



May 28, 2014

General Updates

Checkwrite for the Week of Memorial Day

Due to the Memorial Day holiday, the checkwrite date is today, Wednesday, May 28. The posting and availability of funds to provider bank accounts will depend on the provider's financial institution. Wells Fargo customers should see their payments in their accounts on the day that the EFT is processed, which will be Thursday (5/29/2014). Providers who bank at other financial institutions should see payments the business day following the date that the EFT is processed, which will be Friday (5/30/2014) afternoon. (Some may post sooner.) The change is for this week only, per the published 2014 checkwrite schedules.

The 2014 checkwrite schedules can be found under the Quick Links on the Provider Portal home page at <https://www.nctracks.nc.gov/content/public/providers.html>.

Rate Change for PCS

A rate change for Personal Care Services (PCS) was implemented in NCTracks on May 23. The fee schedule on the N.C. Division of Medical Assistance (DMA) website is currently in the process of being updated. Links to key information can be found below:

There were two PCS webinars conducted by DMA on May 23. A copy of the presentation from the webinar, which outlines the rate change, can be found at http://www.ncdhhs.gov/dma/pcs/PCS_SPA13009_Provider_Webinar_Presentation.pdf.

In addition, Liberty Healthcare is conducting regional seminars for PCS providers. See the training announcement on the Liberty website at <http://www.nc-pcs.com/training-announcement/>.

For more information about Personal Care Services, please see the DMA website at <http://www.ncdhhs.gov/dma/pcs/pas.html>.

Reminder for Hospital and ACA Providers

Over the next several weeks, NCTracks will be reprocessing claims previously adjudicated by HP Enterprise Services (HPES) for Diagnosis-Related Group (DRG) Grouper version 30 and enhanced Affordable Care Act (ACA) payments. Providers who are impacted should expect a larger than normal Remittance Advice (RA) in the upcoming checkwrites.

HOSPITAL PROVIDERS:

NCTracks will be reprocessing inpatient institutional claims adjudicated by HPES with dates of service from October 1, 2012 through June 30, 2013, to apply version 30 of the DRG Grouper. Based on the application of the Grouper, the reimbursement for the reprocessed claims may change. The Explanation of Benefits (EOB) associated with these reprocessed claims will be 06041 - "DRG Grouper Version 30 Adjustments." Hospital providers will see the reprocessed claims in a separate section of the paper RA for the June 3, 2014 checkwrite.

The 835 electronic transactions will include all of the reprocessed claims along with other claims submitted for the checkwrite. (There is no separate 835.)

ACA PHYSICIANS:

NCTracks has begun reprocessing physician claims previously adjudicated by HPES from January 1 to June 30, 2013 to incorporate the enhanced ACA payments for attested providers of primary care services. The ACA reprocessing started May 15, 2014 and it is expected to be completed before the last checkwrite of the fiscal year on June 24th. The ACA reprocessing is based on Recipient ID, so it is likely providers will have claims reprocessed over several checkwrites. The EOB associated with these reprocessed claims will be 06040 - "Reprocessed for ACA Adjusted Payment." Providers will see the reprocessed claims in a separate section of the paper Remittance Advice.

The 835 electronic transactions will include all of the reprocessed claims along with other claims submitted for the checkwrite. (There is no separate 835.)

NCTracks started ACA reprocessing with 50,000 legacy physician claims to identify and analyze edit differences between HPES adjudication and NCTracks adjudication. There were claims denied for a number of edits and these claims were reported on some providers' paper RAs for the May 20th checkwrite. **Providers do not need to take any action with these denied claims.** These claims will be reprocessed for providers by the June 24th checkwrite.

If providers have any questions about the reprocessed claims, please contact the NCTracks Call Center at 1-800-688-6696 or NCTracksProvider@nctracks.com.

Claims Pended for Incorrect Location

When a claim is received with an incorrect Billing, Rendering, or Attending Provider Location, the claim is pended in NCTracks. This occurs when the provider location submitted on the claim does not match the location(s) in the NCTracks provider record.

As of May 24, when a claim is pended for incorrect location, a secure message will be sent to the provider's NCTracks Message Center Inbox in the provider portal, with a link to a screen that enables the provider to select the correct Provider Location from a drop down list. The claim is then released to continue processing. This approach allows a provider to correct the claim, rather than having it deny for incorrect Provider Location.

There will be one message for every incorrect location (Billing, Rendering, or Attending) on a pended claim. If a single claim has more than one incorrect location, there will be multiple Inbox messages for the same claim.

For more information about claims pended for incorrect location, see the [announcement posted on the NCTracks Provider Portal](#).

Issues List Updated on Provider Portal

The Issues List has been updated. The most recent version of the list can be found under Quick Links on the [NCTracks Provider Portal home page](#). The list includes a brief explanation of the issue, the type(s) of providers affected, the status of the issue (Open/Closed), and comments/resolution of the issue. The list is not intended to include every issue, but rather the prevalent ones impacting multiple providers. More issues will be added soon. Providers are encouraged to check the list before contacting the Call Center, in case it may be a known issue.

Dental Update

Notice of Change in the Orthodontic Prior Approval Process

To correct problems with NCTracks regarding payment of the panoramic films rendered as part of the orthodontic records claim, CSC will grant prior approval of orthodontic records. Approval for the orthodontic records will be granted regardless of the outcome of the review (approval or denial) as long as the recipient has not exceeded the once per lifetime policy limit for orthodontic records.

Effective immediately, orthodontic records rendered on or after May 1, 2014 should be included on the request for orthodontic prior approval. Providers should include orthodontic record procedure codes D0330, D0340, D0470, and D8080. Do not include codes D0150 or D8670. Procedure code D8670 will be added by CSC Prior Approval Staff for cases that are approved for orthodontic services.

Pharmacy Update

Medicaid and Health Choice Preferred Drug List Changes

Effective with a date of service of May 17th, 2014, the N.C. Division of Medical Assistance (DMA) made changes to the N.C. Medicaid and N.C. Health Choice Preferred Drug List (PDL). Below are highlights of some of the changes:

- The prior authorization criteria was removed from the second generation anti-convulsant class
- The use of only Spiriva® in the COPD class is required before moving to a non-preferred agent
- Adderall XR and Adderall generics were removed from the PDL entirely. Prior authorization is required for these generic products
- New classes were added: Under CARDIOVASCULAR, Sympatholytics and Combinations, under ENDOCRINOLOGY, Sodium Glucose Co-Transporter 2 (SGLT2), under OPHTHALMIC, Antibiotics-Steroid Combinations, under OTIC, Anti-Infectives and Anesthetics, under TOPICALS, Antibiotics-Vaginal, and under MISCELLANEOUS, Estrogen Agent Combinations and Estrogen Agent Oral/Transdermal

In addition to the changes above, the preferred brands with non-preferred generic equivalents were updated and are listed in the chart below:

Brand Name	Generic Name
Accolate	Zafirlukast
Adderall	Amphetamine Salt Combo
Adderall XR	Amphetamine Salt Combo ER
Alphagan P	Brimonidine
Aricept ODT	Donepezil ODT
Astelin/Astepro	Azelastine Hydrochloride
Benzaclin	Clindamycin/Benzoyl Peroxide
Cardizem LA	Diltiazem LA
Catapress-TTS	Clonidine Patches
Derma-Smoothe-FS	Fluocinolone 0.01% Oil
Differin	Adapalene
Diovan HCT	Valsartan Hydrochlorothiazide
Dovonex Cream	Calcipotriene 0.005% Cream
Diastat / Diastat Accudial	Diazepam Rectal & Rectal Device
Exelon	Rivastigmine
Gabitril	Tiagabine
Kadian ER	Morphine Sulfate ER
Gris-Peg	Griseofulvin Ultramicronize
Lovenox	Enoxaparin
Marinol	Dronabinol
Metrogel Vaginal	Metronidazole Gel Vaginal
Opana ER	Oxymorphone ER
Pulmicort 0.25mg/2ml, 0.5mg/2ml	Budesonide 0.25mg/2ml, 0.5mg/2ml
Retin-A Micro	Tretinoin Microsphere
Singulair Granules	Montelukast Granules
Tobradex Suspension	Tobramycin/Dexamethasone Susp
Toprol XL	Metoprolol Succinate
Travatan	Travoprost

Trilipix	Fenofibric Acid
Uroxatral	Alfuzosin
Vancocin	Vancomycin
Zovirax Ointment	Acyclovir Ointment

Training Update

Upcoming Training Opportunities for Providers

The following instructor-led training courses for providers will be offered in the coming weeks:

- Recipient Eligibility Verification (ILT)
- Provider Web Portal Applications (WebEx)
- Prior Approval Institutional (ILT)
- Submitting an Institutional Claim (ILT)
- Prior Approval Medical (ILT)
- Submitting a Professional Claim (ILT)
- Prior Approval Dental (ILT)
- Submitting a Dental Claim (ILT)

The "Provider Web Portal Applications" course will be offered via WebEx and can be attended remotely. All of the other courses will be offered in-person at the CSC facility in Raleigh and will include hands-on training. A special training newsletter will be distributed soon with details on each of the courses, the dates and times they will be offered, and instructions for how to enroll. An announcement will also be posted on the [Provider Training page](#) of the NCTracks Provider Portal.

Thank you,

The NCTracks Team

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