracks that require payment of a fee. For more information about PayPoint, see the article on the “Statewide Electronic Commerce Program” at the NC Office of the State Controller website www.osc.nc.gov/SECP/SECP_PayPoint.html.