CSRA State and Local Solutions LLC, A General Dynamics Information Technology Company, 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 (ORH). 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/. 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 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

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 30020
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
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 2019:

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Years Day</td>
<td>Tuesday, January 1, 2019</td>
</tr>
<tr>
<td>Martin Luther King, Jr. Birthday</td>
<td>Monday, January 21, 2019</td>
</tr>
<tr>
<td>Good Friday</td>
<td>Friday, April 19, 2019</td>
</tr>
<tr>
<td>Memorial Day</td>
<td>Monday, May 27, 2019</td>
</tr>
<tr>
<td>Independence Day</td>
<td>Thursday, July 4, 2019</td>
</tr>
<tr>
<td>Labor Day</td>
<td>Monday, September 2, 2019</td>
</tr>
<tr>
<td>Veterans Day</td>
<td>Monday, November 12, 2019</td>
</tr>
<tr>
<td>Thanksgiving Day</td>
<td>Thursday, November 28, 2019</td>
</tr>
<tr>
<td>Day after Thanksgiving</td>
<td>Friday, November 29, 2019</td>
</tr>
<tr>
<td>CSRA-Designated Holiday</td>
<td>Tuesday, December 24, 2019</td>
</tr>
<tr>
<td>Christmas Day</td>
<td>Wednesday, December 25, 2019</td>
</tr>
</tbody>
</table>

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.:

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans Day</td>
<td>Monday, November 11, 2019</td>
</tr>
<tr>
<td>State Christmas holiday</td>
<td>Thursday, December 26, 2019</td>
</tr>
</tbody>
</table>