



JOB AID

Request to Back-Date Enrollment Effective Dates

OVERVIEW

When a provider submits an initial enrollment application, re-enrollment application, or Manage Change Request (MCR) to add a health plan taxonomy or location, they may not request the correct effective begin date. Once the application has been approved and the effective date initially requested has been applied to the provider record, the Office Administrator (OA) is able to request the backdating of the health plan(s), service location(s), taxonomy code(s), and or services (if applicable).

OBJECTIVES

This Job Aid provides the following information:

- How to begin the back-date request.
- How to submit a request to back-date all health plans, service locations, taxonomy codes, and services (if applicable) to the same date.
- How to submit a request to back-date one health plan, service location, taxonomy code or service (if applicable).
- Notification of Approval or Denial

Begin a Back-Date Request

The OA must navigate to the Status and Management page of the secure provider portal and select the NPI/Atypical ID of the record to be backdated from the Manage Change Request section and then select **Update**.





Status and Management			🚔 A7	A <u>Help</u>
* indicates a required field			Legen	d 🔻
Welcome to Provider Enrollment Status and Managem Please choose from the options below to manage your enrollmen	ent t status.			
SUBMITTED APPLICATIONS				?
Below is the status of applications you have submitted.				
If status is Payment Pending, we have received initial confirm payment. If status is Pay Now, your NC Application Fee paym	nation from Paypoint that your payment was confirmed; it may tal ent was not made or failed; click Pay Now to make payment.	ke up to 48 hou	urs to verify t	ne
If status of the application is in Payment Pending, Returned, hyperlink.	or In Review, you can upload supporting documentation by clickin	ig the Upload D	ocuments	
+ RECORD RESULTS				
				+
SAVED APPLICATIONS				?
Please remember that your application must be submitted to application will be deleted.	the State within 90 days of the date it was created. If not comple	ted within 90 d	lays, the inco	mplete
+ RECORD RESULTS				
			Resume Dele	te Draft
				+
				?
				+
MANAGE CHANGE REQUEST				?
If you are a behavioral health provider contracted with a Loc	al Management Entity/Managed Care Organization (LME/MCO) and	d you update ye	our data in a	
NCTracks Manage Change Request application, please ensure The following provider accounts accessized with your NCTD a	e your LME/MCO has the same updated data on file.	ubmit a Manag	o Chango Por	wort
then click 'Update'.	re active, please select the account with which you would like to si	ubinic a manag	e change kec	uest,
- RECORD RESULTS				
Select NPI/Atypical ID Name	DBA Name	ZIP Code	Begin Date	Status
0		27260	03/24/1998	Active
		2/607-3073	09/01/2014	Active
		27265-3277	07/22/2013	Active
		27406-1398	04/01/2008	Active
		2/948-8516	09/04/2013	Active
		28210-8509	12/01/1981	Active
		27610-1808	11/20/1973	Active
				update

The Requested Manage Change Request Type page displays.

Select the Provider back-dating option from the list and select Next.

Note: The **Back-Date Request** application will not have a **Save Draft** feature. The request must be submitted in one session.





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Provider Portal	Pigotory Peer-Approval Comme Referral Code Search <u>Eardineer</u> Administration Trading Partner Payment Comment Forms weder Envellment Ap Requested Manage Change Request Type Indicates a resulted field Manage Change Request you would like to complete.	GilAA Indo Legend *
Quick Links Dolna. Application Advanced Nederal Home Tier Attestation (# Dispersing Information (# Dispersing Information (# Dispersing Information (# Dispersing Information (# Dispersing Dispersing Dealt Applications	NPE/Atypical ID: Name: ©Provider back-dating ©Update Electronic Funds Transfer (EFT) Account Information3 ©Add/Update Affiliations1 ©Add/Update Method of Claim and Electronic Transactions and/or Billing Agent Information3 ©Complete multiple changes or review your complete provider record IPlease have all information availabilit, this application must be completed in one session.	* Next. B

The Provider Back-Dating Page displays.

Provider Back-Dating Page

This page displays the Provider Information: NPI/Atypical ID, Name, Effective Date, type of back-date request option, and the Date Requested section.

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			NCTracks Help
Provider Portal	Eligibility Ptior Approval Claims Referral Code Search Enrollment Administration Trading Partner Payment Consent Forms		
Home + Provider Back-dating			
Provider Back-dating		a	AAIIHelp
indicates a required field			
			2
Provider Information NPI/Atypical ID:	Provider Name:		
Effective Date:	02/01/2019		
what would use like to back-date?			?
· Wilds wound you only to other sector			
Back-date all health plans, ser	rvice locations, taxonomy codes, and services (if applicable) to the same date.		
 Back-date all health plans, set Select one health plan, service 	rvice locations, taxonomy codes, and services (if applicable) to the same date. e location, taxonomy code, or service to back-date.		
Back-date all health plans, ser Select one health plan, service	rvice locations, taxonomy codes, and services (if applicable) to the same date. e location, taxonomy code, or service to back-date.		
Back-date all health plans, ser Select one health plan, service Date Requested	rvice locations, taxonomy codes, and services (if applicable) to the same date. e location, taxonomy code, or service to back-date.		7
Back-date all health plans, ser Select one health plan, service Date Requested # Date Requested:	vice locations, taxonomy codes, and services (if applicable) to the same date. e location, taxonomy code, or service to back-date.		?
Back-date all health plans, ser Select one health plan, service Date Requested # Date Requested:	initial content of the same date. initial content of the same date.		?
Back-date all health plans, ser Select one health plan, service Date Requested # Date Requested:	mm/dd/yyyy Select One		7
Back-date all health plans, ser Select one health plan, service Date Requested * Date Requested:	invice locations, taxonomy codes, and services (if applicable) to the same date. e location, taxonomy code, or service to back-date. imm/dd/yyyyy Imm Select One		7
Back-date all health plans, ser Select one health plan, service Date Requested * Date Requested:	rvice locations, taxonomy codes, and services (if applicable) to the same date. e location, taxonomy code, or service to back-date.		7
Back-date all health plans, ser Select one health plan, service Date Requested * Date Requested:	rvice locations, taxonomy codes, and services (if applicable) to the same date. e location, taxonomy code, or service to back-date. mm/dd/yyyyy #** Select One ** 200 characters remaining		7





What would you like to back-date?

Select what you would like to back-date.

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Provider Portal lister	Prior Approval Claims	Referral Code Search	Enrollment Administration	Trading Partner Payment	Consent Forms	
+ Home + Provider Back-dating						
Provider Back-dating						A I AA I Heb
 Indicates a required field 						
Provider Information						7
NPI/Atypical ID:				Provider Name:		
Effective Date: 02/01/2019						
What would you like to back-date?						1
Back-date all health plans, service locations,	taxonomy codes, and	services (if applicable)	to the same date.			
Select one health plan, service location, taxo	nomy code, or service	to back-date.				

Back-Date All

Select the **Back-date all health plans, service location, taxonomy codes and services (if applicable) to the same date** option if you submitted an initial enrollment application and realized you entered an incorrect requested effective date and need to back-date your entire record, you will submit a request to back-date all. This will update the begin date on <u>all</u> health plans, service location(s), taxonomy code(s) and service (if applicable) be back-dated to the same date.

Selective Back-Date

This application request type is submitted when the provider realizes that they have requested an effective begin date for a health plan, service location, taxonomy, or service that does not incorporate the first date of service for which they are seeking reimbursement. This request type will be submitted to request the effective begin dates of a specific health plan, service location, taxonomy code and/or service (if applicable) be back-dated.

When the **Select one health plan, service location, taxonomy code, or service to backdate** option is selected the page will expand. A hyperlink to review the details of existing service location dates, taxonomy codes, and services (if applicable) will be available for your convenience.





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Provider Back-dating	Eligibility	Prior Approval	Claims	Referral	Code Search	Enrollment	Administration	Trading Partner	Payment	Consent Forms
• Home • Provider Back-dating										
Provider Back-dating										🚔 A A 🖽
K indicates a required field										
Provider Information										?
NPI/Atypical ID:	02/01/2019					Provider N	iame:			
* What would you like to back-date?										?
Back-date all health plans, se	rvice locations, taxonom	y codes, and ser	vices (if a	pplicable) t	o the same date	b.				
Select one health plan, service	e location, taxonomy coo	de, or service to	back-date	b.						(7
Health Plan Selection										2
Please select the health plan you	would like to back-date.									
# Health Plan:	Select One		•	<u> </u>						
Begin Date Lookup For Service Location	5									
If you want to view begin dates for View details for all service location	or a service location,plea	se click the follow	wing link:							
Service Location Selection										?
Please select the service location	you would like to back-d	ate.								
* Service Location:	No address update req	uired								
Date Requested			_							?
* Date Requested:	mm/dd/yyyy									
* Reason:	Select One									
* Notes:										
		200 characters rem	gnining							
										Submit
	About	Legal Privat	cy <u>Acces</u>	<u>sibility</u> <u>C</u>	ontact Us Syste	em Requirement	s <u>Report Fraud</u>			
		of Health Human Se								

Service Location Lookup Page

Select the hyperlink **View details for all service locations** to review specific service location details. This opens a new window that displays the information.

The screen displays 10 service locations per page. You may be required to navigate through multiple pages to locate the service location you need to update. Select **Show Details** to view the location's specific taxonomy codes and services, if applicable.

CTIVE SERVICE LOCATIONS		
Address	Address Begin Date	
DE HEISPETR, AND, REVERSER, RC 200-82-5244	09/23/2015	Show Details
TO HUTTHER ST. CREDNERGEN, MC 21405-7205	02/24/2000	Show Details
on sconving and generating at parts from	02/24/2000	Show Details
I's suffition of, chernelicity, an practicities	03/01/2013	Show Details
HE HOSPITH, AND, REVENUES, NY 20045-1244	01/01/2016	Show Details
TO HUMTHER ST. GREENERGED, NO. 27465-7265	01/01/2016	Show Details
at security, and, attraction, at passe-time	01/01/2016	Show Details
PL HUTTHIN ST. DECOMPOSION, NC 27405-7205	01/01/2016	Show Details
IN NUMPTRA AND, REPERSION, NO 200401-1244	01/01/2016	Show Details
TA HARTMAN ST. GREENANDERS, W. LTHER FIRST	03/21/2016	Show Details





The page loads as a read-only page; the information provided is for informational purposes only.

Service location details include:

- 1. Service location address
- 2. Service location begin date (current)
- 3. Taxonomy Code and description
- 4. Taxonomy begin date
- 5. Taxonomy specific services and their begin dates

ACTIVE SERVICE LOCATIONS		
Address	Address Begin Date	
	02/02/2016	Show Details
- DETAILS		
ervice Location Begin Date:02/02/2016 (2)		
332B00000X - Durable Medical Equipment & Medical Supplies		
Taxonomy Begin Date:02/02/2016		
CAP/C services		
Service Information		
Service: Medical Supplies		
Begin Date:02/02/2016		
CAD/DA convices		
CAP/DA Services		
Service Information Service Medical Supplies		
Service: Medical Supplies		
Beain Date: 02/02/2016		

Close the window to return to the back-dating request form.

Back-date Location And a Specific Taxonomy Code

Once you have selected the health plan and service location for which you would like to request backdating, answer Yes or No to the following question: Would you like to back-date all taxonomy and services to the same date for the selected service location?

Answering **Yes** allows all taxonomy codes and services for the selected location to be backdated to the same date.

This response takes you to the section where you are able to indicate **Date Requested**, **Reason**, and **Notes**.

Select Submit.





sk What would you like to back-date?	?
 Back-date all health plans, service locations, taxonomy codes, and services (if applicable) to the same date. Select one health plan, service location, taxonomy code, or service to back-date. 	
Health Plan Selection	?
Please select the health plan you would like to back-date.	
* Health Plan: MEDICAID *	
Existing Health Plan Begin Date: 02/01/2016	
Begin Date Lookup For Service Locations	
If you want to view begin dates for a service location, please click the following link: View details for all service locations	
Service Location Selection	?
Please select the service location you would like to back-date.	
* Service Location:	
Existing Service Location Begin Date: 02/02/2016	
* Would you like to back-date all taxonomy and services to the same date for the selected service location?	?
Select Yes to back-date all taxonomies and services (if applicable) in the selected service location. Select No to back-date specific taxonomy and service(s) in the selected service location.	
Yes No Date Requested	3
* Date Requested: mm/dd/yyyy 🕮	
* Reason: Select One	
* Notes:	
200 characters remaining	
Cancel Application	Submit

Answering **No** indicates that you will be selecting a specific service location and its taxonomy codes and services, if applicable, to back-date to the same date.

Select the **Taxonomy code** from the drop-down box. The page will populate with that service location's services. You are able to select the services that you would like to update by checking the box to the left of each service.

The Date Requested section allows you to enter the Date Requested, Reason, and Notes.

Select Submit.





Select one health plan, service location, taxonomy code, or service to back-date.	
Health Plan Selection	
Please select the health plan you would like to back-date.	
* Health Plan: MEDICATD	
Figure Market Plan Review Date: 0.2017/2016	
Existing mean reaction begin back. 02/04/2010	
Begin Date Lookup For Service Locations	
If you want to view begin dates for a service location,please click the following link: View datals for all service locations	
Service Location Selection	
Please select the service location you would like to back-date.	
* Service Location:	
Existing Service Location Begin 02/02/2016 Date:	
Would you like to back-date all taxonomy and services to the same date for the selected service location?	
Select Yes to back-date all taxonomies and services (if applicable) in the selected service location.	
Select No to back-date specific taxonomy and service(s) in the selected service location.	
© Yes ● No	
Taxonomy Selection	
The drop-down lists the active taxonomy codes at this service location. Please select the taxonomy you would like to back-date.	
* Taxonomy Code: Select One	
Existing Taxonomy Regin Date: 02/02/2016	
This section displays the active services associated with this taxonomy at this service location. Please select the services you would like to back-date.	
CAP/C services -	
Service Information	
Medical Supplies	
Existing Service Begin Date: 02/02/2016	
CAP/DA services	
Service Information	
Medical Supplies	
Existing Service Begin Date: 02/02/2016	
Innovations Walver Program	
Service Information	
Durable Medical Equipment (DME)	
Existing Service Begin Date: 02/02/2016	
CAP/Choles services	
Service information	
Medical Supplies	
Existing Service Begin Date: 02/02/2016	
	2
Date Requested	
Date Requested: Imm/dd/yyyy IR	
Reason: Select One	
* Notes:	
200 characters remaining	
	Submit

Date Requested Section

Enter the new **Date Requested** (MM/DD/YYY).

- This will be the date that all data will be back-dated to upon approval of the request. This date cannot precede the dates of the required license, certification, or accreditation dates on file.
- The date cannot be more than 365 days in the past.

Select a Reason from the drop-down list:

- **System Issues** Select this when there was a system defect number or other issue that interfered with the submission of your application. A Call Center Pega ticket dated prior to the submission of the back-dating request could also be provided as proof of system issues. The detail should be added to the **Notes** section.
- **Emergency Services** Select this when emergency services were rendered. A description of the recipient emergency services should be added to the **Notes** section.
- Medically Necessary Services Select this when medically necessary services were rendered.

Enter all applicable information in the **Notes** section.

Select Submit.





- 03	te Requested	mm/dd/yyyy			
	Reason:	Select One			
	Notes:			-	
				+	
			200 characters remaining		
				Sub	mt.

FINAL STEPS

After the submission of the back-date request, the Final Steps page displays. This page provides a hyperlink to a PDF version of the application. This document can be printed or saved for the provider's records. The OA can also upload any documents needed to support the back-date request.

	🔒 Welcome, (Log out)
	🔍 <u>NCTracks Help</u>
Final Stone Date Finibility Drive Aneroval Claims Referral Code Soarch Enrollment Administration Tradin Datiner Davment Concent For	me
Home + Final Steps Page	
Final Steps Page	
CONLINE SUBMISSION COMPLETE	?
Thank you for submitting the online portion of your application. Please save/print the following documents for your records • <u>Online Application</u>	
ELECTRONIC ATTACHMENTS	?
If you need to submit electronic attachments, you may do so at this time by clicking the Upload Documents button below. You can also submit electronic attachments	ants on the Status Management Page. Upload Documents
PDF documents on this page require the free Adobe Reader to view and print.	
About Legal Privacy Accessibility Contact Us System Requirements Report Fraud	
NC Department of lealth and Ruman Services	

Notification of Approval

Once the back-dating request has been approved, the following notification will be sent to the OA's email address and the provider Portal Message Center Inbox.

Subject: Back-date Request Approved

NPI/Atypical ID: XXXXXXXXXX Reference ID: XXXXXXXXXXXXXXX

The Back-dating Manage Change Request you submitted on MM/DD/YYYY has been approved and your provider data has been updated as requested.

If you have questions regarding this notice, please contact the NCTracks Operations Center at 800-688-6696 or e-mail the NCTracks Operations Center at <u>NCTracksprovider@nctracks.com</u>.

If denied, a denial letter will be sent to the Provider Portal Message Center Inbox.