

JOB AID

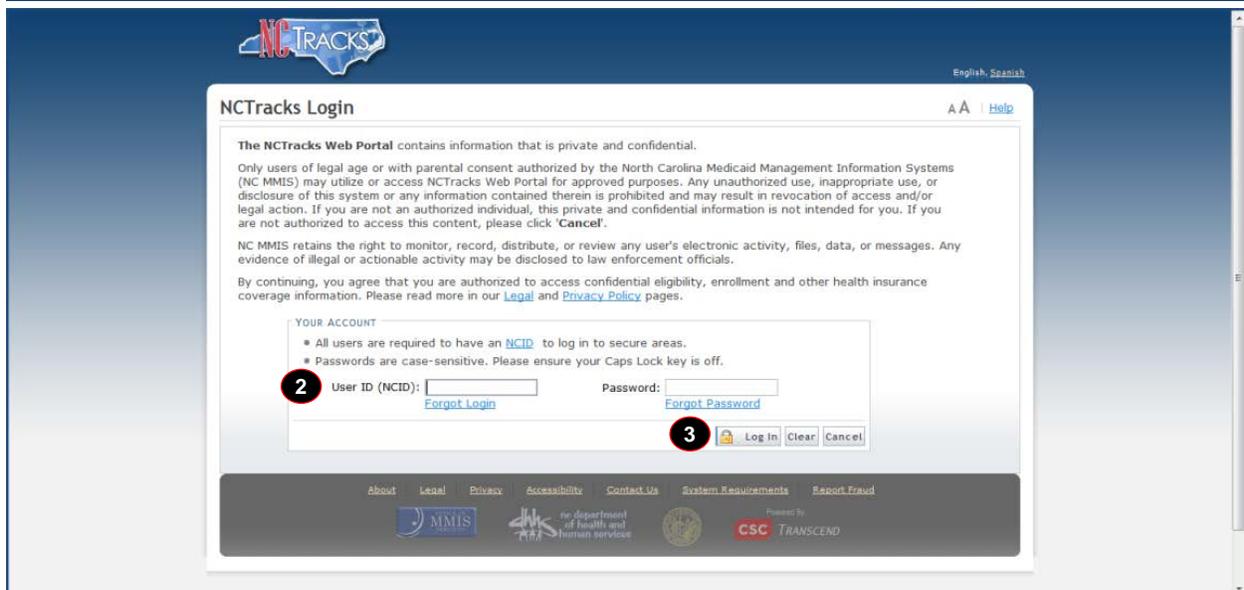
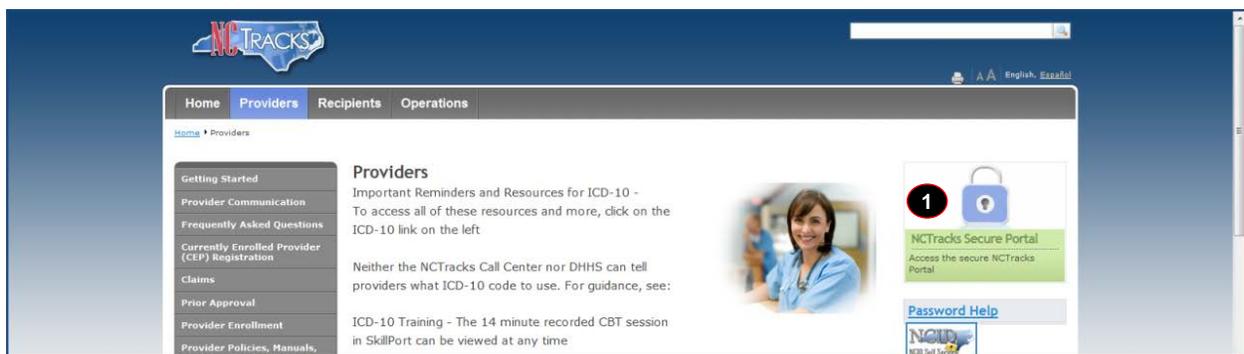
How to Determine Your Re-credentialing Due Date

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



Step	Action
1	<p>Open a supported internet browser such as Internet Explorer versions 8 and 9 or Mozilla Firefox version 10 or higher.</p> <p>Enter the following URL: https://nctracks.nc.gov/content/public/providers.html.</p>

Step	Action
	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 .

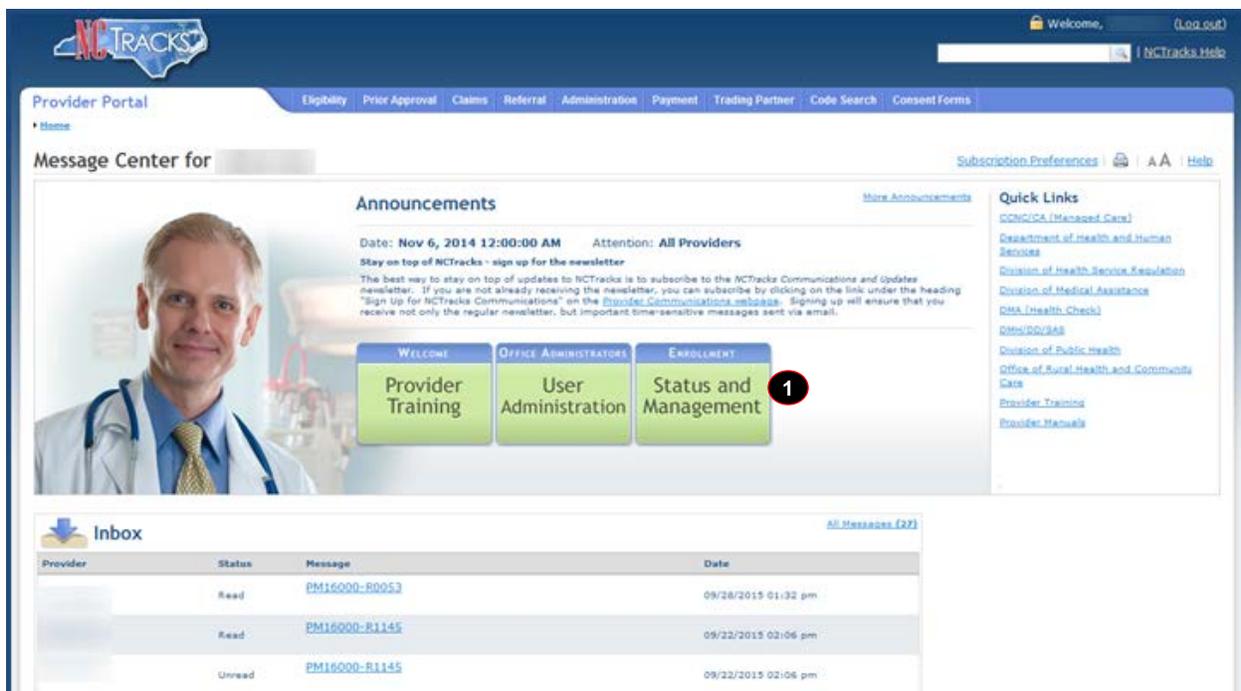
The NCTracks secure **Provider Portal Home** page displays.

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
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.

Status and Management

* indicates a required field

Welcome to Provider Enrollment Status and Management
Please choose from the options below to manage your enrollment status.

SUBMITTED APPLICATIONS

Below is the status of applications you have submitted.
If status is Payment Pending, we have received initial confirmation from Paypoint that your payment was confirmed; it may take up to 48 hours to verify the payment. If status is Pay Now, your NC Application Fee payment was not made or failed; click Pay Now to make payment.
If status of the application is in Payment Pending, Returned, or In Review, you can upload supporting documentation by clicking the Upload Documents hyperlink.

RECORD RESULTS					
NPI/Atypical ID	Name	DBA Name	Application Type	Submit Date	Status
			Manage Change Request	10/19/2015	Approved
			Re-verification	10/15/2015	Approved
			Manage Change Request	10/14/2015	Approved

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

RE-VERIFICATION

The following provider accounts associated with your NCID require a Reverification Application to be completed by the due date indicated. Please select the record with which you would like to proceed, then click 'Submit'.

RECORD RESULTS					
Select	NPI/Atypical ID	Name	DBA Name	ZIP Code	Due Date
<input checked="" type="radio"/>					10/15/2015

Re-Verify

Step	Action
2	Identify the line with the desired NPI.
3	Refer to the Due Date in the far right column.

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.