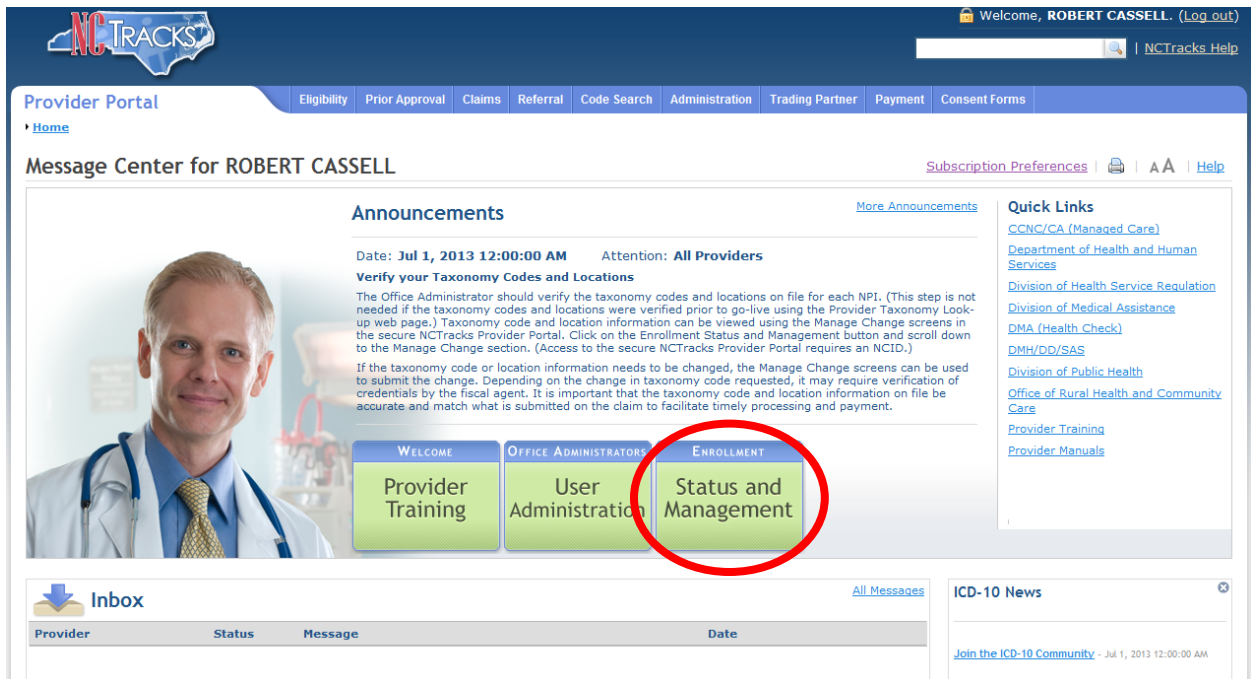


## Adding Emdeon as a Billing Agent in NCTracks (North Carolina Medicaid)

The following steps outline the process to establish a Billing Agent relationship with Emdeon. This process must be performed by the Office Administrator for the NPI. Only the Office Administrator has authorization to update the provider record in NCTracks.

1. Go to the NCTracks Provider Portal at <https://www.nctracks.nc.gov/content/public/providers.html>.
2. Click on the blue lock icon in the upper right to login to the **NCTracks Secure Portal**.
3. Key in your NCID and password at the login screen.
4. Click on the **Enrollment – Status and Management** button.



The screenshot displays the NCTracks Provider Portal interface for user ROBERT CASSELL. The top navigation bar includes links for Eligibility, Prior Approval, Claims, Referral, Code Search, Administration, Trading Partner, Payment, and Consent Forms. The main content area features a 'Message Center for ROBERT CASSELL' with an 'Announcements' section. A prominent announcement dated July 1, 2013, at 12:00:00 AM, titled 'Verify your Taxonomy Codes and Locations', instructs office administrators to verify NPI taxonom codes and locations. Below the announcement are three buttons: 'Provider Training', 'User Administration', and 'Enrollment Status and Management', with the latter being circled in red. To the right, a 'Quick Links' section lists various departmental links. At the bottom, there is an 'Inbox' section and an 'ICD-10 News' section.

5. Scroll down to the **Manage Change Request** section and select the NPI. If the Office Administrator has responsibility for more than one NPI, they will all be listed in the Manage Change Request section. This process will need to be performed for every NPI that uses Emdeon as a Billing Agent.
6. Click through the Manage Change screens (using the Next button) until you reach the section for assigning your **Billing Agent**.

## Adding Emdeon as a Billing Agent in NCTracks (North Carolina Medicaid)

### Associate Billing Agent

\* indicates a required field

Legend

CURRENT AUTHORIZED BILLING AGENTS

To remove a current Authorized Billing agent please enter an end-date.

ACTIVE AUTHORIZED BILLING AGENTS				
ID	Name	Address	Begin Date	End Date
123456789	John Doe I	123 Main Street, Anytown, NC	5/7/2008	mm/dd/yyyy

To reinstate an Authorized Billing agent please enter a new begin date.

INACTIVE AUTHORIZED BILLING AGENTS					
ID	Name	Address	Begin Date	End Date	New Begin Date
123456789	John Doe I	123 Main Street, Anytown, NC	5/7/2008	01/18/2009	mm/dd/yyyy

NEW BILLING AGENT INFORMATION

\* Would you like to search for new Billing Agents to add?  
 Yes  No

Search for Authorized Billing Agents

Choose a search method, then add all Authorized Billing Agents from Results.

Search

\* Billing Agent ID:

or

\* Last Name:  First Name:

or

\* Organization Name:

Search

SEARCH RESULTS				
ID	Name	Address	* Begin Date	
<input type="checkbox"/> 123456789	John Doe I	123 Main Street, Anytown, NC	mm/dd/yyyy	
<input type="checkbox"/> 223456789	John Doe II	123 Second Street, Anytown, NC	mm/dd/yyyy	
<input type="checkbox"/> 323456789	John Doe III	123 Third Street, Anytown, NC	mm/dd/yyyy	

3 results (displaying 1-3) prev 1 next

Add

Newly Added Authorized Billing Agents

Upon submission, the list below will be added to your Current Active Authorized Billing Agents. Please note that you must enter a begin date for each new Billing Agent. You may remove a Newly Added Billing Agent by clicking the 'x' at the beginning of a row.

ADDED AUTHORIZED BILLING AGENTS			
ID	Name	Address	* Begin Date
<input checked="" type="checkbox"/> 223456789	John Doe II	123 2nd Street, Anytown, NC	08/23/2010

« Previous Next »

7. Enter the Billing Agent "Emdeon" (without quotes) in **Organization Name** and click the **Search** button.

## Adding Emdeon as a Billing Agent in NCTracks (North Carolina Medicaid)

8. Emdeon has two valid entries as shown below. Add the appropriate Emdeon billing agent, based on whether you are a **dental (50301183)** or **medical (50300515)** provider.

SEARCH RESULTS					
NPI	Atypical Provider ID	Provider Name	SSN	EIN	County
<a href="#">50301183</a>		EMDEON DENTAL		62-4170239	102
<a href="#">50300515</a>		EMDEON BUSINESS SERVICES		20-5716594	

9. You will also need to designate whether you want Emdeon to receive only your 835 Electronic Remittance Advice transaction or all outbound transactions.
10. Click through the remaining Manage Change screens until you reach the approval page. Use your NCID, password, and PIN to electronically sign the change request. (A PIN was emailed to all registered users on July 2. Only the Office Administrator PIN is authorized to approve the Manage Change request.)
11. The change in your provider record will be immediate.

For additional guidance regarding the Manage Change process, please consult the Computer-Based Training course "Updating Provider Data" in SkillPort, the NCTracks Learning Management System, which is available by clicking on the Provider Training button in the secure Provider Portal. If you have any questions, please contact the Call Center at 1-800-688-6696.