



## **NCTracks Contact Information**

CSRA 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 Medical Assistance (DMA), 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 CSRA 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:**

The enrollment functionality is available through the NCTracks Provider Portal, at [www.nctracks.nc.gov/provider/providerEnrollment/index.jsp](http://www.nctracks.nc.gov/provider/providerEnrollment/index.jsp).

#### **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 between cycles of the general Medicaid Provider Bulletin.

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
- CA Overrides: 855-710-1964

### **Mailing Information:**

#### **General Correspondence:**

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

#### **Prior Approval Requests:**

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

#### **Provider Enrollment Supplemental Information:**

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

#### **Courier Deliveries – UPS or Federal Express:**

CSRA  
[Name of CSRA 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**

Misc. Medicaid Payments  
PO Box 602885  
Charlotte, NC 28260-2885

### **Overnight Address for Medicaid Refunds**

Misc. 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 Public Health**

Misc. 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



## NCTracks Contact Information

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:

CSRA  
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)

### CSRA Holiday Schedule

CSRA will observe the following holidays in 2016:

New Years Day	Friday, January 1, 2016
Martin Luther King, Jr. Birthday	Monday, January 18, 2016
Memorial Day	Monday, May 30, 2016
Independence Day	Monday, July 4, 2016
Labor Day	Monday, September 5, 2016
Thanksgiving Day	Thursday, November 24, 2016
Day after Thanksgiving	Friday, November 25, 2016
CSRA-Designated Holiday	Friday, December 23, 2016
Christmas Day	Monday, December 26, 2016

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:

Good Friday	Friday, March 25, 2016
Veteran's Day	Friday, November 11, 2016
Christmas holiday	Tuesday, December 27, 2016