

## 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**.

# How to Access and Register for Training in SkillPort

**Home** Providers Recipients Operations

## Home

Welcome to NCTracks, the new 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 (or the link below) to enter the Provider Portal. Providers can click on the Pharmacy link below for information on drug coverage.

**RECIPIENTS** – Click on the Recipients tab above (or the link below) to enter the Recipient Portal. Recipients can view eligibility information and pay premiums (if required).

**STATE and FISCAL AGENT Staff** – Click on the Operations tab above to access the Operations Portal and ShareNET.

**Provider User Guides and Training**

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

**Getting Started**

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

**NCTracks Status Page**

This page reflects the current status of NCTracks Operations. See the Announcements link on this page for details regarding the current status, as well as the link to Frequently Asked Questions (FAQ) from providers using the new system. [read on](#)

2. Click **NCTracks Secure Portal** on the right.

**NC TRACKS**

Home Providers Recipients Operations

Home > Providers > Provider User Guides & Training

**Provider User Guides & Training**

NCTracks Provider Training includes Computer Based Training courses (CBTs, which can be taken at any time and provide important information about how to use the NCTracks system), recorded webinars, participant guides, and job aids (that can be downloaded for future reference). These can be accessed using SkillPort, the Learning Management System for NCTracks.

**Latest Provider Training Announcements**

**NCTracks Secure Portal**

NCTracks Provider Training is accessed through the secure Provider Portal here, which requires an NCID. If you need an NCID, click on the link below for NCID Self Service.

**NCID Self Service**

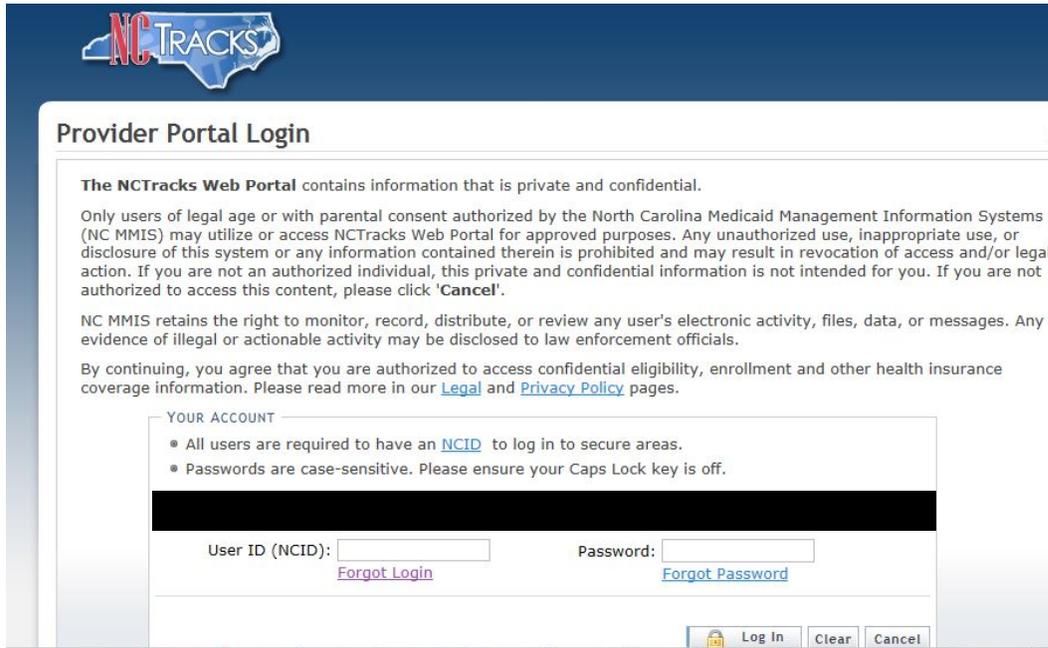
NCID registration & password help

**Quick Links**

- [NCTracks Provider CBT Course List \(XLSX, 19 KB\)](#)
- [AMH Tier Attestation Job Aid \(PDF, 630 KB\)](#)
- [2017 NCTracks System](#)

# How to Access and Register for Training in SkillPort

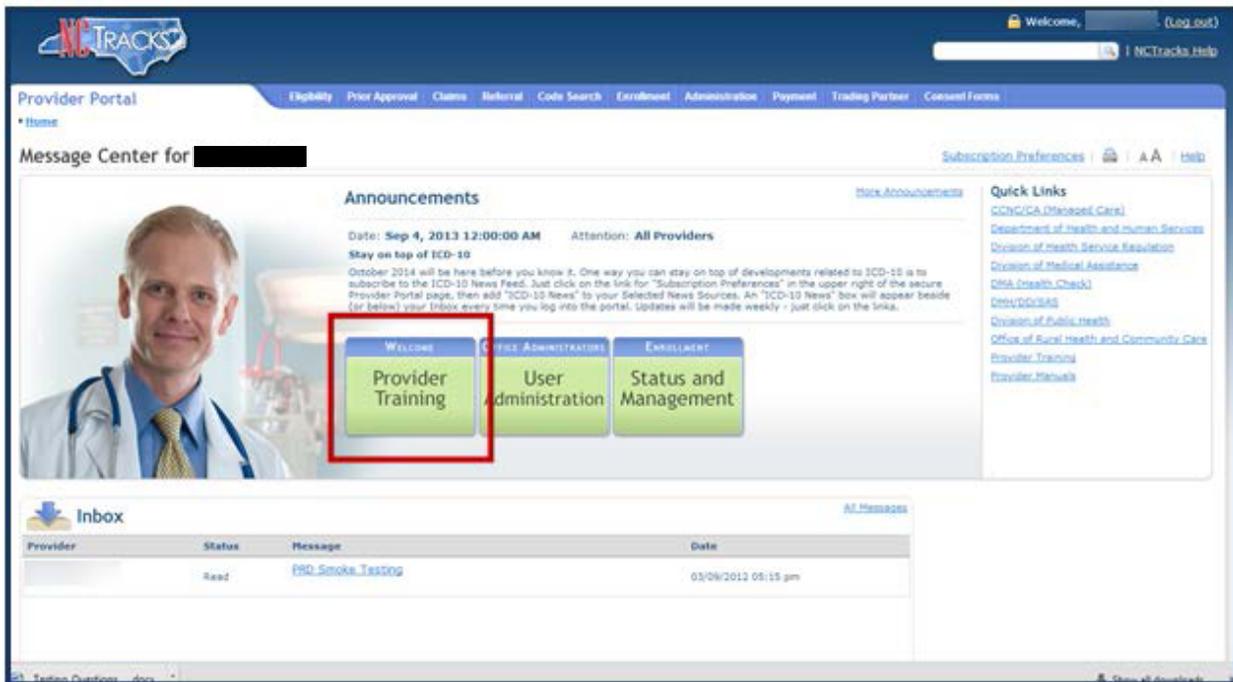
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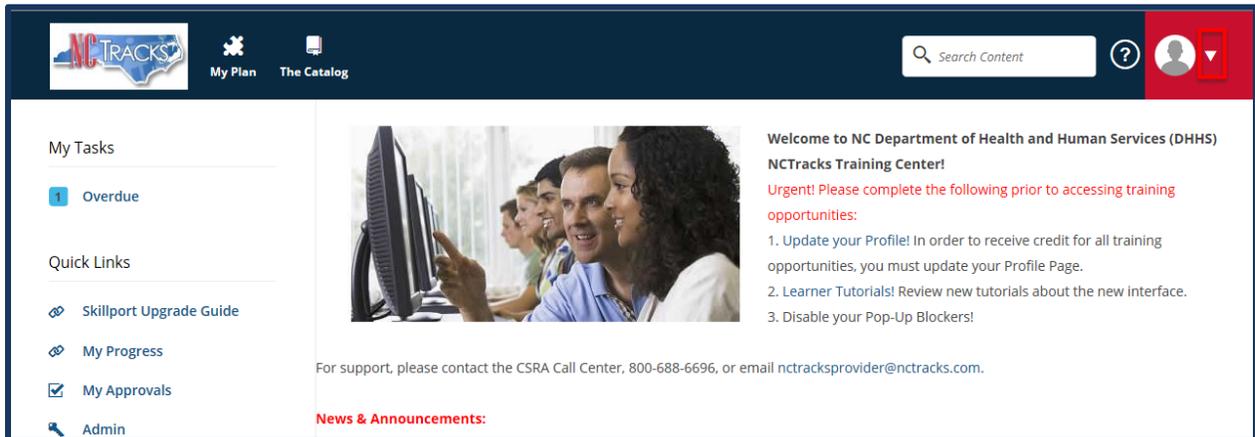
The screenshot shows the 'Provider Portal Login' page for NCTracks. At the top left is the NCTracks logo, which features the letters 'NC' in red and 'TRACKS' in blue, with a map of North Carolina in the background. The page title is 'Provider Portal Login' in a dark blue header. Below the header, there is a disclaimer in bold text: 'The NCTracks Web Portal contains information that is private and confidential.' This is followed by two paragraphs of text explaining the portal's purpose and the user's agreement to terms. A section titled 'YOUR ACCOUNT' contains two bullet points: 'All users are required to have an NCID to log in to secure areas.' and 'Passwords are case-sensitive. Please ensure your Caps Lock key is off.' Below this, there is a blacked-out area, followed by input fields for 'User ID (NCID):' and 'Password:'. Under the User ID field is a blue link for 'Forgot Login', and under the Password field is a blue link for 'Forgot Password'. At the bottom right of the form are three buttons: 'Log In' (with a lock icon), 'Clear', and 'Cancel'.

## How to Access and Register for Training in SkillPort

- Click on the **Welcome: Provider Training** icon.

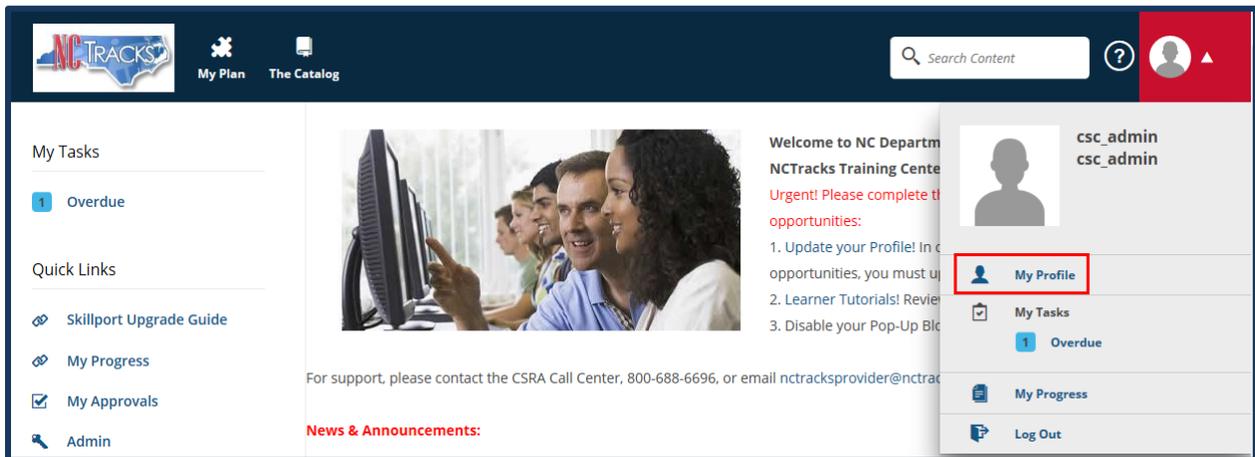


- Click on the **Drop-down Arrow** on the top right corner to access the **My Profile** link.



## How to Access and Register for Training in SkillPort

- Click on the menu option **My Profile**.



- Some of the information will be pre-populated from the login page. Review the information in each field:
  - First Name** - Displays First Name
  - Last Name** – Displays Last Name
  - Email Address** - Displays Email Address
  - Display First Name** – Displays First Name
  - Display Last Name** – Displays Last Name
  - Location** – Displays Location
  - User Role** – Displays User Role (V#u Staff, Provider, State Employee, LME)
  - NPI or Atypical ID – Mandatory if you are a Provider** – If you are a Provider, your NPI (or atypical provider number, if applicable) displays.
  - 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.
  - DHHS Division** – Member – affiliated with – or most often billed – D=" , 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:

## How to Access and Register for Training in SkillPort

The screenshot shows the 'My Profile' page in SkillPort. The 'Personal Info' section is highlighted with a red box around the 'Edit' button. The page includes a navigation menu on the left with options like 'Score', 'Account Info', 'Personal Info', 'My Notes', 'Preferences', and 'Languages'. The main content area displays various profile fields such as 'First Name', 'Last Name', 'Email Address', 'Display First Name', 'Display Last Name', 'Location', 'User Role', 'NPI or Atypical ID - Mandatory if you are a Provider', 'Provider Type', and 'DHHS Division - Member - affiliated with - or most often billed'.

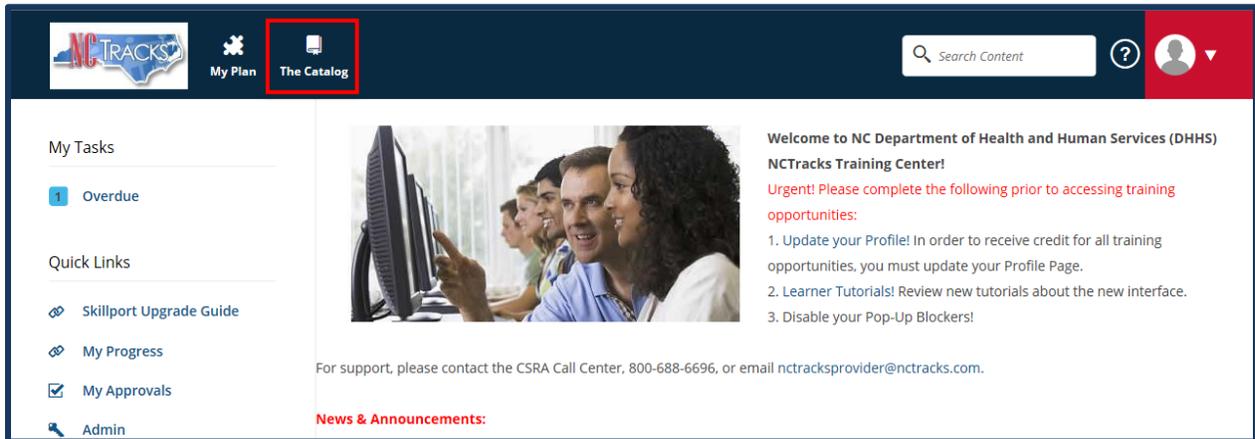
Once you have entered (or confirmed) all of the required fields in your Profile, click on the **Update** button.

The screenshot shows the 'My Profile' page in SkillPort, now in edit mode. The 'Personal Info' section is highlighted with a red box around the 'Update' button. The page includes a navigation menu on the left with options like 'Score', 'Account Info', 'Personal Info', 'My Notes', 'Preferences', and 'Languages'. The main content area displays various profile fields with input boxes and 'Edit' buttons. The 'Update' button is highlighted with a red box.

# How to Access and Register for Training in SkillPort

## ACCESSING THE USER GUIDES (REFERENCE LIBRARY)

- Click **The Catalog** navigational area on the top of the screen.

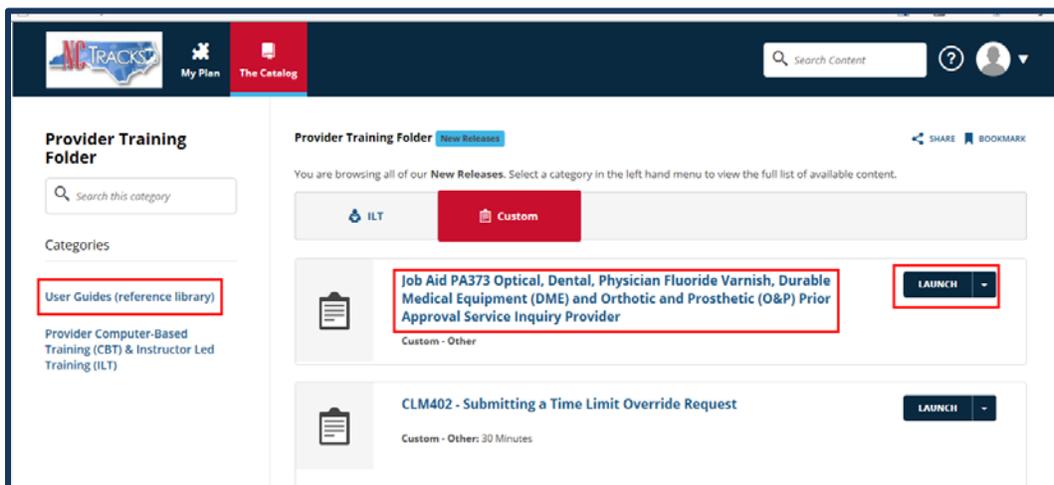


- The Catalog page displays. From here, click on the **Provider Training Folder** hyperlink.



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

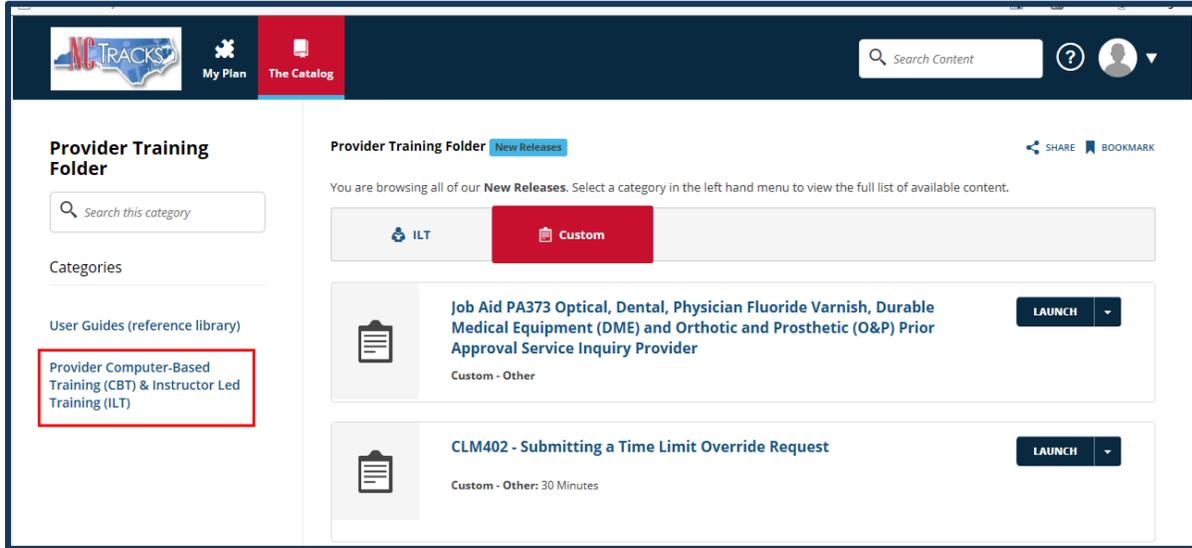
- To open a document, click on the document title hyperlink or place your cursor over the **Launch** button for the document you want to open, and click it.



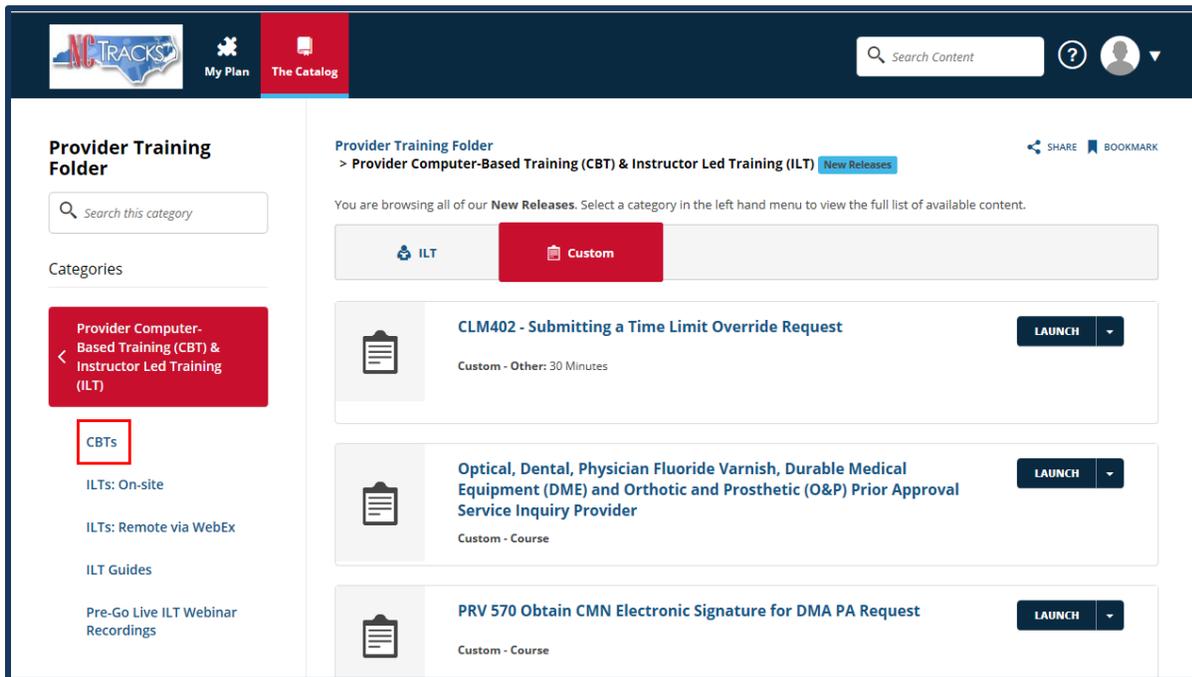
# How to Access and Register for Training in SkillPort

## ACCESSING CBTs

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

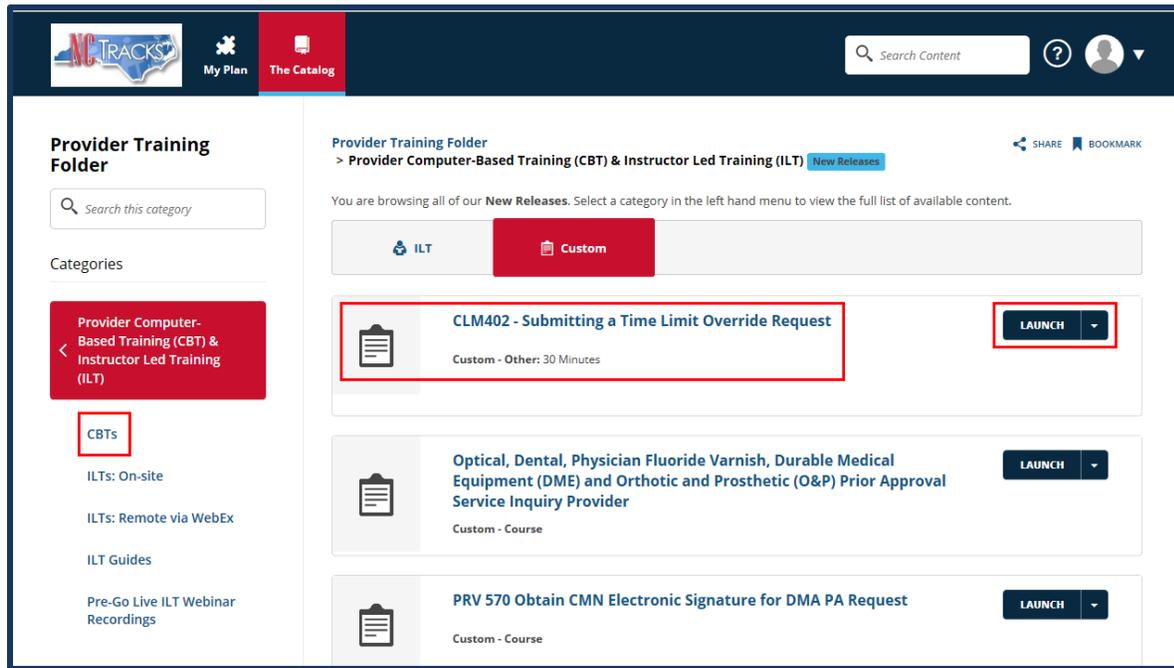


- 1 . The **Provider Computer-Based Training (CBT) & Instructor Led Training (ILT)** displays. Click the **CBT** hyperlink.



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

# How to Access and Register for Training in SkillPort



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.

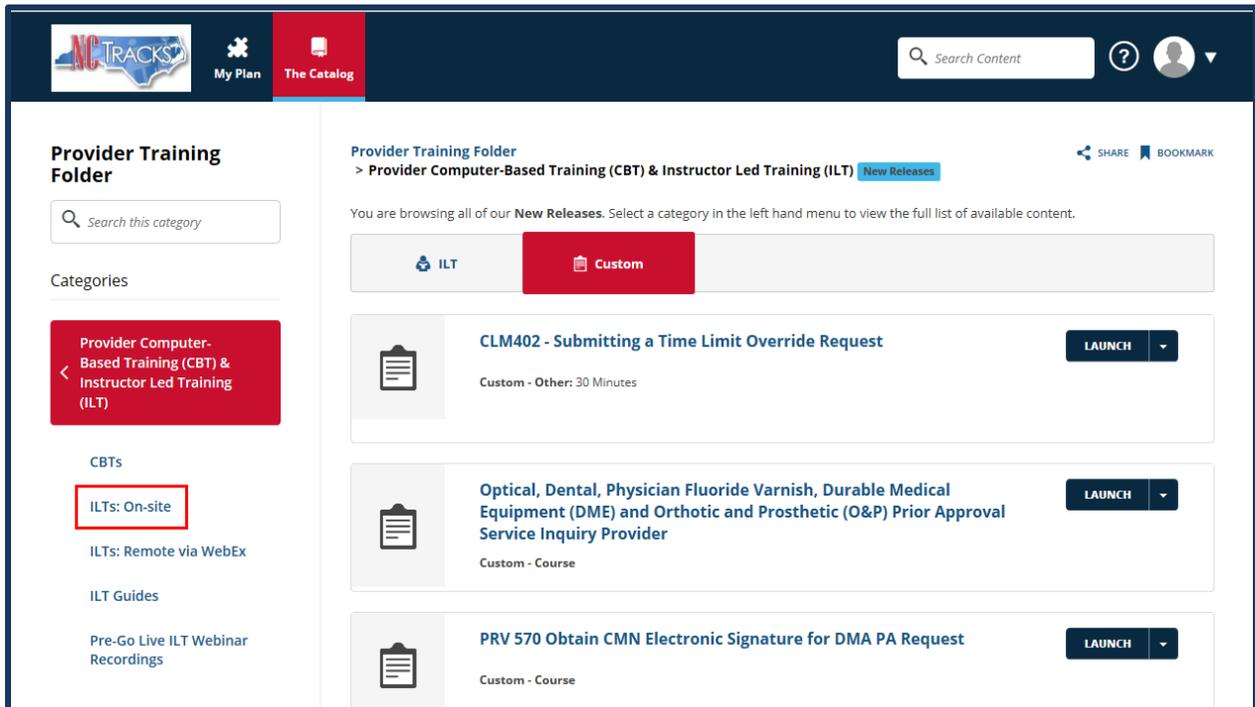
**However, a passing score of 80% or higher is required to receive credit for the course.**

## REGISTERING FOR INSTRUCTOR LED TRAINING (ILT)

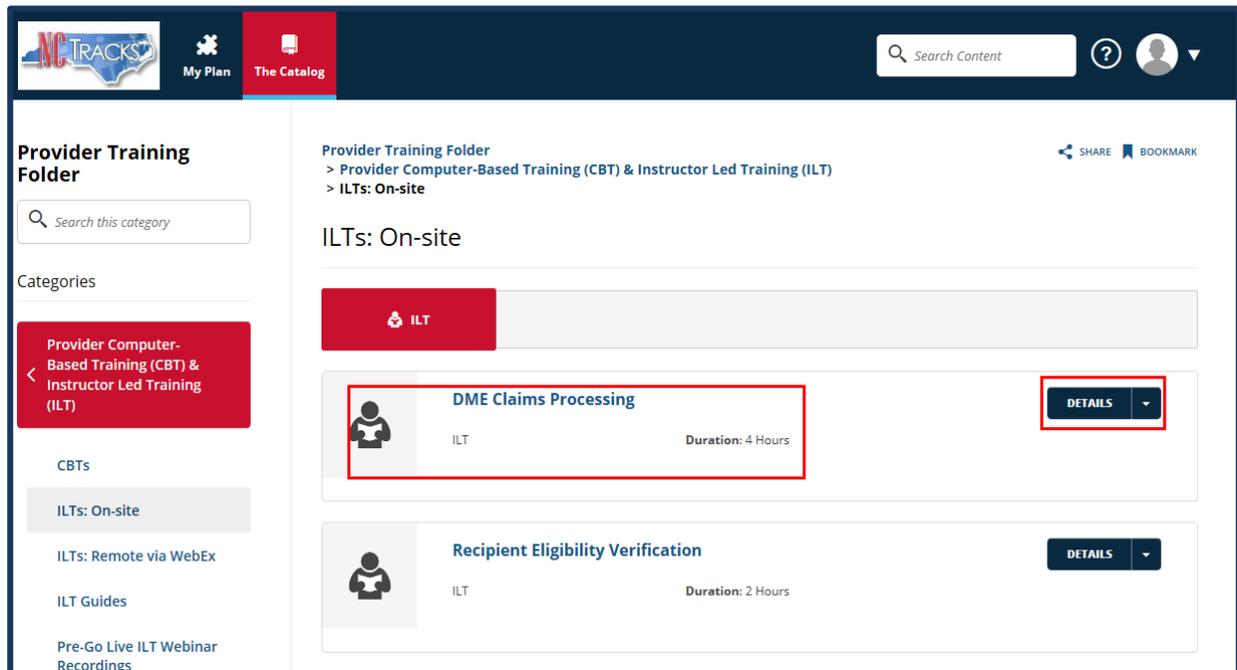
### Attending ILTs On-Site

- 1 . Click the **ILTs: On-site** hyperlink to navigate to the ILTs: On-site page.

# How to Access and Register for Training in SkillPort



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.



1. Available **Session information** displays. Click on the **Enroll** link to enroll in the session you want to attend.

## How to Access and Register for Training in SkillPort

The screenshot shows the SkillPort interface for the 'DME Claims Processing' session. The top navigation bar includes the NC TRACKS logo, 'My Plan', 'The Catalog', a search bar, and a user profile icon. Below the navigation, there is a 'BACK' link and a card for the session. The card displays the session title, enrollment status ('Not Enrolled'), duration ('4 Hours, 0 minutes'), and a status indicator. A 'SAVE' button is visible in the top right of the card. Below the card, there are tabs for 'About', 'Sessions', and 'Related Items'. Under the 'Sessions' tab, there is a section titled 'Available Sessions - 1' containing a table with the following data:

Start	End	City/State	Instructor	Status	
Jul 4, 2017 1:00 PM EDT	Jul 4, 2017 4:00 PM EDT	Raleigh	N/A	Confirmed	<b>Enroll</b> Details

. 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.

The screenshot shows the SkillPort interface for the 'DME Claims Processing' session, similar to the previous one. The session card and navigation tabs are the same. However, the 'Available Sessions - 1' table now has a yellow background for the row, and the 'Enroll' button has been replaced by a 'Withdraw' button, which is highlighted with a red box. Below the table, there is a question: 'You are now enrolled in the above session. Would you like to add this to your Learning Plan?' with 'Yes' and 'No' radio buttons.

### Attending ILTs Remotely

Click the **ILTs: Remote via WebEx** hyperlink to navigate to the ILTs: Remote via WebEx page.

## How to Access and Register for Training in SkillPort

The screenshot shows the NCTracks SkillPort interface. At the top, there is a navigation bar with the NCTracks logo, 'My Plan', and 'The Catalog' tabs. A search bar contains 'r Approval Pharmacy'. The main content area is titled 'Provider Training Folder' and includes a search box and a list of categories. The 'ILT: Remote via WebEx' category is highlighted with a red box. The main content area displays a list of training sessions, with the first one, '2017 Annual Provider Help Center Session', highlighted with a red box. The 'Details' button for this session is also highlighted with a red box.

- 2 . 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.

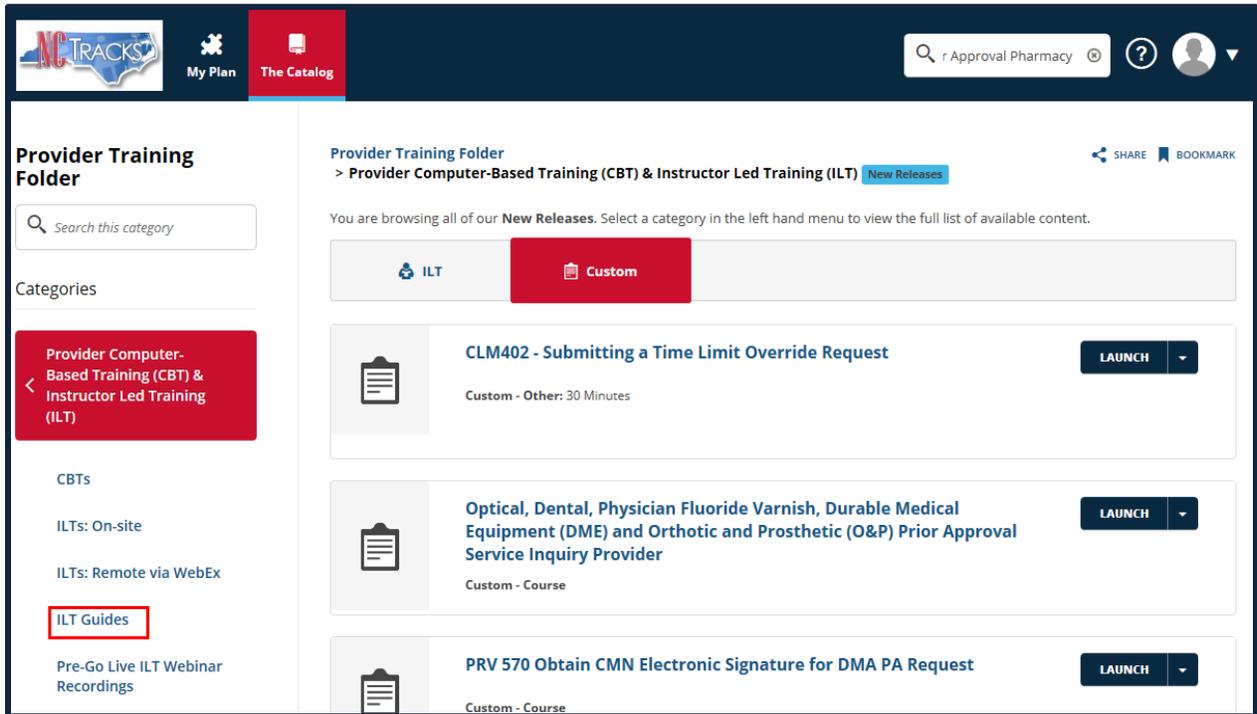
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- 2 . Follow the same steps you used to enroll in a ILTs: On-site course.

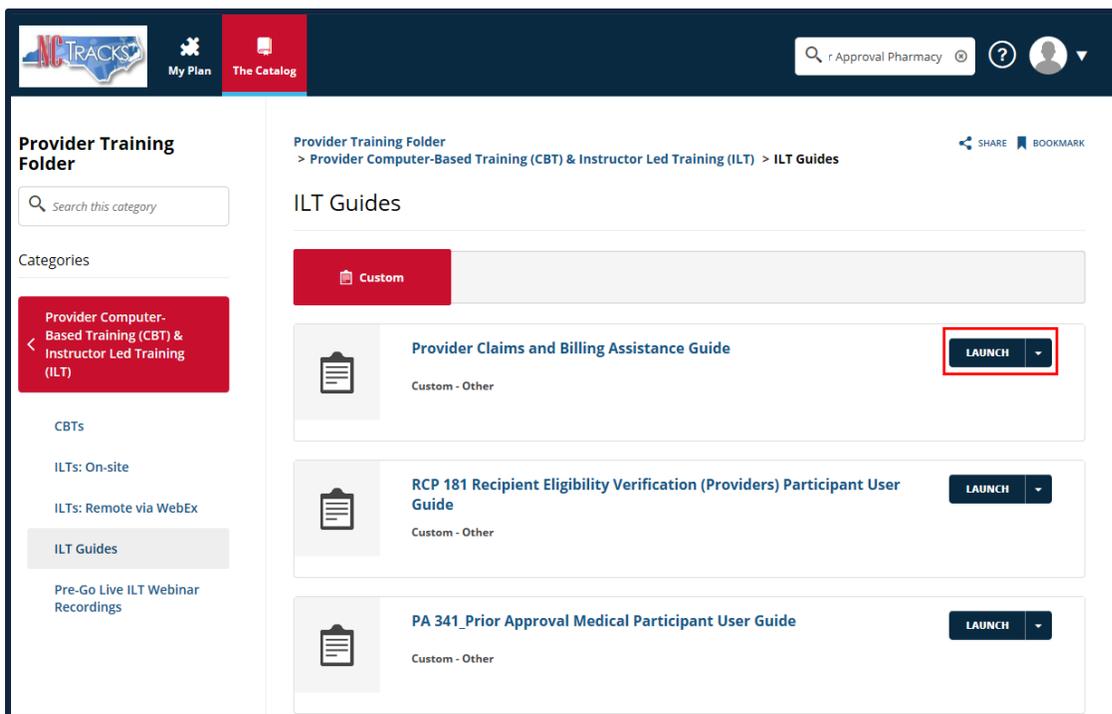
# How to Access and Register for Training in SkillPort

## 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.

## How to Access and Register for Training in SkillPort

The screenshot shows the SkillPort interface. At the top, there is a navigation bar with the NC TRACKS logo, 'My Plan', and 'The Catalog' tabs. A search bar contains 'Approval Pharmacy'. The main content area is titled 'Provider Training Folder' and includes a search box and a list of categories. The 'Pre-Go Live ILT Webinar Recordings' category is highlighted with a red box. The main list shows three training items, each with a 'LAUNCH' button. The first item is 'CLM402 - Submitting a Time Limit Override Request' with a 'Custom - Other: 30 Minutes' duration. The second is 'Optical, Dental, Physician Fluoride Varnish, Durable Medical Equipment (DME) and Orthotic and Prosthetic (O&P) Prior Approval Service Inquiry Provider' with a 'Custom - Course' duration. The third is 'PRV 570 Obtain CMN Electronic Signature for DMA PA Request' with a 'Custom - Course' duration.

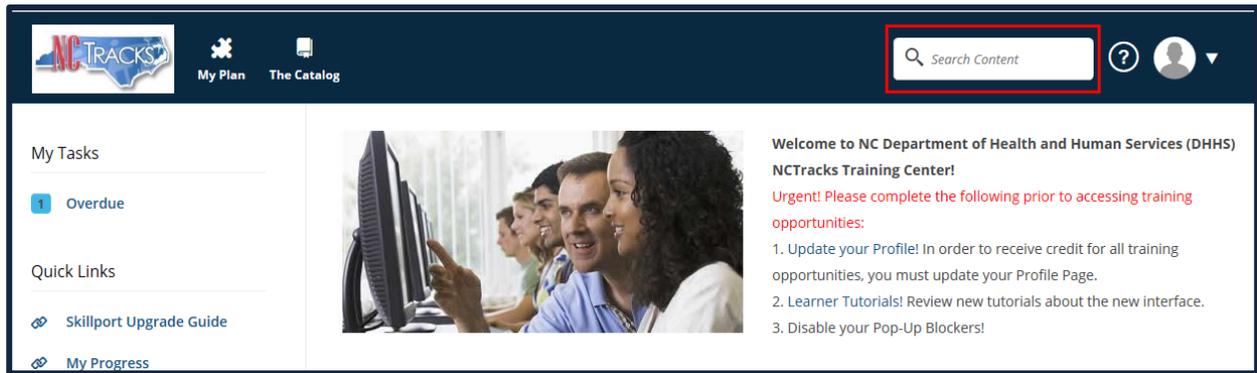
2 . From here, click **Launch** to view the recording for a specific ILT Webinar title.

The screenshot shows the SkillPort interface with the 'Pre-Go Live ILT Webinar Recordings' category selected. The main list shows two training items, each with a 'LAUNCH' button. The first item is 'Submitting a Professional Claim Webinar (Medical Group) Archived Recording' with a 'Custom - Other: 2 Hours' duration. The second is 'Submitting an Institutional Claim Webinar (Institutional Group) Archived Recording' with a 'Custom - Other: 2 Hours' duration. The 'LAUNCH' button for the first item is highlighted with a red box.

### SEARCHING FOR TRAINING COURSES

2 . 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.

## How to Access and Register for Training in SkillPort



- 2 . 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

- 2 . 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.

## How to Access and Register for Training in SkillPort

**Quick Links**

- Skillport Upgrade Guide
- My Progress
- My Approvals
- Admin
- Approval Manager

**Upcoming Events**

Instructor Led Training **19**

**Welcome to NC Department of Health and Human Services (DHHS) NCTracks Training Center!**

**Urgent! Please complete the following prior to accessing training opportunities:**

1. Update your Profile! In order to receive credit for all training opportunities, you must update your Profile Page.
2. Learner Tutorials! Review new tutorials about the new interface.
3. Disable your Pop-Up Blockers!

For support, please contact the CSRA Call Center, 800-688-6696, or email [nctracksprovider@nctracks.com](mailto:nctracksprovider@nctracks.com).

**News & Announcements:**

Based on the seating availability at each training venue, it is mandatory that you register for each and every session you plan on attending. If there will be more than one person from your office or association that plan on attending, they must register separately under their own NCID.

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](mailto:NCTracksprovider@nctracks.com).** If you have questions or problems regarding your NCID, contact the NCID help desk at <https://ncid.nc.gov>.

## How to Access and Register for Training in SkillPort

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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 of 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