



March 10, 2014

General Updates

Next Provider Help Center will be April 22 in Hickory

The NCTracks team will be offering another in-person Provider Help Center on April 22 in Hickory. NCTracks staff from provider enrollment, provider relations, claims, and prior approval will be available to assist NC providers with questions or concerns regarding NCTracks. No appointment is necessary. Providers will be assisted on a first come, first served basis.

For providers to get the most out of these sessions, please bring specific examples of issues. The more details that can be provided about the problems, such as screen shots, NPI numbers, TCNs (claim numbers), denial codes, etc., the more help the NCTracks team will be able to provide.

The Provider Help Center will be held on April 22 from 9:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:30 p.m. at the Catawba DSS, 3050 11th Avenue Dr. SE, Hickory, NC 28602.

Reprocessing of claims for enhanced payments to Primary Care Physicians, subspecialties, physician assistants, nurse practitioners and nurse midwives under the Affordable Care Act.

The Affordable Care Act (ACA) requires that the Medicaid program pay at the Medicare rate for certain primary care services and to reimburse 100% Medicare Cost Share for services paid in calendar years 2013 and 2014. In September 2013, NCTracks began making the ACA enhanced rate payments to providers who attested and were certified by the state for qualified services billed from that point forward. NCTracks has since been updated to include Health Check, those codes that are billed with an EP modifier, as well as adjustments to the provider Remittance Advice (RA). Now that the changes are complete, retroactive reimbursement for claims submitted from July 1, 2013, through present is about to start.

Beginning Sunday, March 2, 2014, NCTracks started reprocessing of paid physician claims to process enhanced ACA payments. The reprocessing will include physician claims processed and paid in NCTracks from **July 1, 2013**, through **March 1, 2014**. The following items will be corrected:

1. ACA enhanced payment for claims with EP modifiers.
2. ACA enhanced payments for providers who have successfully attested through February 21, 2014. You can check your attestation by using the link in item #3.
3. Attestation continues to be ongoing. To attest, please visit the DMA website using the following link: <http://www.ncdhhs.gov/dma/provider/ProvSelect.htm>

The claims will be reprocessed as Adjustments and will be reported on the providers Remittance Advice in the **March 11th** checkwrite. On the paper RAs only, the reprocessed claims will be listed

in a separate section titled "SPL PRCS PRACTITIONER PROFESSIONAL ADJT ADJUSTED CLAIMS" and the claims will be reported with a new EOB code of 06040 - "CLAIM REPROCESSED FOR ACA ADJUSTED PAYMENT." Note that in some cases, the reprocessing will not change the reimbursement amount. After Sunday, if you review your claims via the web portal, you will begin seeing the reprocessed claims.

No action is required on the part of certified providers to receive retroactive reimbursement. Reprocessing of Health Choice claims, as well as those claims previously processed by HPES for dates of service between **January 1** and **June 30, 2013**, will be done separately at a later date. Providers will receive notification prior to this reprocessing.

NOTE: Some providers have expressed concern that their attestations were "lost." No attestations have been lost. All 2013 and 2014 successful attestations for eligible providers are being processed as they are received, but the providers may not have seen the enhanced payments yet, which should be resolved following the upcoming reprocessing of claims.

NCTracks ICD-10 Webpage

The NCTracks [ICD-10 webpage](#) on the Provider Portal is an important resource of information as we move toward implementation of ICD-10 on October 1, 2014. Providers are encouraged to check frequently for new announcements, FAQs, additional resources, and the latest edition of the RAMP UP articles.

Newsletter Archive on Provider Communications Page of NCTracks Website

A new Provider Communications page has been added to the Provider Portal on the NCTracks website, www.nctracks.nc.gov, which includes not only the Provider Announcements, but an archive of the provider newsletter, *NCTracks Connections and Updates*. It is a chronological archive of the provider newsletter that is sent to providers through the email listserv. The archive already includes all of the regular newsletters sent in 2014 and we will be posting all of the previous newsletters since July 1, 2013 to the archive over the next few weeks. For new providers, as well as existing providers who did not retain the newsletters, this archive can be a valuable resource of information regarding NCTracks.

Dental Prior Approval Update

Please Use the Correct PA Form

Some dental and orthodontic providers have been submitting their prior approval (PA) requests on the DMA 372-118 form which is the "NC DMA Request for Prior Approval" form. This form is for medical providers. Since the NC Tracks go live on July 1, 2013, there has been no change for dental or orthodontic providers submitting prior approval requests on paper via mail or fax. **Dental and orthodontic providers are still required to use the 2006 ADA form.**

If a dental or orthodontic prior approval request is sent to NC Tracks using the DMA 372-118 form for medical providers, the prior approval will be routed to the medical prior approval review location in NC Tracks. This will delay the review of the prior approval.

Of course, providers are strongly encouraged to use the web portal to submit PAs and additional information rather than mailing or faxing. However, if submitting a paper form, please submit dental and orthodontic paper prior approvals (fax or mail) on the 2006 ADA form.

Correction

Please note the following correction (in bold) to an article in the previous newsletter.

Important 1099 Information for 2014

Note: this information pertains to the current tax year 2014. This process cannot be used to change Tax ID information for 2013 or prior years.

Providers are encouraged to verify that the Tax ID associated with their billing NPI is correct. Just because the checkwrite funds are deposited to the correct EFT account, it does not mean the payment was attributed to the correct Tax ID. In every Remittance Advice (RA) posted to the Message Center Inbox of the secure provider portal, the next to last page (immediately preceding the EOB descriptions) displays the Tax ID to which the monies have been paid for the billing NPI associated with the RA.

If the Tax ID is correct, no action is needed. If the Tax ID is not correct, two steps are required. **First, the Tax ID needs to be corrected. There are a few items that providers are unable to edit or change when completing a manage change request, such as the Legal Name, SSN and EIN. In those cases, the provider should email a copy of the W-9 to nctracksprovider@nctracks.com, using secure encrypted email, or fax it to 919-851-4014. Be sure to include the NPI in the email or on the fax cover sheet. The email or fax will get routed to the Enrollment Team and they will make the update.**

Second, any claims paid since January 1, 2014 must be corrected, once the update to the Tax ID has been completed. There are two ways this can be accomplished:

- Providers can void the original claims and resubmit them. Funds will be automatically recouped and repaid.
- Providers can submit a refund check along with a copy of the RA page reflecting the incorrect Tax ID information and CSC will void the claims. The check and documentation should be sent to CSC, P.O. Box 300009, Attention: Finance Department, Raleigh, NC, 27622.

Thank you,

The NCTracks Team

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