

JOB AID Pharmacy Prior Approval Inquiry

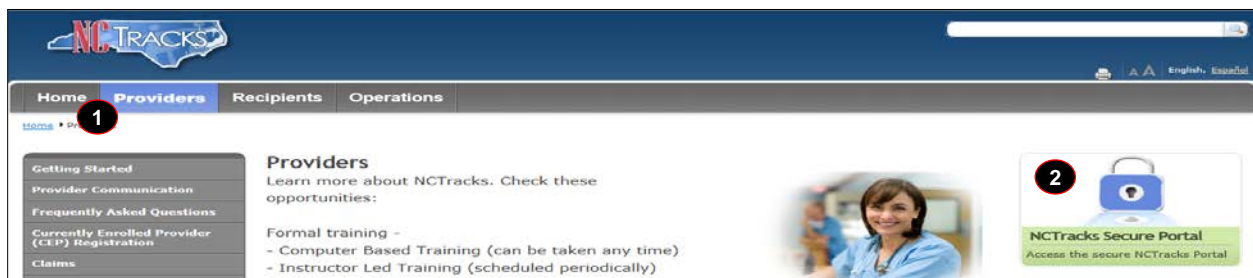
OVERVIEW

NCTracks allows providers to conduct inquiries on Prior Approvals (PAs) when the provider is listed as the submitting, billing and/or rendering provider.

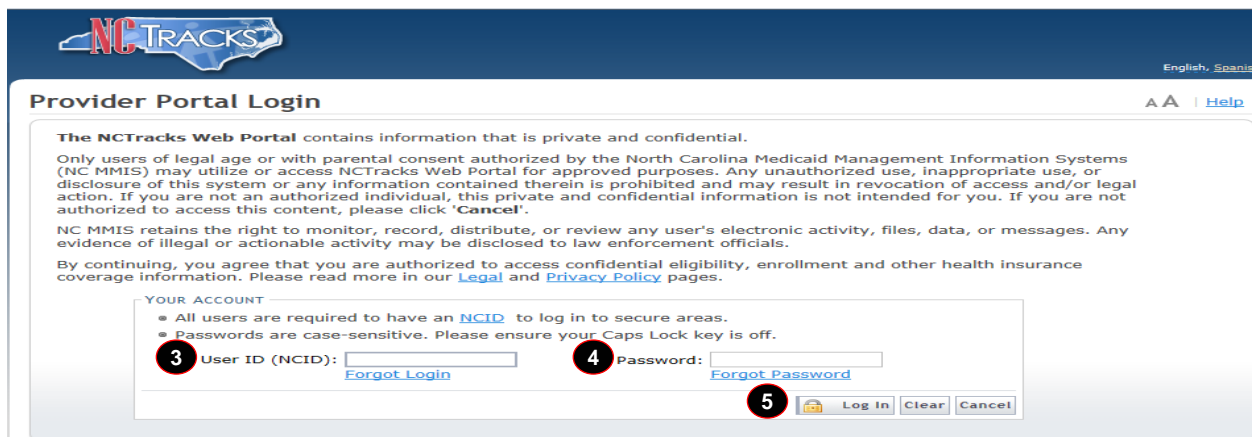
This Job Aid provides instruction on how to conduct Prior Approval inquiries via NCTracks.

LOGGING INTO NCTRACKS

The NCTracks Home page displays once you are logged in to the system.



Step	Action
1.	Click the Providers tab.
2.	Click NCTracks Secure Portal Login .

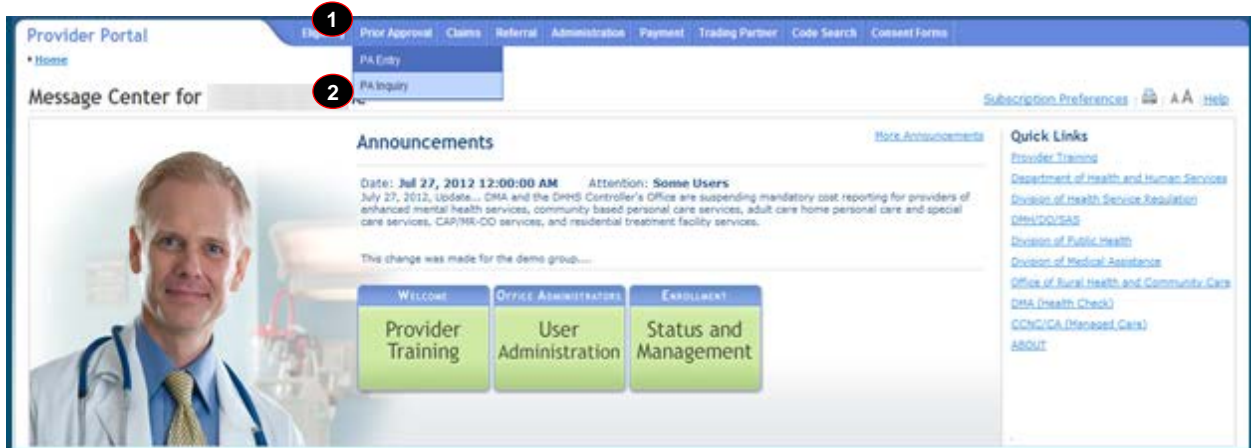


Step	Action
3.	Enter the User ID (NCID) .
4.	Enter the Password .
5.	Click the Log In button.

The secure Provider portal Home screen displays

ACCESSING THE PRIOR APPROVAL INQUIRY SCREEN

From the **Provider Portal**, users can access the **PA Inquiry** screen to begin submitting a PA inquiry.



Step	Action
1.	Hover over the Prior Approval tab.
2.	Click the PA Inquiry link.

The Approval Status Inquiry Screen displays.

APPROVAL STATUS INQUIRY SCREEN

This screen allows you to inquire on an existing Prior Approval request. This Approval Status Inquiry screen is broken down into four sections:

- Base Information
- Search Options
- Search Refinements
- Approval Request List

BASE INFORMATION SECTION

The options available in the **Base Information** section are determined by the user’s security access. The drop-down list options for the **Account Information**, **Group**, and **NPI/Atypical ID** may vary by the number of accounts to which the user is associated.

Step	Action
1.	Account Information: Verify the account to which the user is associated.
2.	Group: Verify the group to which the user is associated.
3.	NPI/Atypical ID: Select the NPI/Atypical ID for the provider or group from the drop-down list.

SEARCH OPTIONS AND SEARCH REFINEMENTS SECTIONS

NCTracks provides **Search Options** and **Search Refinements** to allow users to conduct a broad or more specific PA search.

The **Search Options** section allows user to search by entering one of three search criteria:

- Prior Approval # only
- Confirmation # only
- Recipient ID *and* the Effective Begin Date & Effective End Date

The **Search Refinements** section of the screen may be used with the **Recipient ID** and the **Effective Begin Date & Effective End Date** fields in the Search Options section. This allows you to search by more-specific attributes of the PA.

Note: If you want to search for a Pharmacy PA then you should narrow your search using the PA Type drop-down.

Step	Action
1.	Enter <u>one</u> of the following search criteria: <ul style="list-style-type: none"> • Prior Approval#: Enter the unique identifier of an approved PA submission. • Confirmation #: Enter the unique identifier of a submitted PA. • Recipient ID and Effective Begin Date and Effective End Date: Enter the recipient's ID and the effective dates submitted on the PA.
2.	Please select a Payer: Select the radio button to the left of a payer type (optional).
3.	Benefit Plan: Select a benefit plan from the drop-down list (optional).
4.	PA Type: Select a prior approval type from the drop-down list (optional).
5.	Drug Type: Select a drug type from the drop-down list (optional).
6.	Procedure Code: Enter the procedure code on the PA (optional).
7.	Click the Search button.

APPROVAL REQUEST LIST

Upon submission of the search criteria, the application refreshes and displays the search results under the **Approval Request List** section.

Note: If you entered a Confirmation # or Prior Approval # you will only see the one PA. If you entered a Recipient ID and the Effective Begin Date & Effective End Date but did not select any of the fields in the Search Refinements section you will see all the PA types for all dates for the recipient.

The **Approval Request List** section displays the general information about the PA; clicking the **Confirmation #** link allows the user to access the details of the PA.

Step	Action
1.	Click the Confirmation # link.

Name	Description
Prior Approval #	The unique identifier assigned to an approved PA.
Confirmation #	The unique identifier assigned to a PA upon submission
PA Type	The category under which the PA falls
Recipient ID	The recipient's identification number
Recipient	The recipient's first and last names
Submission Date	The date the PA was submitted
Status	The state of the submission
Effective Dates	The timeframe during which the services, procedures, and/or products are expected to be provided and/or rendered
Payer	The division listed as the payer of the services, procedures, and/or products

APPROVAL STATUS INQUIRY SCREEN (INQUIRY DETAILS)

The approval status inquiry screen allows the user to view the status of a prior approval request that was previously submitted. In this example, the prior approval request is in a Suspended status, which means this request requires manual review prior to a final outcome.

Approval Status Inquiry

* indicates a required field

HEADER INFORMATION

Confirmation #:	Benefit Plan: MCAID	Health Plan: NCXIX
Prior Approval #:	PA Type: PHARMACY	
Recipient:	Recipient ID:	
Billing Provider:	Billing Provider Id:	
Requesting Provider Name:	Requesting Provider Id:	
Submission Date:	Status: SUSPENDED	
Effective Begin Date:	Effective End Date:	
Payer: DIVISION OF MEDICAL ASSISTANCE	# of Attachments: 0	

ATTACHMENTS

Attachment Type	Attachment Control #	Transmission Code
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LINE ITEM 1

Status: SUSPENDED		
Requested	Drug Name/Code: 48544	Drug Code Type: GCN
Approved	Length of Therapy: 30 DAYS	Total Quantity: 30.000
	Length of Therapy: 30 DAYS	Total Quantity: 0.000

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