NCTracks Contact Information

GDIT is the State contractor for NCTracks, the multi-payer Medicaid Management Information System (MMIS) that supports multiple divisions within the N.C. Department of Health and Human Services (DHHS). In addition to processing claims, NCTracks performs a wide range of critical functions, including provider enrollment, provider re-verification, prior approval processing, financial operations, and maintaining Trading Partner Agreements. NCTracks supports 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 (ORH). 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:

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
- Prior Approval Unit (Medical and Dental): 1-800-688-6696
- Prior Approval Unit (Pharmacy): 1-866-246-8505

NCTracks Contact Information

- 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 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 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

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

NCTracks Contact Information

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

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