



NCTracks Contact Information

GDIT is the State contractor for NCTracks, the multi-payer Medicaid Management Information System (MMIS) for processing claims from multiple divisions within the N.C. Department of Health and Human Services (DHHS), including the Division of Health Benefits (DHB), the Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS), the Division of Public Health (DPH) and the Office of Rural Health and Community Care (ORHCC). The following list outlines how best to contact GDIT for various topic areas.

Internet Communications:

General:

The **NCTracks Website** address is www.nctracks.nc.gov/. There is a “Contact Us” link at the bottom of every web page.

Information on Provider Enrollment:

For information on how to enroll as a provider, refer to the Provider Enrollment page of the NCTracks provider portal at <https://www.nctracks.nc.gov/content/public/providers/provider-enrollment.html>.

Email Correspondence:

Emails related to NCTracks should be directed to NCTracksProvider@nctracks.com.

Medicaid Email Alerts:

Refer to the article titled Receiving Email Alerts Through NCTracks in the [July 2013 Medicaid Bulletin](#) to learn more about receiving email alerts regarding important Medicaid information.

Click on this NCTracks web page link to [Sign Up For NCTracks Communications](#).



NCTracks Contact Information

Telephone Numbers:

NCTracks Automated Voice Response System (AVRS): 1-800-723-4337

NCTracks Call Center

- Main Call Center Number: 1-800-688-6696
- Prior Approval Unit (Medical and Dental): 1-800-688-6696
- Prior Approval Unit (Pharmacy): 1-800-688-6696
- Provider Enrollment: 1-800-688-6696
- Trading Partner Agreements: 1-800-688-6696

NCTracks Fax Numbers:

- Main Fax Number: 855-710-1965
- Pharmacy Prior Approval: 855-710-1969
- Non-Pharmacy Prior Approval: 855-710-1964

Mailing Information:

General Correspondence:

GDIT
P.O. Box 300009
Raleigh, NC 27622-8009

Prior Approval Requests:

GDIT
P.O. Box 31188
Raleigh, NC 27622-1188

Provider Enrollment Supplemental Information:

GDIT
Provider Enrollment Unit
P. O. Box 300020
Raleigh, NC 27622-8020

Courier Deliveries – UPS or Federal Express:

GDIT
[Name of GDIT Employee or Department]
2610 Wycliff Road, Suite 100
Raleigh, NC 27607-3073



NCTracks Contact Information

It is highly recommended that overpayments be handled by submitting a replacement claim to NCTracks, which will provide the timeliest application of refunds. However, if a refund check is sent, it should be mailed to one of the following addresses, based on the payer:

Refunds to Medicaid

Miscellaneous Medicaid Payments
PO Box 602885
Charlotte, NC 28260-2885

Overnight Address for Medicaid Refunds

Miscellaneous Medicaid Payments
Lockbox Services (602885)
1525 West W.T. Harris Blvd. - 2C2
Charlotte, NC 28262

Refunds to Health Choice (NCHC)

Miscellaneous NCHC Payments
PO Box 602861
Charlotte, NC 28260-2861

Overnight Address for Health Choice (NCHC)

Miscellaneous NCHC Payments
Lockbox Services (602861)
1525 West W.T. Harris Blvd. - 2C2
Charlotte, NC 28262

Refunds to Department of Mental Health (DMH)

Miscellaneous DMH Payments
PO BOX 602882
Charlotte, NC 28260-2882

Overnight Address for Department of Mental Health (DMH)

Miscellaneous DMH Payments
Lockbox Services (602882)
1525 West W.T. Harris Blvd. - 2C2
Charlotte, NC 28262



NCTracks Contact Information

Refunds to Public Health

Miscellaneous DPH Payments
PO Box 602879
Charlotte, NC 28260-2879

Overnight Address for DPH Refunds

Miscellaneous DPH Payments
Lockbox Services (602879)
1525 West W.T. Harris Blvd. - 2C2
Charlotte, NC 28262

All claims are expected to be submitted electronically to NCTracks. However, if paper versions of claims are permitted under State policy, they should be mailed to:

GDIT
P.O. Box 30968
Raleigh, NC 27622-0968

NCTracks Call Center Hours of Operation:

General:

Monday through Friday: 8:00 a.m. to 5:00 p.m.

Pharmacy Prior Approval:

Monday through Friday: 7:00 a.m. to 11:00 p.m.
Saturday and Sunday: 7:00 a.m. to 6:00 p.m.

Non-Pharmacy Prior Approval:

Monday through Friday: 7:00 a.m. to 7:00 p.m.
Saturday: 8:00 a.m. to 5:00 p.m.

(When calling for non-pharmacy PA before 8:00 a.m. or after 5:00 p.m. Monday through Friday or anytime Saturday, select the Call Center menu option #1 for Pharmacy PA)

GDIT Holiday Schedule

GDIT will observe the following holidays in 2020:

New Years Day	Wednesday, January 1, 2020
Martin Luther King, Jr. Birthday	Monday, January 20, 2020
Good Friday	Friday, April 10, 2020
Memorial Day	Monday, May 25, 2020
Independence Day	Friday, July 3, 2020
Labor Day	Monday, September 7, 2020



NCTracks Contact Information

Thanksgiving Day	Thursday, November 26, 2020
Day after Thanksgiving	Friday, November 27, 2020
GDIT-Designated Holiday	Thursday, December 24, 2020
Christmas Day	Friday, December 25, 2020

Also, in recognition of the following State holidays, the NCTracks Call Center will be closed and the Pharmacy PA Unit will be operating on holiday hours from 7:00 a.m. to 6:00 p.m.:

Veterans Day	Wednesday, November 11, 2020
State Christmas holiday	Monday, December 28, 2020