JOB AID
How to Determine Your Re-credentialing Due Date

OVERVIEW
This Job Aid is intended to show providers how to find their re-credentialing due date on the secure NCTracks Provider Portal. For more information about the re-credentialing process, refer to the Re-Credentialing Job Aid PRV573, which can be found in SkillPort, the NCTracks Learning Management System, and consult the NCTracks Re-credentialing webpage.

Note: The terms re-credentialing and re-verification are synonymous and used interchangeably.

LOG IN TO NCTRACKS PROVIDER PORTAL

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
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<tbody>
<tr>
<td>1</td>
<td>Open a supported internet browser such as Internet Explorer versions 8 and 9 or Mozilla Firefox version 10 or higher. Enter the following URL: <a href="https://nctracks.nc.gov/content/public/providers.html">https://nctracks.nc.gov/content/public/providers.html</a>.</td>
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Step | Action
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1 | NCTracks will open in the **Providers** tab. Click **NCTracks Secure Portal** in the upper right corner of the page.
2 | Enter your NCID as your User ID; then enter your Password. **Note:** To find out how to obtain an NCID, refer to the [NCTracks Home Page, Getting Started link.](#)
3 | Click **Login**.

The NCTracks secure **Provider Portal Home** page displays.

**VIEW THE RE-CREDENTIALING DUE DATE**

**Provider Portal Home Page**

The Re-credentialing Due Date is found in the **Status and Management** section of the NCTracks Provider portal.

**Note:** The Office Administrator (OA) or someone who has been designated as an Enrollment Specialist (ES) for the provider can view the **Status and Management** section.

Step | Action
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1 | Click **Status and Management**.

The **Status and Management** page displays.
Status and Management Page

The Status and Management page allows the provider to manage their enrollment in NCTracks. Scroll down to the Re-verification section of the page.

The Re-verification section displays all NPIs that are due for re-credentialing under that particular provider or Office Administrator.

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<td>2</td>
<td>Identify the line with the desired NPI.</td>
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<td>3</td>
<td>Refer to the Due Date in the far right column.</td>
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Important Considerations

There are several important considerations regarding the re-credentialing due date:

- When a provider is due to complete Re-credentialing, a Re-credentialing Letter will be posted to the provider’s NCTracks Message Center Inbox 45 days before the due date.
- The NPI will not appear in the Re-verification section of the Status and Management page on the portal until the Re-credentialing letter has posted to the Message Center Inbox. **If your NPI is not listed in this section, your re-credentialing is not due yet.**
- Providers cannot begin re-credentialing until the letter is posted to the portal Inbox.
- Providers who do not complete re-credentialing with 45 days will be suspended. Suspended providers will have 30 days to complete re-credentialing or they will be subject to termination from the Medicaid program.