

## 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/](http://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](mailto: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](#).

#### **Telephone Numbers:**

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

#### **NCTracks Call Center**

- Main Call Center Number: 1-800-688-6696

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- Prior Approval Unit (Medical and Dental): 1-800-688-6696
- Prior Approval Unit (Pharmacy): 1-866-246-8505
- 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]  
5444 Wade Park Ave., Wade IV  
Raleigh, NC 27607

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

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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

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### **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**

## **NCTracks Contact Information**



Please check the announcements on the NCTracks Providers page for upcoming holidays that may affect business hours.