



Communications and *Updates*

April 15, 2014

General Updates

Call Center Closed April 18 for Good Friday Holiday

CSC will observe the Good Friday holiday on Friday, April 18. The NCTracks Call Center will be closed on that day. (The Pharmacy Prior Approval Unit is available 365 days a year.)

Important Announcement re: Processing of Medicare Coordination of Benefits Agreement (COBA) claims

Providers were previously required to submit claim types 13X and 14X to NCTracks because they did not crossover automatically from Medicare. NCTracks is now receiving claim types 13X and 14X directly from the CMS Medicare vendor GHI, so providers should no longer submit these types of claims to NCTracks. Providers who continue to submit claim types 13X and 14X to NCTracks will find them denied as duplicate claims.

Updated version of 835 Companion Guide Now Available

An updated version of the 835 Companion Guide is now available on the [Trading Partner Information page](#) of the NCTracks Provider Portal. Changes include submitting the Benefit Plan Description on the 835 (2110 REF segment), and reporting FFS & Encounters within same 835 file (2100 CAS segment). All trading partners and providers who receive an 835 from NCTracks are encouraged to review the changes documented in the companion guide.

New FAQs Added for ICD-10

New questions have been added to the [ICD-10 Frequently Asked Questions \(FAQs\) page](#) on the NCTracks Provider Portal. The questions specifically address how ICD-10 affects behavioral health providers. The ICD-10 FAQ page will continue to be updated regularly to help answer common questions regarding the NCTracks implementation of ICD-10, now scheduled for no earlier than October 1, 2015.

New Taxonomy Look-Up User Guide Added to the Provider Portal

A new User Guide intended to help providers figure out which drop down menus they need to select in order to find a particular taxonomy has been added to the NCTracks Provider Portal:

- [How to Select a Taxonomy Code in NCTracks](#)

The new guide can be found under the heading of "Taxonomy" on the [Provider User Guides and Training webpage](#). Please consult these resources before beginning the enrollment or Manage Change Request process to update taxonomy codes.

Reminder - Next Provider Help Center will be April 22 in Hickory

The NCTracks team will be offering another in-person Provider Help Center on April 22 in Hickory. NCTracks staff from provider enrollment, provider relations, claims, and prior approval will be available to assist NC providers with questions or concerns regarding NCTracks. No appointment is necessary. Providers will be assisted on a first come, first served basis.

For providers to get the most out of these sessions, please bring specific examples of issues. The more details that can be provided about the problems, such as screen shots, NPI numbers, TCNs (claim numbers), denial codes, etc., the more help the NCTracks team will be able to provide.

The Provider Help Center will be held on April 22 from 9:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:30 p.m. at the Catawba DSS, 3030 11th Avenue Dr. SE, Hickory, NC 28602. **[Note corrected address]**

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 Provider Update

Duplicate Payment of Dental Codes

Duplicate payments of some dental codes, such as D1351, D2391, D2392, D2393, D2930, D3220, and D7140 have been identified. According to the 4A Dental Services Clinical Coverage Policy, these procedure codes should not be paid twice. The NCTracks technical team is working to resolve this issue.

While this issue is being resolved, NCTracks recommends that providers resubmit only a service line that was previously denied; not the entire claim that was processed previously. Providers can void a duplicate payment in the NCTracks Claims Portal by entering the claim information with "Void" as the Claim Frequency Type Code and by entering the duplicate claim number in the Original Claim Ref #.

An update will be posted when more information is available.

Attention Dental and Orthodontic Providers:

CSC began processing Early and Periodic Screening, Diagnosis and Treatment (EPSDT) requests for outside policy limits and non-covered services for recipients under age 21 beginning April 1, 2014. DMA had been processing these requests and will continue to do so for dates of service prior to April 1, 2014.

For dates of service on or after April 1, 2014, if you are submitting a prior approval request for EPSDT consideration, please use the following form in addition to your normal prior approval submission:

"Non-Covered State Medicaid Plan Services Request Form for Recipients under 21 Years Old"

This form can be found at <https://www.nctracks.nc.gov/content/public/providers/prior-approval.html>.

This form must be submitted along with the appropriate Prior Approval request via NC Tracks. For example, if you are submitting a dental prior approval for a non-covered service such as D9940 (occlusal guard, by report), submit your prior approval requesting this code as you would normally, and include the Non-Covered Service form in your supporting documentation. If you are submitting your prior approval request via the provider portal, please upload this form and attach electronically to your prior approval request. If submitting via mail/fax, please attach this form and send with your ADA form, which is required to request prior approval.

Please refer to the April 2014 Medicaid Bulletin announcement titled "Provider Communication-EPSDT" for complete details.

Pharmacy Prior Approval Update

Pharmacy EPSDT Requests

Early and Periodic Screening, Diagnosis and Treatment (EPSDT) is the federal law that states Medicaid must provide all medically necessary health care services to Medicaid-eligible children. A service not covered under the NC Medicaid State Plan may be covered for recipients under 21 years of age if the service is listed at 1905(a) of the Social Security Act and if all EPSDT criteria are met.

Requests for pharmacy services under EPSDT are now being processed by NCTracks for dates of service on or after April 1, 2014. DMA has been processing these requests and will continue to do so for dates of service prior to April 1, 2014.

To submit a pharmacy EPSDT request, providers will need to complete two forms, both of which can be found on the NCTracks provider portal. The **Non-Covered State Medicaid Plan Services Requisition Form for Recipients under 21 Years Old** must be submitted with the **Pharmacy PA Standard Drug Request Form**, both of which can be found under Drug Request Forms on the [Pharmacy Services page](#).

Complete the information on each form and fax to the number on the bottom of the Standard Drug Request Form (855- 710-1969). For any questions, please contact the Pharmacy PA Department at 1-866-246-8505.

Training Update

Reminder re: New DME Instructor-Led Training

A new instructor-led training course for DME providers is being offered. The course, "DME Claims Processing," covers in detail how to create a DME Professional claim via the NCTracks Provider Portal, including entering the claim, saving and retrieving a claim draft, submitting the claim and verifying its status, as well as copying and resubmitting a claim. The examples covered in the course include a single line DME claim, a claim with multiple service lines, and a Medicare Part B secondary claim. The training includes an explanation of how to submit time limit override requests.

The course is offered in two formats - WebEx and In-person. The WebEx is available from any location with a telephone, computer and internet connection. The In-person training will be given at the CSC facility in Raleigh. The WebEx will be 2 1/2 hours in duration and limited to 115 participants per session. The In-person training will be 4 hours in duration, including hands-on exercises for the participants, and is limited to 50 per session. The sessions will be held on:

WebEx

Thursday, April 17 - 2:00 PM to 4:30 PM

Friday, April 25 - 9:30 AM to 12:00 PM

Monday, April 28 - 2:00 PM to 4:30 PM

Wednesday, April 30 - 9:30 AM to 12:00 PM

In-Person

Monday, April 21 - 1:00 PM to 5:00 PM

Wednesday, April 23 - 8:30 AM to 12:30 PM

This training is specific to DME providers. Providers can register for a session in SkillPort, the NCTracks Learning Management System. Logon to the secure NCTracks Provider Portal and click Provider Training to access SkillPort. Open the folder labeled Provider Computer-Based Training (CBT) and Instructor Led Training (ILT). The "DME Claims Processing" course can be found in the sub-folders labeled **ILTs: On-site** and **ILTs: Remote via WebEx**, depending on the format of the course. (Refer to the [Provider Training page](#) of the public Provider Portal for specific instructions on how to use SkillPort.) For those who are unable to attend the training sessions, the training materials will be posted to SkillPort.

If providers experience any problems registering via Skillport for the new DME Instructor-Led Training, it is recommended that you clear the cookies in your internet browser. In this case, what is usually observed is that the registration will not open and the provider is unable to sign up for the course. Clearing the cookies will typically resolve the issue and allow the provider to complete

the course registration. For guidance on deleting cookies, consult the Help instructions in your internet browser.

Thank you,

The NCTracks Team

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