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.
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.

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.
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.
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.
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.
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.

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**Subject:** Back-date Request Approved  
**NPI/Atypical ID:** XXXXXXXXXX  
**Reference ID:** XXXXXXXXXXXX

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 NCTTracksprovider@nctracks.com.

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