



## Communications and Updates

October 9, 2014

### General Updates

#### Columbus Day Holiday and Checkwrite Schedule

Monday, October 13, 2014, is Columbus Day, which is a federal holiday, although not observed by the N.C. Department of Health and Human Services (DHHS) or CSC.

However, in keeping with the published 2014 checkwrite schedules, because of the federal holiday, the checkwrite date next week will be on Wednesday, October 15. The posting and availability of funds to provider bank accounts will depend on the provider's financial institution. Bank of America customers should see their payments in their accounts on the day that the EFT is processed, which will be Thursday (10/16/2014). Providers who bank at other financial institutions should see payments the business day following the date that the EFT is processed, which will be Friday (10/17/2014) afternoon. (Some may post sooner.)

The 2014 checkwrite schedules can be found under the Quick Links on the Provider Portal home page at <https://www.nctracks.nc.gov/content/public/providers.html>.

#### Issue with Nursing Home Rate Reprocessing

NCTracks processed claims adjustments in the September 23, 2014, checkwrite as retroactive nursing home rate adjustments for dates of service from April 1, 2014, to June 30, 2014. When the claims were reprocessed for payment at the new rate, the Patient Monthly Liability (PML) was withheld on each claim during the month. Thus, if a provider submitted claims each week during April, the PML was withheld four times.

The claims that had the rate change were voided this past weekend, and will be reprocessed this week as original claims in the October 15 checkwrite to correct the issue with PML. No action is required on the part of nursing home providers.

#### Health Choice Claims Not Processed

Due to an issue in the changeover to the new federal fiscal year, Health Choice claims were not processed in the October 7, 2014, checkwrite. The issue has been corrected and these claims will be re-cycled and processed in the October 15 checkwrite. No action is required on the part of Health Choice providers.

#### Important Reminder When Sending Information to CSC or DHHS

When addressing provider issues, it is very helpful to have specific claim information. Please remember to encrypt any Protected Health Information (PHI) about recipients that is emailed to CSC or DHHS. PHI includes name, recipient ID, date of birth, and other individually identifiable health information that could be used to identify an individual. Note that screen shots from the secure Provider Portal and the Remittance Advice both often contain PHI.

(A provider's name, address, and NPI are not considered PHI.)

If you need to email PHI, please encrypt and password-protect the information using file compression software such as WinZip. The password should be sent in a separate email. For more information about safeguarding PHI, see the U.S. Department of Health and Human Services website at <http://www.hhs.gov/ocr/privacy/hipaa/understanding/coveredentities/De-identification/guidance.html#standard>.

### **A Note about Unsubscribing from NCTracks Email Listserv**

NCTracks uses Constant Contact as a listserv for email communication with providers, associations, and trading partners. Anyone can sign up for the listserv by going to the [Provider Communications page](#) on the portal and clicking on the link in the upper right corner to "Sign Up for NCTracks Communications."

If you do not wish to receive email communication from NCTracks, you can click on the "SafeUnsubscribe" link in the footer of any NCTracks email. However, note that once unsubscribed, NCTracks can no longer send you any email communication.

Email is a key means of communicating with the provider community about important topics regarding NCTracks, such as outstanding issues, claims reprocessing, upcoming system changes, etc. A concerted effort is made to limit the number of emails sent. To keep informed, providers are encouraged to remain subscribed to NCTracks email communication.

If you have unsubscribed from NCTracks email communication and wish to re-subscribe, click on the link on the Provider Communications page (described above) and re-enter your email 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. Issues are added and updated regularly. Providers are encouraged to check the list before contacting the Call Center, in case it may be a known issue.

## **Prior Approval Update**

### **Common Error with Transplant Prior Approval Requests**

When submitting a Prior Approval (PA) request on the secure NCTracks Provider Portal for a transplant, make sure you select the **PA Type** of "Transplant" in the drop down list. A common

error is selecting the PA Type of "Medical" or "Surgical", which should not be used for a transplant prior approval request. Please select the PA Type of "Transplant" to expedite the review and disposition of transplant prior approval requests.

## Training Update

### Reminder re: Provider Training Opportunities in October

This is a reminder about the opportunities for provider training being offered this month. Registration is open for several instructor-led training courses for providers that will be held in October.

Most of the courses will be offered in-person at the CSC facility in Raleigh and include hands-on training, limited to 45 participants per course. One of the courses will be conducted remotely via Webinar with enrollment limited to 115 participants. Several of the courses are filling up rapidly. The courses include:

Wednesday, October 15 - 9:30 a.m. to 12:00 p.m. - **Prior Approval - Dental and Orthodontic**

Wednesday, October 15 - 1:00-4:00 p.m. - **Submitting Dental and Orthodontic Claims**

Thursday, October 16 - 9:00 a.m. -12:00 p.m. - **Provider Web Portal Applications Webinar**

Monday, October 20 - 9:30 a.m. to 12:00 p.m. - **Prior Approval - Medical (Professional)**

Monday, October 20 - 1:00-4:00 p.m. - **Submitting a Professional Claim**

Tuesday, October 28 - 9:30 a.m. to 12:00 p.m. - **Prior Approval - Pharmacy**

For details on each of the courses and instructions for how to enroll, see the recent announcements on the [Provider Training page](#) and [Dental Services page](#) of the NCTracks Provider Portal.

Thank you,

The NCTracks Team

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