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
Step | Action
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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 1**
**Question #1:**
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?

- Yes
- No
- Choose not to disclose

**Step 2**
If a user selects ‘No’ or ‘Choose not to disclose’ the user can advance by clicking Next.

**Note:** If the answer to #1 is YES, the user must answer questions #2 and #3.
3 **Question #2:**
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)?
Select Yes or No

4 **Question #3:**
Is the provider certified with the North Carolina Historically Underutilized Business Office? (See [https://ncadmin.nc.gov/businesses/hub](https://ncadmin.nc.gov/businesses/hub))
Select Yes or No/Not applicable

**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.
Step 5  

- **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.
HUP Groups:
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.

- Racial/Ethnic Minority
- Woman
- People with Disability
- LGBTQ+
- Socially/Economically Disadvantaged

HUP Racial Ethnic Groups:
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.

- African American/Black
- American Indian/Native American/Alaska Native
- Asian
- Pacific Islander
- Multiracial
- Other racial minority not listed
- Hispanic
- Other ethnic minority not listed
### Step 7

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.

After the user provides the required HUP information and selects the Next button, the user will move on to the next application page.

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.