How to Access and Register for Training in SkillPort

SkillPort is the Learning Management System (LMS) for NCTracks. Providers can access SkillPort with their Single Sign On NCID by simply logging onto their secure provider portal.

Providers can use SkillPort to access a User Guides (Reference Library) folder that includes the following documents:

- Reference Documents: Contains documents produced since Go Live that give step by step descriptions of specific tasks providers commonly perform in NCTracks
- Pre-Go Live Instructor Led Training (ILT) Guides: Contains Participant User Guides that complemented the Pre Go-Live ILTs delivered throughout the state in the spring of 2013.

Providers can also use SkillPort to:

- Take Computer-Based Training (CBT) courses online, anytime. CBTs are self-paced interactive courses that explore NCTracks.
- Register for upcoming Instructor Led Trainings (ILTs), which they can attend in person or remotely via WebEx
- View archived recordings of Pre-Go Live ILTs

An NCID is required to access SkillPort. If you do not already have an NCID, navigate to the NCID website at https://ncid.nc.gov and register. For more information, view the “How to Obtain an NCID” Fact Sheet at https://www.nctracks.nc.gov/content/public/providers/provider-user-guides-and-training/fact-sheets.html.

The following are step-by-step instructions for accessing and registering for training using SkillPort:

ACCESSING SKILLPORT FOR THE FIRST TIME

1. Go to https://www.nctracks.nc.gov/content/public/ and click Provider User Guides and Training.
2. Click **NCTracks Secure Portal on the right**.
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Provider Portal Login

The NC Tracks 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 NC Tracks 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. Please read more in our Legal and Privacy Policy pages.

--- YOUR ACCOUNT ---

- All users are required to have an NCID to log in to secure areas.
- Passwords are case-sensitive. Please ensure your Caps Lock key is off.

User ID (NCID): [ ] Password: [ ]

Forgot Login | Forgot Password

Log In | Clear | Cancel
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1. Click on the Welcome: Provider Training icon.

2. Click on the Drop-down Arrow on the top right corner to access the My Profile link.
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γ. Click on the menu option My Profile.

χ. Some of the information will be pre-populated from the login page. Review the information in each field:

a. **First Name** - Displays First Name
b. **Last Name** – Displays Last Name
c. **Email Address** - Displays Email Address
d. **Display First Name** – Displays First Name
e. **Display Last Name** – Displays Last Name
f. **Location** – Displays Location
g. **User Role** – Displays User Role (Staff, Provider, State Employee, LME)
h. **NPI or Atypical ID – Mandatory if you are a Provider** – If you are a Provider, your NPI (or atypical provider number, if applicable) displays.
i. **Provider Type** – Dental, Institutional, Medical, Pharmacy, or Not Applicable. This corresponds to the claim type a provider most frequently bills. If you are not a provider, **Not Applicable** displays.
j. **DHHS Division** – Member – affiliated with – or most often billed – DZI, DMH DD SAS, DPH, ORH, Other, or Not Applicable displays. If you are a provider, the division you most frequently bill displays.

Please note that you can edit your Profile by clicking the **Edit** link:
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Once you have entered (or confirmed) all of the required fields in your Profile, click on the **Update** button.
ACCESSING THE USER GUIDES (REFERENCE LIBRARY)

1. Click The Catalog navigational area on the top of the screen.

The Catalog page displays. From here, click on the **Provider Training Folder** hyperlink.

1. Click the **User Guides (reference library)** and SkillPort displays the **Pre-Go Live Instructor Led Training Guides** and **Reference Documents**.

1. To open a document, click on the document title hyperlink or place your cursor over the **Launch** button for the document you want to open, and click it.
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ACCESSING CBTs
1. Click the Provider Computer-Based Training (CBT) & Instructor Led Training (ILT) hyperlink.

1α. The Provider Computer-Based Training (CBT) & Instructor Led Training (ILT) displays. Click the CBT hyperlink.

1τ. The entire Computer Based Training categories display. Click the category title hyperlink and SkillPort displays all computer based training specific to the selected category.

1γ. To open a document, click on the document title hyperlink or place your cursor over the Launch button for the document you want to open, and click it.
Once the content loads, your course will begin. If you need to stop prior to completing the course, SkillPort will remember where you left off and you can resume taking the course at a later time.

Each CBT includes questions upon completion to test your understanding of the content presented. A course may be taken more than once.

**However, a passing score of 80% or higher is required to receive credit for the course.**

**REGISTRATION FOR INSTRUCTOR LED TRAINING (ILT)**

**Attending ILTs On-Site**

1. Click the **ILTs: On-site** hyperlink to navigate to the ILTs: On-site page.
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1. From here, move your cursor over the course you want to take and click on the **Course Title** or the **Details** button to see scheduled sessions for this course.

2. Available **Session information** displays. Click on the **Enroll** link to enroll in the session you want to attend.
Once enrolled, you have the option to withdraw from the session should you no longer want or need to attend by clicking on the **Withdraw** button.

Attending ILTs Remotely

Click the **ILTs: Remote via WebEx** hyperlink to navigate to the ILTs: Remote via WebEx page.
2d. From here, move your cursor over the course you want to take and click on the **Course Title** or the **Details** button to see scheduled sessions for this course.

2f. Follow the same steps you used to enroll in an ILTs: On-site course.
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ACCESSING ILT GUIDES

Click the ILTs: Guides hyperlink to navigate to the ILTs: Guides page.

2. From here, select the ILT Guide you wish to download by clicking the Launch button.

ACCESSING ARCHIVED ILTs

2. Click the Pre-Go Live ILT Webinar Recordings hyperlink to display the Pre-Go Live ILT Webinar Recordings Categories.
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2τ. From here, click **Launch** to view the recording for a specific ILT Webinar title.

SEARCHING FOR TRAINING COURSES

2γ. You can use the Search feature if you do not readily find the document, CBT or ILT you are looking for. Enter one or more key words into the **Search Content** box and press the Enter key. SkillPort will return all of the courses that match those criteria. A complete list of available CBT and ILT courses is included at the end of this document.
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2y. When you are ready to exit SkillPort, click the **Drop-down Arrow** in the upper right corner of the page; then click the **Log Out** button from the drop-down menu.

Logging off will return you to the log in page of the Provider Portal. You can re-enter SkillPort at any time, by following the same procedure outlined in this article, beginning with Step number 1.

*You do not need to re-enter the Profile information, unless something has changed.*

**ATTENDING INSTRUCTOR LED TRAINING**

2x. You will not receive a reminder regarding the ILT course(s) you have registered for, so keep a record of your course registration(s) in a personal calendar. To review the ILT courses you are currently enrolled in on SkillPort, click the **Instructor Led Training** link on the left side of the screen (under the **Upcoming Events** heading). If the date and/or venue of an ILT course you have registered for changes, a notification will be sent to the email address entered in your Profile.
We look forward to working with you in learning more about NCTracks. **If you have any questions regarding NCTracks training or the use of SkillPort, please contact the NCTracks Call Center at 800-688-6696 or by email at NCTracksprovider@nctracks.com.** If you have questions or problems regarding your NCID, contact the NCID help desk at [https://ncid.nc.gov](https://ncid.nc.gov).
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- Provider Enrollment/Web Portal Applications
- Provider User Provisioning/Security Access
- Prior Approvals (Dental, Institutional, or Medical)
- Referrals/Overrides
- Submitting a Claim (Dental, Institutional, Medical, or Pharmacy)
- Recipient Eligibility

The following is a list of available eLearning (CBT) courses for Providers:

- NCTracks Overview
- Medicaid Overview
- Provider Records - Functions and Impacts
- AVRS Features
- Contact Guide (Who to call when)
- Provider Office Administrator Functions
- Updating Provider Data
- Prior Approval Requests and Inquiry
- How to File/Adjust a Claim
- Edits, Denials, and Resubmitting a Claim
- How to Read Your Remittance Advice
- Rate Inquiry
- Reference File Inquiry
- Procedure Code Inquiry
- Pharmacy Coverage Inquiry
- Viewing Recipient Information