

March Provider Training Schedule Now Available

Registration is open for the March 2026 instructor-led provider training courses listed below. Slots are limited. NCTracks Zoom courses can be attended remotely from any location with a computer and internet connection. Please note that training will be conducted through Zoom; individualized meeting information has been created for each course. Please see the Training Enrollment Instructions section below for registration details.

Prior Approval Institutional

Tuesday, March 24, 2026, 9:30 a.m. – 11:30 a.m.

This course will cover submitting Prior Approval Requests with a focus on Nursing Facilities, to help ensure compliance with Medicaid clinical coverage policy and medical necessity, inquiring about those requests to determine their status. After completing this course, authorized users will be able to:

- Submit Prior Approvals
- Inquire about Prior Approvals

Meeting Information

Follow the steps below for audio and visual access to the Zoom online training session:

1. Dial US Toll-Free: 833-568-8864
2. Enter meeting ID: 161 139 3910
3. Press the # key
4. Enter meeting passcode: 0239448188
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1611393910?pwd=iFtWgGygfCRja2H5lxJCegj4nRBjnL.1>

Providers may choose to use the computer audio instead of dialing in.

Medicare Lite-Full Enrollment

Tuesday, March 24, 2026, 1:00 p.m. – 3:00 p.m.

This course will guide the user through the process of submitting an Out of State (OOS) Full and Lite provider enrollment application. Upon completion of this course the user will be able to:

- Understand the differences between OOS Full and OOS Lite provider enrollment.
- Submit as OOS Lite enrollment application
- Convert from an OOS Lite provider to an OOS Full provider with a Manage Change Request.

Meeting Information

Follow the steps below for audio and visual access to the Zoom online training session:

1. Dial US Toll-Free: 833-568-8864
2. Enter meeting ID: 160 409 5434
3. Press the # key
4. Enter meeting passcode: 7676117107
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1604095434?pwd=yXkMQduJpJw1tPlvmN8Nb4Nrn4xj9.1>

Providers may choose to use the computer audio instead of dialing in.

Re-Verification

Wednesday, March 25, 2026, 9:30 a.m. – 11:30 a.m.

This course serves as a refresher for the steps taken by the provider to complete the Re-Verification process through NCTracks. At the end of training, you will be able to:

- Explain why provider Re-Verification is requested and what the process entails.
- Complete the Re-Verification process in NCTracks.
- Update Owners and Managing Relationships if necessary while completing the Re-Verification application process.

Meeting Information

Follow the steps below for audio and visual access to the Zoom online training session:

1. Dial US Toll-Free: 833-568-8864
2. Enter meeting ID: 160 418 9839
3. Press the # key
4. Enter meeting passcode: 6109319109
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1604189839?pwd=J0MnVgudee7PBvbMx7u1JjaEpWWakA.1>

Providers may choose to use the computer audio instead of dialing in.

Ordering Prescribing and Referring – Provider Enrollment

Wednesday, March 25, 2026, 1:00 p.m. – 3:00 p.m.

This course will guide the user through the process of submitting an Ordering, Prescribing and Referring (OPR) Provider Full and Lite enrollment application. At the end of the course the user will be able to:

- Understand the differences between a Full Provider Enrollment and an OPR Lite Provider Enrollment.
- Submit an OPR Lite Application.
- Upgrade from an OPR Lite provider to a fully enrolled provider via Manage Change Request.

Meeting Information

Follow the steps below for audio and visual access to the Zoom online training session:

1. Dial US Toll-Free: 833-568-8864
2. Enter meeting ID: 161 622 1118
3. Press the # key
4. Enter meeting passcode: 7253208406
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1616221118?pwd=vGx5ctyhqRUBxYfTBbhCj2CpCl2OMc.1>

Providers may choose to use the computer audio instead of dialing in.

New Office Administrator

Wednesday, March 25, 2026, 9:30 a.m. – 11:30 a.m.

This course shows authorized users the process for changing the current Office Administrator (OA) to a new Office Administrator for an Individual Provider or Organization with a National Provider Identification (NPI) number or Atypical Provider. At the completion of training, authorized users will be able to:

- Update the Office Administrator for an Individual Provider/ Organization
- Upgrade existing Users to Managing Relationships

Meeting Information

Follow the steps below for audio and visual access to the Zoom online training session:

1. Dial US Toll-Free: 833-568-8864
2. Enter meeting ID: 161 881 5099
3. Press the # key
4. Enter meeting passcode: 1456207119
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1618815099?pwd=MsxRHknF5MDGhKegnisvxBbJm5dDnd.1>

Providers may choose to use the computer audio instead of dialing in.

Submitting a Professional Claim

Thursday, March 26, 2026, 1:00 p.m. – 3:00 p.m.

This course will focus on how to submit a Professional Claim. At the end of training, as an authorized user, the user will be able to do the following:

- Save a Draft -Use Claims Draft Search
- Submit a claim
- View results of a claim submission
- Void and Replace paid claims

Meeting Information

Follow the steps below for audio and visual access to the Zoom online training session:

1. Dial US Toll-Free: 833-568-8864
3. 2. Enter meeting ID: 161 882 1482
4. 3. Press the # key
5. 4. Enter meeting passcode: 5576961667
6. 5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1618821482?pwd=4WUXINRIHpqasT8Ft1tDuhHoarMPJA.1>

Providers may choose to use the computer audio instead of dialing in.

Training Enrollment Instructions

Providers can register for these courses in SkillPort, the NCTracks Learning Management System. Log onto 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 courses can be found in the sub-folder labeled ILTs: Remote via WebEx (although this is the subfolder name, please note that, as previously mentioned, courses will now be conducted via Zoom and not WebEx). Refer to the Provider User Guides & Training page of the public provider portal for specific instructions on how to use SkillPort. The Provider Training Tool Kits page also includes a quick reference regarding Java, which is required for the use of SkillPort.