

JOB AID

How to Access Historically Underutilized Providers (HUP) Page

OVERVIEW

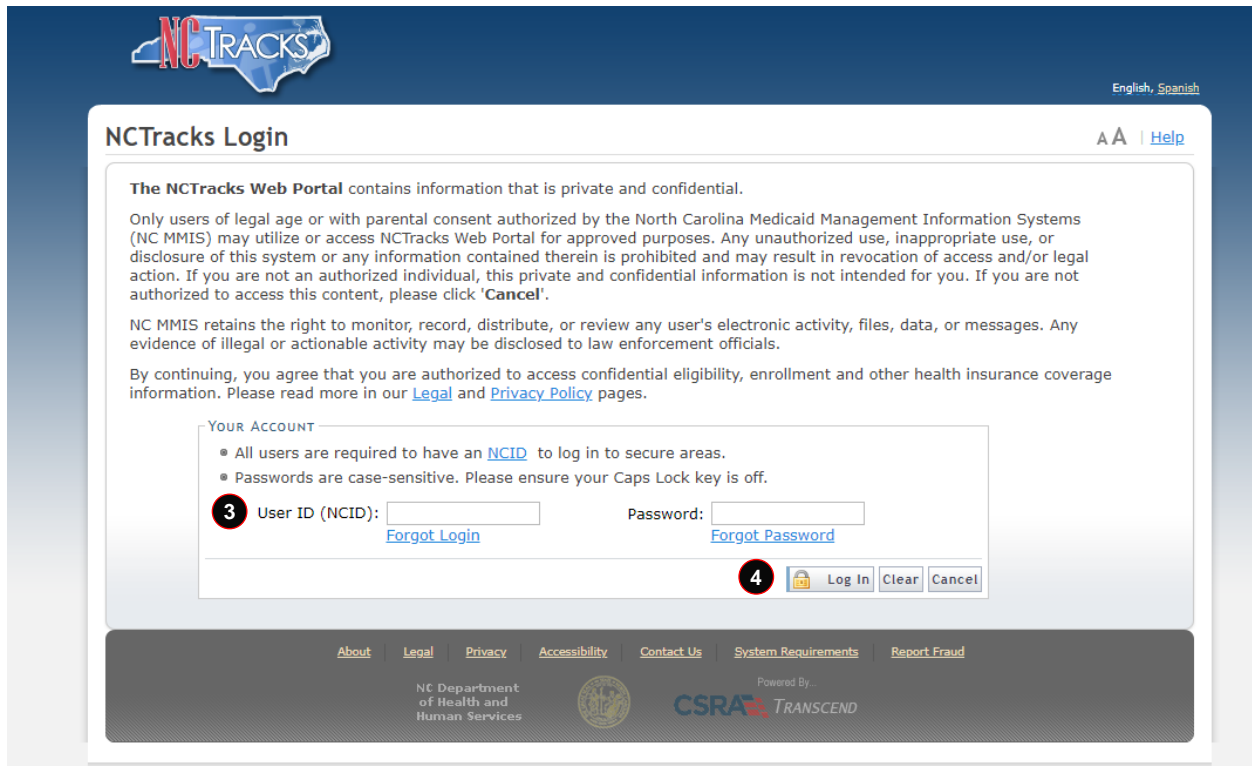
A Historically Underutilized Provider (HUP) is owned/controlled and managed by at least fifty-one percent racial/ethnic minorities, women, people with disabilities, people who are LGBT, and/or otherwise socially and economically disadvantaged as defined in 15 U.S.C. § 637.

This document teaches providers how to access the HUP page.

[Access the Provider Portal in NCTracks](#)

ACCESS THE PROVIDER PORTAL IN NCTRACKS

The screenshot shows the NCTracks website interface. At the top, there is a navigation bar with 'Home', 'Providers', 'Recipients', and 'Operations'. The 'Providers' link is highlighted with a red box and a circled '1'. Below the navigation bar, the main content area is titled 'Providers'. On the right side of the main content area, there is a 'NCTracks Secure Portal' link, also highlighted with a red box and a circled '2'. The page includes a sidebar with various links, a central banner for 'NCTracks Tip #3 Misdirected Faxes', and a 'Quick Links' section on the right.

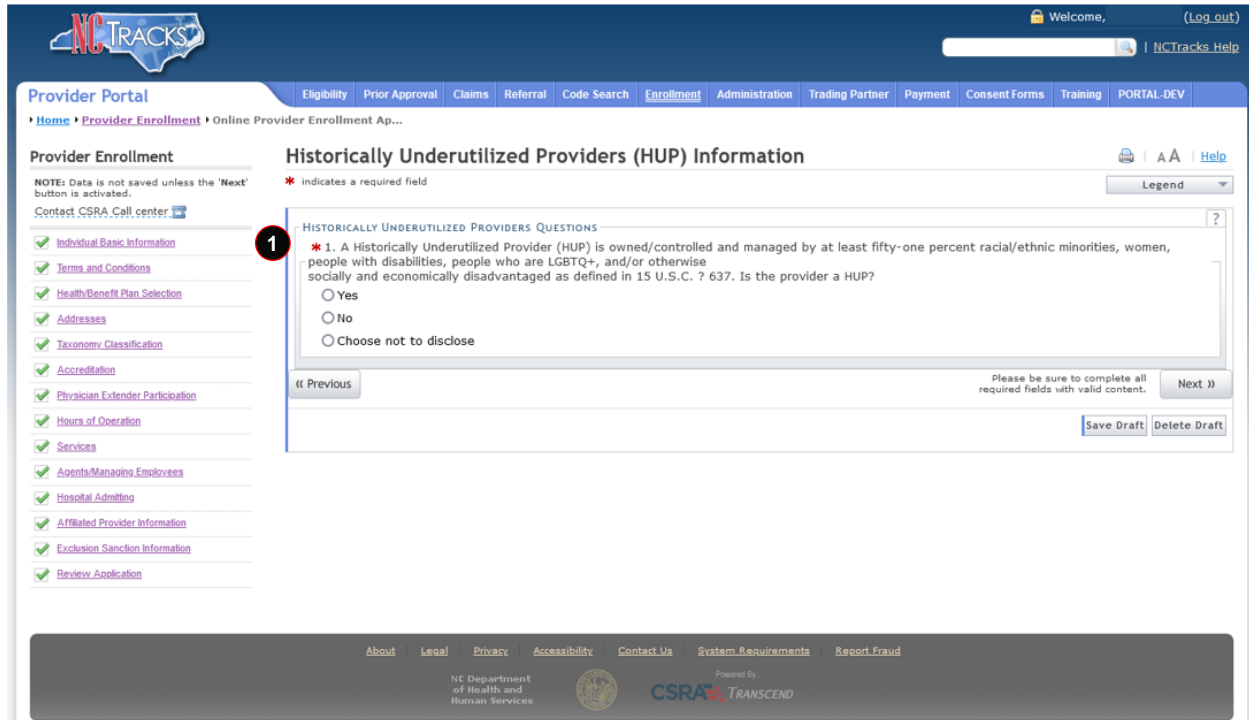


Step	Action
1	Select the Providers tab.
2	Select NCTracks Secure Portal .
3	Enter your NCID as your User ID; then enter your Password. Note: If you do not have an NCID, you may sign up for one by selecting the NCID hyperlink on this page.
4	Select Log In .

ACCESS THE HUP PAGE

Access to the new HUP Page will only be for DMH and DHB providers/business entities via the Enrollment, Re-enrollment, Re-verification, and MCR application processes.

ACCESS THE HISTORICALLY UNDERUTILIZED PROVIDERS (HUP) PAGE



Step	Action
1	<p>Question #1:</p> <p>Access to the new HUP Page will only be for DMH and DHB providers/business entities via the Enrollment, Re-enrollment, Re-verification, and MCR application processes. When the screen is presented the user will be presented with the following question: A Historically Underutilized Provider (HUP) is owned/controlled and managed by at least fifty-one percent (51%) racial/ethnic minorities, women, people with disabilities, people who are LGBTQ+, and/or otherwise socially and economically disadvantaged as defined in 15 U.S.C. § 637. Is the provider a HUP?</p> <ul style="list-style-type: none"> • Yes • No • Choose not to disclose

Step	Action
2	<p>If a user selects 'No' or 'Choose not to disclose' the user can advance by clicking Next.</p> <p>Note: If the answer to #1 is YES, the user must answer questions #2 and #3.</p>

3	<p>Question #2:</p> <p>If the provider is a HUP, does the provider permit NC DHHS to report provider’s HUP status at the provider level (for instance, on an interactive map to help consumers identify providers who may share lived experience)?</p> <p>Select Yes or No</p>
4	<p>Question #3:</p> <p>Is the provider certified with the North Carolina Historically Underutilized Business Office? (See https://ncadmin.nc.gov/businesses/hub)</p> <p>Select Yes or No/Not applicable</p> <p>Note If the user answered ‘Yes’ to Question #1, the user must select those individuals from the drop-down in the Historically Underutilized Provider Information Details section in order to add their HUP characteristics.</p>

NC TRACKS

Welcome, (Log out)

NCTracks Help

Provider Portal

Eligibility Prior Approval Claims Referral Code Search Enrollment Administration Trading Partner Payment Consent Forms Training PORTAL-DEV

Home > Provider Enrollment > Online Provider Enrollment Ap...

Provider Enrollment

NOTE: Data is not saved unless the 'Next' button is activated.

Contact CSRA Call center

- Individual Basic Information
- Terms and Conditions
- Health/Benefit Plan Selection
- Addresses
- Taxonomy Classification
- Accreditation
- Physician Extender Participation
- Hours of Operation
- Services
- Agents/Managing Employees
- Hospital Admitting
- Affiliated Provider Information
- Exclusion/Sanction Information
- Review Application

5

Historically Underutilized Providers (HUP) Information

* indicates a required field

Legend

HISTORICALLY UNDERUTILIZED PROVIDERS QUESTIONS

* 1. A Historically Underutilized Provider (HUP) is owned/controlled and managed by at least fifty-one percent racial/ethnic minorities, women, people with disabilities, people who are LGBTQ+, and/or otherwise socially and economically disadvantaged as defined in 15 U.S.C. ? 637. Is the provider a HUP?

Yes
 No
 Choose not to disclose

* 2. If the provider is a HUP, can NC DHHS report provider's HUP status at the provider level (for instance, on an interactive map to help consumers identify providers who may share lived experience)?

Yes
 No

* 3. Is the provider certified with the [North Carolina Historically Underutilized Business Office?](#)

Yes
 No/Not applicable

HISTORICALLY UNDERUTILIZED PROVIDER INFORMATION DETAILS

HISTORICALLY UNDERUTILIZED PROVIDERS GROUP INFO DETAILS

SSN	Name	Group that Owns the HUP	Type of Racial/Ethnic Minority
***-**-3866	J	Racial/Ethnic minority , Woman	American Indian/Native American/Alaska Native

The drop-down contains all managing employees and owners listed on the application along with last 4 digits of the individual's SSN. Please select any individual for whom you are adding HUP characteristics.

* Select Individual: -- Select One --

« Previous

Please be sure to complete all required fields with valid content. Next »

Save Draft Delete Draft

Step	Action
5	<ul style="list-style-type: none"> Note If the user answered 'Yes' to Question #1, the user must select those individuals from the drop-down in the Historically Underutilized Provider Information Details section in order to add their HUP characteristics

- Services
- Agents/Managing Employees
- Hospital Admission
- Method of Claims/Electronic Submission
- Affiliated Provider Information
- EFT Account Information
- Historically Underutilized Providers
- Supplemental Information
- Exclusion/Sanction Information
- Trading Partner Agreement
- Review Application

Choose not to disclose

* 2. If the provider is a HUP, can NC DHHS report provider's HUP status at the provider level (for instance, on an interactive map to help consumers identify providers who may share lived experience)?

Yes

No

* 3. Is the provider certified with the [North Carolina Historically Underutilized Business Office](#)?

Yes

No/Not applicable

HISTORICALLY UNDERUTILIZED PROVIDER INFORMATION DETAILS

The drop-down contains all managing employees and owners listed on the application along with last 4 digits of the individual's SSN. Please select any individual for whom you are adding HUP characteristics.

* Select Individual:

6 * If the provider is a HUP, which group or groups own/control and manage the provider (may select more than one):

RACIAL/ETHNIC MINORITY

WOMAN

PEOPLE WITH DISABILITY

LGBTQ+

SOCIALLY/ECONOMICALLY DISADVANTAGED

* If "Racial/Ethnic minority" was selected above, please specify which group or groups are represented (may select more than one):

AFRICAN AMERICAN/BLACK

AMERICAN INDIAN/NATIVE AMERICAN/ALASKA NATIVE

ASIAN

PACIFIC ISLANDER

MULTIRACIAL

OTHER RACIAL MINORITY NOT LISTED

HISPANIC

OTHER ETHNIC MINORITY NOT LISTED

Please be sure to complete all required fields with valid content.

6	<p><u>HUP Groups:</u></p> <p>If the user answered 'Yes' to Question 1, the user must select the HUP Groups that own/control and manage the provider/business entity. The user may select more than one HUP Group.</p> <ul style="list-style-type: none"> Racial/Ethnic Minority Woman People with Disability LGBTQ+ Socially/Economically Disadvantaged <p><u>HUP Racial Ethnic Groups:</u></p> <p>If 'Racial/Ethnic Minority' is one of the HUP Groups selected by the user, the user must specify the HUP Racial Ethnic Groups represented. The user may select more than one HUP Racial Ethnic Group.</p> <ul style="list-style-type: none"> African American/Black American Indian/Native American/Alaska Native Asian Pacific Islander Multiracial Other racial minority not listed Hispanic Other ethnic minority not listed
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Provider Enrollment

NOTE: Data is not saved unless the 'Next' button is activated.

Contact CSRA Call center.

- Individual Basic Information
- Terms and Conditions
- Previous Health Plan
- Health/Benefit Plan Selection
- Addresses
- Taxonomy Classification
- Accreditation
- Hours of Operation
- Services
- Agents/Managing Employees
- Hospital Admitting
- Method of Claim/Electronic Submission
- Affiliated Provider Information
- EFT Account Information
- Historically Underutilized Providers
- Supplemental Information
- Exclusion/Sanction Information
- Trading Partner Agreement
- Review Application

Historically Underutilized Providers (HUP) Information

* Indicates a required field

Error Summary

Please fix the following errors before you proceed. Click each error message to navigate to the field requiring correction or data entry.

- If one of the HUP Groups checked was "Racial/Ethnic Minority", at least one of the Racial/Ethnic Minority HUP Groups must be selected.

HISTORICALLY UNDERUTILIZED PROVIDERS QUESTIONS

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Yes

No

Choose not to disclose

* 2. If the provider is a HUP, can NC DHHS report provider's HUP status at the provider level (for instance, on an interactive map to help consumers identify providers who may share lived experience)?

Yes

No

* 3. Is the provider certified with the [North Carolina Historically Underutilized Business Office](#)?

Yes

No/Not applicable

HISTORICALLY UNDERUTILIZED PROVIDER INFORMATION DETAILS

The drop-down contains all managing employees and owners listed on the application along with last 4 digits of the individual's SSN. Please select any individual for whom you are adding HUP characteristics.

* Select Individual:

* If the provider is a HUP, which group or groups own/control and manage the provider (may select more than one):

RACIAL/ETHNIC MINORITY

WOMAN

PEOPLE WITH DISABILITY

LGBTQ+

SOCIALLY/ECONOMICALLY DISADVANTAGED

* If "Racial/Ethnic minority" was selected above, please specify which group or groups are represented (may select more than one):

AFRICAN AMERICAN/BLACK

AMERICAN INDIAN/NATIVE AMERICAN/ALASKA NATIVE

ASIAN

PACIFIC ISLANDER

MULTIRACIAL

OTHER RACIAL MINORITY NOT LISTED

Step	Action
7	<p>If the user selects 'Racial/Ethnic Minority' as one of the HUP Groups and selects the Next button without selecting any HUP Racial Ethnic Groups response, the user will receive a validation message indicating that if 'Racial/Ethnic Minority' is one of the responses for HUP Groups, the user must select one or more HUP Racial Ethnic Groups.</p> <p>After the user provides the required HUP information and selects the Next button, the user will move on to the next application page.</p> <p>Note: For Re-enrollment, Re-verification, and MCR applications, the user will be able to update previously entered HUP information by either checking more attributes or unchecking previously checked attributes.</p>