



NCTracks and e-Signature What Providers Need to Know

One of the objectives of the new NCTracks system is to move toward a paperless environment. A step in that direction is the use of an electronic signature (e-Signature) in the provider enrollment and credentialing processes, as well as Prior Approval (PA) submission.

In NCTracks, e-Signature is accomplished through the use of an NCID, password, and a personal identification number (PIN). The PIN is a randomly generated number created by NCTracks. The PIN is associated with a person, not an NPI. Once you receive a PIN, it is yours as long as you have access to NCTracks, and you can continue to use it for a variety of functions in the new system. If you should ever need to reset your PIN, there are several ways to do so on the NCTracks Provider Portal. The PIN should be protected just as you would your actual signature.

A PIN is sent to all registered NCTracks users. A PIN will be required in NCTracks not only to complete enrollment and recredentialing applications, but also to submit FL2 (long term care level of care) requests, and pharmacy PA requests. The ability to submit applications and PA requests will still be governed by the user access granted in NCTracks. Only Office Administrators will be able to submit enrollment and recredentialing applications. Any other users may be granted authority to submit PA requests by the Office Administrator (or User Administrator), using the User Administration button on the secure NCTracks Provider Portal.

For existing providers who completed the Currently Enrolled Provider (CEP) Registration, the Office Administrator will be emailed a PIN. If additional users were identified during Registration, the person who completed the CEP registration will receive emails for all of the NCIDs they entered. Each email will have the NCID of the person to whom the PIN applies, so they will need to forward the email to them. Electronic signature is accomplished with the combination of NCID, password, and PIN.

For new providers enrolling in the NCTracks system, the person designated as the Office Administrator will be emailed a PIN, as will all users added to the system by the Office Administrator (or User Administrator) through the User Administration button on the secure NCTracks Provider Portal.

The use of e-Signature will enable NCTracks to be a more efficient, expedient, and environmentally friendly system for the State of North Carolina and its DHHS providers.

If you are a registered NCTracks user and have lost or forgotten your PIN, please contact the NCTracks Call Center at 1-800-688-6696 or NCTracksprovider@nctracks.com.