

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 Legend

* indicates a required field

Welcome to Provider Enrollment Status and Management
Please choose from the options below to manage your enrollment status.

SUBMITTED APPLICATIONS ?

Below is the status of applications you have submitted.

If status is Payment Pending, we have received initial confirmation from Paypoint that your payment was confirmed; it may take up to 48 hours to verify the payment. If status is Pay Now, your NC Application Fee payment was not made or failed; click Pay Now to make payment.

If status of the application is in Payment Pending, Returned, or In Review, you can upload supporting documentation by clicking the Upload Documents hyperlink.

RECORD RESULTS

SAVED APPLICATIONS ?

Please remember that your application must be submitted to the State within 90 days of the date it was created. If not completed within 90 days, the incomplete application will be deleted.

RECORD RESULTS

Resume Delete Draft

RE-ENROLL ?

NO DATA FOUND

MANAGE CHANGE REQUEST ?

If you are a behavioral health provider contracted with a Local Management Entity/Managed Care Organization (LME/MCO) and you update your data in a NCTracks Manage Change Request application, please ensure your LME/MCO has the same updated data on file.

The following provider accounts associated with your NCID are active. Please select the account with which you would like to submit a Manage Change Request, then click 'Update'.

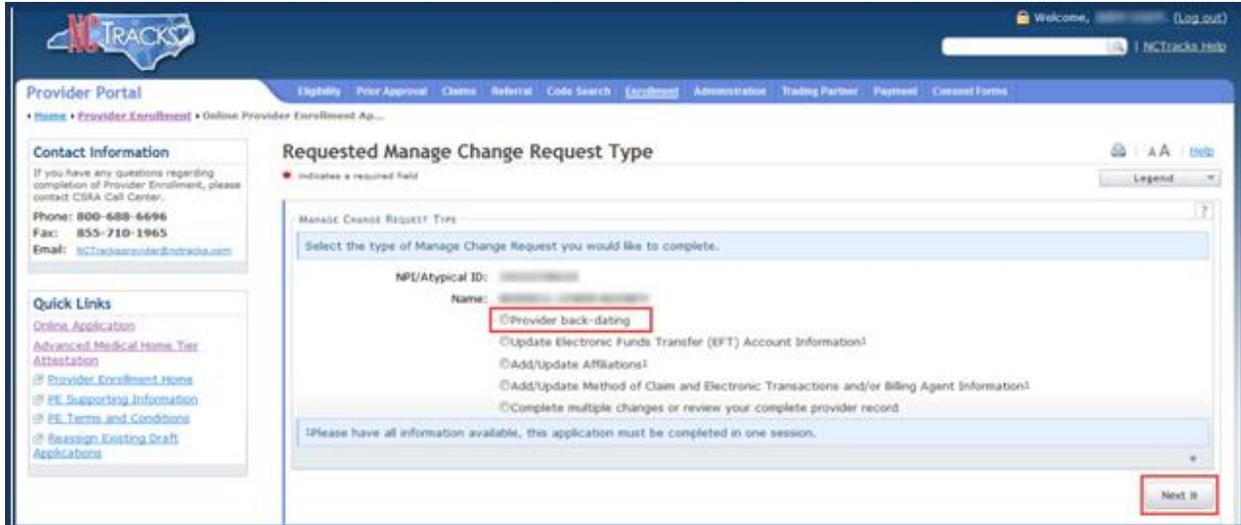
Select	NPI/Atypical ID	Name	DBA Name	ZIP Code	Begin Date	Status
<input type="radio"/>				27260	03/24/1998	Active
<input type="radio"/>				27607-3073	09/01/2014	Active
<input type="radio"/>				27265-3277	07/22/2013	Active
<input type="radio"/>				27406-1398	04/01/2008	Active
<input type="radio"/>				27948-8516	09/04/2013	Active
<input type="radio"/>				28210-8509	12/01/1981	Active
<input type="radio"/>				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**.

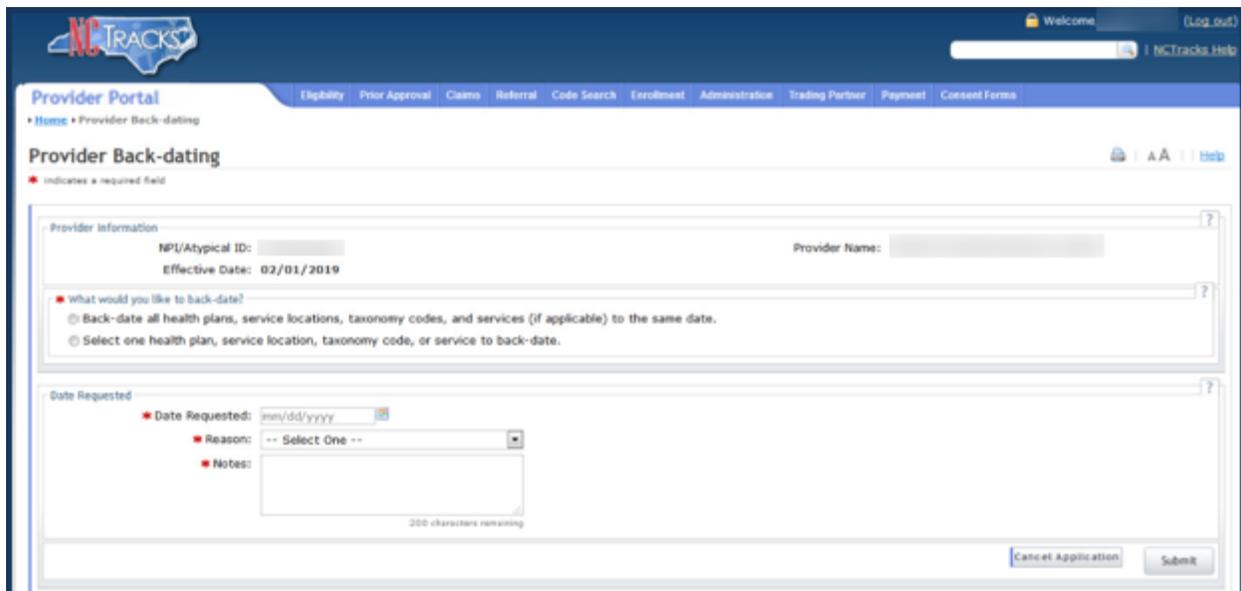
Note: The **Back-Date Request** application will not have a **Save Draft** feature. The request must be submitted in one session.



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.



What would you like to back-date?

Select what you would like to back-date.

The screenshot shows the NC TRACKS Provider Portal interface. At the top, there is a navigation bar with links for Eligibility, Prior Approval, Claims, Referral, Code Search, Enrollment, Administrative, Trading Partner, Payment, and Consent Forms. The main content area is titled 'Provider Back-dating' and includes a form with the following fields: 'NPI/Atypical ID', 'Effective Date: 02/01/2019', and 'Provider Name'. Below these fields, a red-bordered box highlights the question 'What would you like to back-date?' with two radio button options: 'Back-date all health plans, service locations, taxonomy codes, and services (if applicable) to the same date.' and 'Select one health plan, service location, taxonomy 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 all 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 back-date** 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.

Provider Back-dating

Indicates a required field

Provider Information
 NPI/Atypical ID: [] Effective Date: 02/01/2019
 Provider Name: []

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: -- Select One --

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: No address update required

Date Requested
 Date Requested: mm/dd/yyyy
 Reason: -- Select One --
 Notes: []
 200 characters remaining

Submit

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.

Service Location Lookup Page

ACTIVE SERVICE LOCATIONS

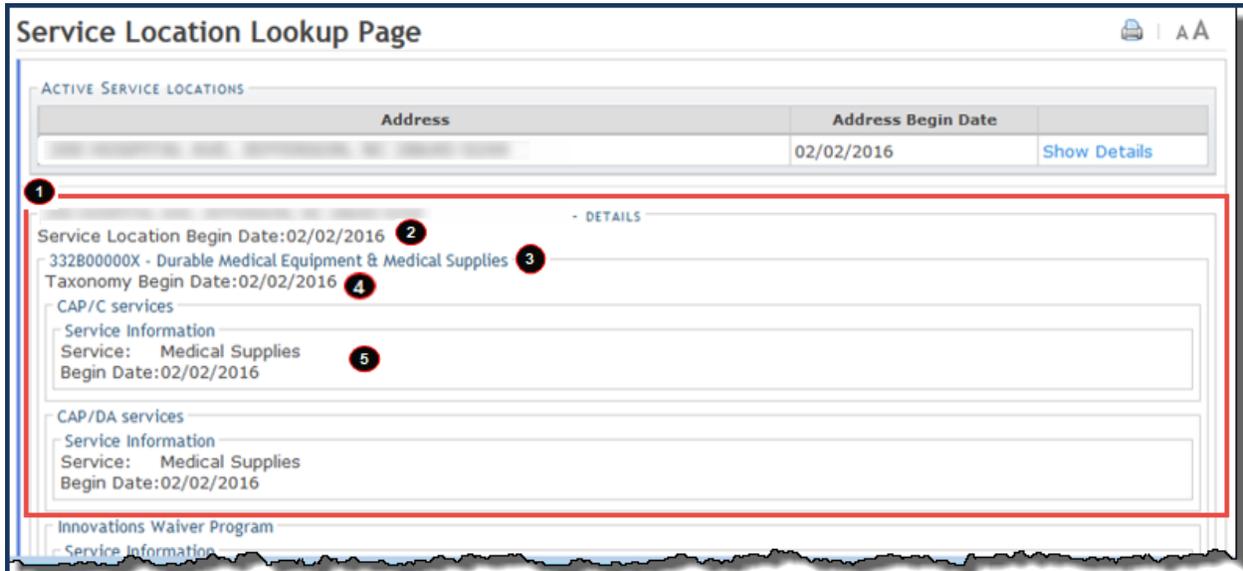
Address	Address Begin Date	
[]	09/23/2015	Show Details
[]	02/24/2000	Show Details
[]	02/24/2000	Show Details
[]	03/01/2013	Show Details
[]	01/01/2016	Show Details
[]	01/01/2016	Show Details
[]	01/01/2016	Show Details
[]	01/01/2016	Show Details
[]	01/01/2016	Show Details
[]	03/21/2016	Show Details

Total 29 Service Locations (Displaying 1 - 10) First 1 2 3 Next Last

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



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.**

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: [Redacted]
 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
 * Date Requested: mm/dd/yyyy
 * Reason: -- Select One --
 * Notes: [Text Area]
 200 characters remaining

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: 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: [Redacted]
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

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 Begin 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 Waiver Program
Service Information
 Durable Medical Equipment (DME)
Existing Service Begin Date: 02/02/2016

CAP/Choice services
Service Information
 Medical Supplies
Existing Service Begin Date: 02/02/2016

Date Requested
Date Requested: mm/dd/yyyy
Reason: -- Select One --
Notes: [Text Area]
200 characters remaining

Submit

Date Requested Section

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

- 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**.

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.

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: XXXXXXXXXXXX
Reference ID: XXXXXXXXXXXXXXXX

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 NCTracksprovider@nctracks.com.

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