

JOB AID

How to Disassociate from an Office Administrator

OVERVIEW

This Job Aid provides instructions on how to “disassociate” from an Office Administrator (OA) with whom a provider is no longer affiliated.

LOGGING IN

Using a supported browser, navigate to www.nctracks.nc.gov. The public NCTracks home page displays before you are logged in to the system. To log in to the secure NCTracks portal, complete the following steps.

1
Home
Providers
Recipients
Operations

Home
 Welcome to NCTracks, the multi-payer Medicaid Management Information System for the N.C. Department of Health and Human Services (N.C. DHHS).


PROVIDERS - Click on the Providers tab above to enter the Provider Portal.

RECIPIENTS - Click on the Recipients tab above to enter the Recipient Portal.

STATE AND FISCAL AGENT STAFF - Click on the Operations tab above to enter the Operations Portal and ShareNET.


Getting Started With NCTracks

Just getting started with NCTracks? Follow these easy steps to begin using the new system. [read on](#)




Provider User Guides & Training

This section includes User Guides and Fact Sheets designed to help N.C. DHHS providers understand how to use NCTracks, as well as information about Provider Training. [read on](#)



Provider Re-credentialing/Re-verification

This section is intended to help NC DHHS providers understand the online Re-credentialing/Re-verification process in NCTracks. Additionally, providers will find links to Provider Announcements, User Guides and Frequently Asked Questions. REVISED VERSION AS OF 6/27/25 [read on](#)



Step	Action
1	Select Providers.

The screenshot shows the NCTracks website interface. At the top, there is a navigation bar with 'Home', 'Providers', 'Recipients', and 'Operations'. The 'Providers' tab is active. Below the navigation bar, there is a breadcrumb trail 'Home > Providers'. On the left side, there is a vertical sidebar menu with various service categories such as 'ICD-10', 'Getting Started With NCTracks', 'Provider Communication', 'Frequently Asked Questions', 'Currently Enrolled Provider (CEP) Registration', 'Claims', 'Prior Approval', 'Provider Enrollment', 'Provider Re-credentialing/Re-verification', 'Provider Policies, Manuals, Guidelines and Forms', 'Provider User Guides & Training', 'Dental Services', 'Pharmacy Services', 'Pharmacy Claim Service Limits', 'Trading Partner Information', 'Office Administrator (OA) Change Process', and 'New Medicare Card Project (formerly SSNRI)'. The main content area is titled 'Providers' and contains a paragraph of text: 'Providers of services from the Division of Mental Health/Developmental Disabilities/Substance Abuse Services should contact their LME/MCO to obtain information regarding eligibility, claims status and payment, etc.' Below this text is a section titled 'Provider Announcements' which lists several recent messages and updates, including 'Tailored Care Management Training Updates' (Dec 8, 2025), 'New Medicaid Bulletin Articles as of Dec. 8' (Dec 8, 2025), 'Reminders About Required Provider Disclosures' (Dec 4, 2025), 'Reminder: Flexibilities for Children & Families Plan Launch' (Dec 4, 2025), and 'Children and Families Specialty Plan Begins Today' (Dec 1, 2025). To the right of the main content area, there is a 'NCTracks Secure Portal' button with a lock icon and a '2' in a red circle, indicating it is the current step. Below this are sections for 'Password Help', 'Quick Links' (listing various documents like 'NCTracks Issues List', 'NCTracks Contact Information', '2025 Checkwrite Schedule', etc.), and 'AVRS Features Job Aid'.

Step	Action
2	Select the NCTracks Secure Portal button.

Provider Portal Login

Important Announcement

In accordance with the [North Carolina Identity Management \(NCID\) Citizen Identity Project](#), NCTracks implemented Multi-Factor Authentication (MFA) updates to the NCTracks Portal on **Sept. 15, 2024**. This change has an updated User Login process.

If you are **Individual & Business Users** and you are NOT registered to MFA yet, please register now. For detailed instructions, including images of each step, refer to the [NCID User Guide for MFA](#).

MFA updates will be implemented through a phased approach for all users in 2025. You will receive further communication when your MFA is to be updated.

If you encounter issues during login or authentication, please contact the Department of Information Technology (DIT) helpdesk at **919-754-6000** or **800-722-3946**.

For more information and training videos, visit the [NCID Citizen Identity Project | NCDIT training page](#).

If you are **State & Local Government Users** and you are NOT registered to MFA yet follow the steps below:

1. Go to <https://ncid.nc.gov/> and sign in using your NCID username and password, to ensure your NCID account is in good standing, before proceeding with next steps
2. Check with your NCID Delegated Administrator, if you happen to have 2 or more NCID's associated with one email address, your NCID Delegated Administrator will have to Archive the disabled NCIDs. The key requirement for your MFA Setup to work and log in successfully is to have one NCID associated with a unique email address.
3. Clear all the browser cookies and log into NCTracks <https://www.nctracks.nc.gov>
4. Sign in using your NCID username
5. Enter your State / County email address, if that does not work use your NCID username followed by @nc.gov (example: If your NCID username is jdoe1 you will enter jdoe1@nc.gov).
6. Enter the NCID password
7. You will be prompted to complete your MFA.
8. Any future emails for issues, Always reference with these details to: NCTracks.MFA.Support@dhhs.nc.gov, with your active NCID, Email, Full Name and Screenshot(s) of the error

The NCTracks Web Portal contains information that is private and confidential.

Only users of legal age or with parental consent authorized by the North Carolina Medicaid Management Information Systems (NC MMIS) may utilize or access NCTracks Web Portal for approved purposes. Any unauthorized use, inappropriate use, or disclosure of this system or any information contained therein is prohibited and may result in revocation of access and/or legal action. If you are not an authorized individual, this private and confidential information is not intended for you. If you are not authorized to access this content, please click "Cancel".

NC MMIS retains the right to monitor, record, distribute, or review any user's electronic activity, files, data, or messages. Any evidence of illegal or actionable activity may be disclosed to law enforcement officials.

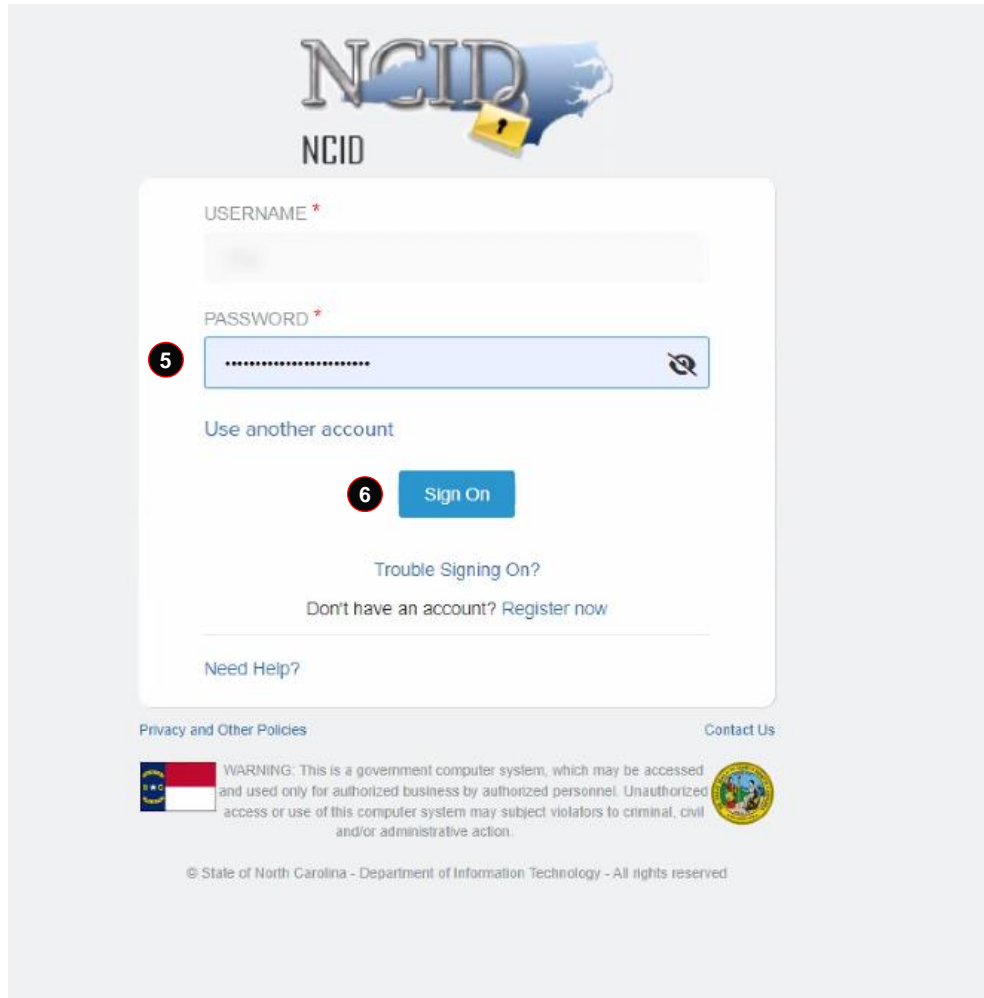
By continuing, you agree that you are authorized to access confidential eligibility, enrollment and other health insurance coverage information.

3 **NCTracks Secure Portal**
Access the secure NCTracks Portal

Step	Action
3	Select the NCTracks Secure Portal button.

The screenshot shows the NCID login interface. At the top, there is a logo for 'NCID' with a map of North Carolina and a yellow padlock icon. Below the logo, the text 'NCID' is displayed. The main content area is a white box containing a 'USERNAME' label with a red asterisk, followed by a text input field. A red circle with the number '4' is positioned to the left of the input field. Below the input field is a blue 'Next' button. Underneath the button are links for 'Trouble Signing On?', 'Don't have an account? Register Now', and 'Need Help?'. At the bottom of the white box are links for 'Privacy and Other Policies' and 'Contact Us'. Below the white box is a warning message: 'WARNING: This is a government computer system, which may be accessed and used only for authorized business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil and/or administrative action.' To the left of the warning is the North Carolina state flag, and to the right is the seal of the North Carolina Department of Health and Human Services. At the very bottom, there is a copyright notice: '© State of North Carolina - Department of Information Technology - All rights reserved'.

Step	Action
4	Enter your NCID username and select the Next button. Note: In order to log in to the secure Provider Portal of NCTracks, all users must have an NCID. If you do not have an NCID, you can select the Register now link displayed on the login page, which will navigate you to the NCID home page.



Step	Action
5	Enter the Password associated with the NCID.
6	Select the Sign On button.

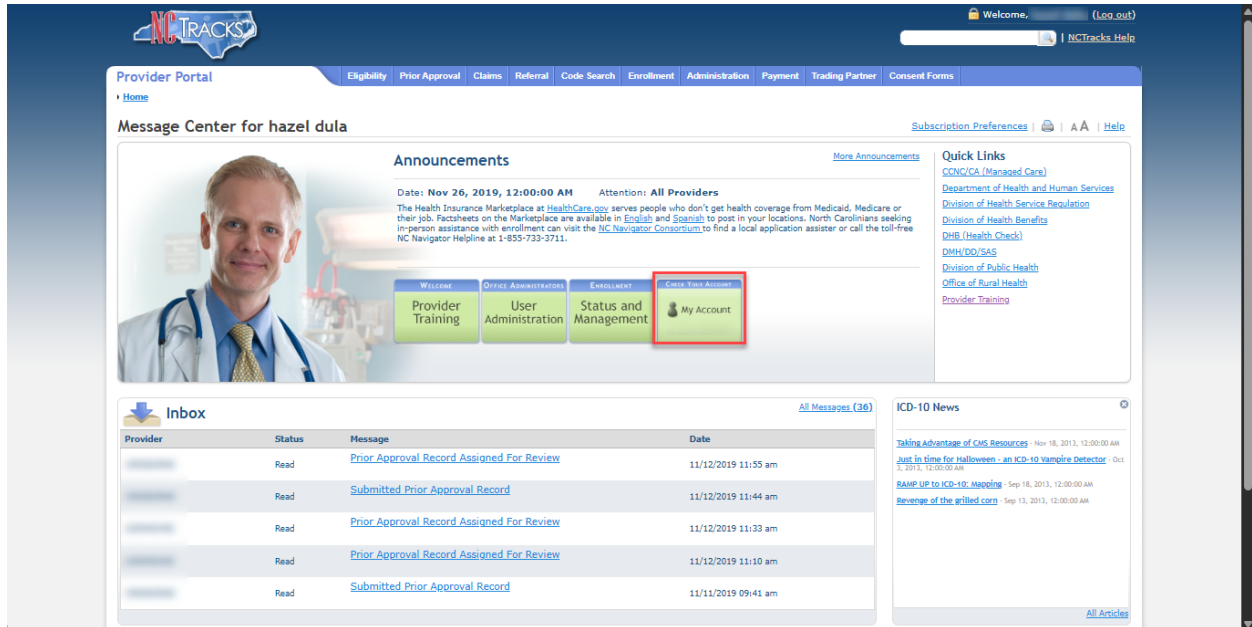
Note: The provider should log in with his/her NCID and password. In order to log in to the secure Provider Portal of NCTracks, all users must have an NCID. If you do not have an NCID, you can select the **Register now** link displayed on the login page, which will navigate you to the NCID home page.

If a user is required to use Multi-Factor Authentication (MFA), the State NCID system will prompt with preselected MFA preference. Upon successful verification of MFA, the user will be navigated back to the desired secure Portal page.

Passwords are case sensitive. After three unsuccessful attempts, the user will be locked out; however, NCTracks will provide a contact number that the user can call for access assistance. MFA is required. Once the user has entered the User ID and password, the second level authentication will be sent via the user’s preferred method (Phone or Mobile App). For more information on the MFA registration process, please refer to the **NCID Citizen Identity Project** at the following site: <https://it.nc.gov/support/ncid/ncid-citizen-identity-project#Tab-Training-4404>

ACCOUNT MANAGEMENT

From the **My Account** section of the Provider Portal home page, a provider can “disassociate” from an OA with whom they are no longer affiliated.



The **My Account Management** page provides information about all the OAs with whom the provider is affiliated. If an OA with whom the provider is no longer affiliated is listed on this page, select the checkbox next to the OA name.

After selecting all the OAs with whom the provider is no longer affiliated, select **Remove Selected Accounts** to remove the provider’s access. Repeat this process for all pages.

Note: If you are an OA for an account, you cannot remove your access from this page. This can only be done after a new OA submits the Change Office Administrator application and becomes the OA for the NPI. Once this has been completed, you can remove your access from the new OA.

The screenshot shows the 'My Account Management' page in NCTracks. It features a navigation menu with options like Eligibility, Prior Approval, Claims, Referral, Code Search, Enrollment, Administration, Payment, Trading Partner, and Consent Forms. The main content area includes a table with the following columns: Office Administrator NCID, Office Administrator Name, My Roles, NPI/Atypical ID, and Status. Two rows are visible: 'providertraining1' and 'tstclaims3'. The 'tstclaims3' row has a checkbox selected. A 'Remove Selected Accounts' button is located at the bottom right of the table area, highlighted with a red circle and the number '2'. A red circle with the number '1' is placed next to the checkbox for 'tstclaims3'.

Office Administrator NCID	Office Administrator Name	My Roles	NPI/Atypical ID	Status
providertraining1	[Redacted]	Prior Approvals Claims Eligibility Referrals	[Redacted]	Active
<input checked="" type="checkbox"/> tstclaims3	[Redacted]	Prior Approvals Eligibility Claims Referrals	[Redacted]	Active

This is a second screenshot of the same 'My Account Management' page. It shows the same table and interface elements as the first screenshot. The 'Remove Selected Accounts' button is highlighted with a red circle and the number '2'. The checkbox for 'tstclaims3' is also visible, though not explicitly highlighted with a red circle in this view.

Step	Action
1	Select the checkbox next to the name of OA from whom the provider wants to disassociate.
2	Select Remove Selected Accounts to complete the removal from the provider record.