



NCTracks: Prior Approval Durable Medical Equipment



North Carolina
Department of
Health and Human Services





Prior Approval – Durable Medical Equipment

- **All PA requests can be submitted electronically.** All prior approval requests for DHB services can be submitted via the provider portal.
- **Why use the provider portal?** The provider portal is designed with dropdowns wherever possible so the user can select the entry –reducing errors and delays from additional information requests. Also, the request is immediately placed in the queue for clinical review.
- **The confirmation page.** Providers receive a confirmation page when submitting via the provider portal. This confirmation page can be used as a CMN/PA to obtain physician's signature.
- **Approved PA requests are immediately available** – The wait for mailed PA requests stamped with an approval is ended. The provider portal allows a user to see real-time statuses of prior approval requests.



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- **Taxonomy code/location code required.** All DHB Medical (Medicaid/ Health Choice) prior approval requests (DME, Visual Aid, Hearing Aid, Surgery...etc) will be required to have a taxonomy code and location for the requesting, billing and rendering providers. The taxonomy code will be systematically validated against what is on the provider file for that location, as well as determining if the taxonomy code is valid for the service requested.
- **New forms.** NCTracks doesn't process old forms! Make sure you have the latest:
<https://www.nctracks.nc.gov/content/public/providers/prior-approval.html>



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Questions?