



## JOB AID

### NC Health Information Exchange (HIE) Network Status and Hardship

#### **OVERVIEW**

As part of SESSION LAW 2019-23HOUSE BILL 70, certain providers are required to connect to and participate in North Carolina's Health Information Exchange (HIE) Network known as NC HealthConnex.

This document explains how NCTracks will allow Office Administrators to view a provider's HIE Network status and the process to request a hardship extension.

Access the Provider Portal in NCTracks

Access the Status and Management Page

Access the Health Information Exchange (HIE) Status Page

Health Information Exchange (HIE) Status Options

- HIE Network Status Provider is connected
- HIE Network Status Provider not connected
- <u>HIE Network Status Provider is not connected, has not been granted an extension, and has not been granted a hardship</u>

Submitting the Hardship Extension Request

Successful Hardship Extension





#### ACCESS THE PROVIDER PORTAL IN NCTRACKS



CTrac	ks Login	AA I <u>He</u>
The NC	Fracks Web Portal contains information that is private and confidential.	
Only use (NC MM disclosu action. 1 authoriz	ers of legal age or with parental consent authorized by the North Carolina Medicaid Management Information Systems (S) may utilize or access NCTracks Web Portal for approved purposes. Any unauthorized use, inappropriate use, or e of this system or any information contained therein is prohibited and may result in revocation of access and/or legal f you are not an authorized individual, this private and confidential information is not intended for you. If you are not ed to access this content, please click ' <b>Cancel</b> '.	
NC MMI evidenc	5 retains the right to monitor, record, distribute, or review any user's electronic activity, files, data, or messages. Any e of illegal or actionable activity may be disclosed to law enforcement officials.	
By conti informa	nuing, you agree that you are authorized to access confidential eligibility, enrollment and other health insurance covera ion. Please read more in our <u>Legal</u> and <u>Privacy Policy</u> pages. Your Account	ige
	All users are required to have an <u>NCID</u> to log in to secure areas.	
	3 User ID (NCID): Password: Forgot Login Forgot Password	
	4 🔂 Log In Clear Cancel	
		_





Step	Action
1	Select the <b>Providers</b> tab.
2	Select NCTracks Secure Portal.
3	Enter your NCID as your User ID; then enter your Password. <b>Note</b> : If you do not have an NCID, you may sign up for one by selecting the NCID hyperlink on this page.
4	Select Log In.

#### ACCESS THE STATUS AND MANAGEMENT PAGE

The Health Information Exchange (HIE) Status page is accessed from the Status and Management page.

TDACK				🔒 Welcome,	(Log out)
					I <u>NCTracks Help</u>
Provider Portal		Eligibility Prior Approval Claims Referral Code Search Enrollment Administration Payment Consent	Forms		
• Home		Online Application			
Message Center	r for	1 Status and Management	Subs	cription Preferences	A A   Help
	al mas	Announcements	Announcements	Quick Links Take the 2019 Annual Pro	vider Survey
	9.0	Date: Nov 27, 2018 12:00:00 AM Attention: All Providers The Health Insurance Marketplace serves people who don't get health coverage from their job. Factsbeets on the are available in <u>English</u> and <u>Spanish</u> to post in your locations. North: Carolinians seeking in-person assistance with service the <u>inclusional coverage</u> coverage and an analyze the CR available of	Marketplace h enrollment e at 1-855-733-	CCNC/CA (Managed Care Department of Health and Division of Health Service Division of Health Benefit	LHuman Services Regulation
A		WELCOME Provider Training OFFICE ADMINISTRATORS ENROLLMENT Status and Management		DHE (Health Check) DMH/DD/SAS Division of Public Health Office of Rural Health Provider Training	
Inbox		All Messayes.(3	361)		
Provider	Status	Message Date			
	Unread	PM92000-R9201 06/27/2019 03:17 pm			
	Unread	PM92000-R9201 06/27/2019 03:17 pm			
	Unread	PM92000-R9201 06/27/2019 02:28 pm			
	Unread	PM92000-R9201 06/27/2019 02:28 pm			
ascript:mmis.noop()					

Step	Action
1	To access the <b>Status and Management</b> page, authorized users should hover over the <b>Enrollment</b> tab and select the <b>Status and Management</b> option.
	OR
	Under the Announcements section, authorized users should select the Status and Management button under Enrollment.





#### ACCESS THE HEALTH INFORMATION EXCHANGE (HIE) STATUS PAGE

		I <u>NCTracks Help</u>
	Elinibility Drive Annoval Claime Datarral Code Search Enrollment Administration Daymont Consent Forme	
Provider Portal	Englounty Phot Approval Claims Referal Code search <u>Enformmenn</u> Aufministration Payment Consent Forms	
Home Provider Enroliment		
Contact Information	Health Information Exchange (HIE) Status	
If you have any questions regarding completion of Provider Enrollment, please contact CSRA Call Center.	* indicates a required field	Legend 🔻
Phone: 800-688-6696	As part of SESSION LAW 2019-23HOUSE BILL 70, certain providers are required to connect to and participate in North Carolina	s Health Information Exchange
Fax: 855-710-1965	(HE) Network known as NC Healthconnex.	
	SELECT PROVIDER	?
	* NPI/Atypical ID: Select One 2	
Quick Links		
Advanced Medical Home Tier		
Attestation		
A Health Information Exchange		
(HIE) Status		
Provider Enrollment Home		
PE Supporting Information		
Reassion Existing Draft		
Applications		
	About Legal Privacy Accessibility Contact Us System Requirements Report Fraud	
	NC Department	
	of Health and CSRAT TRANSCEND	

idle timer re/init at 9:06:24 am portal: pong

Step	Action
1	From the Quick Links section, select Health Information Exchange (HIE) Status.
2	From the <b>NPI/Atypical ID</b> drop-down menu, select the NPI/Atypical ID to view current HIE status.
	<b>Note</b> : The <b>NPI/Atypical ID</b> drop-down menu will only contain providers for which the user is the Office Administrator.

#### HEALTH INFORMATION EXCHANGE (HIE) STATUS OPTIONS

#### HIE Network Status – Provider is connected

The following page will display if the provider IS connected to the HIE Network.





Provider Portal	Eligibility Prior Approval Claims Referral Code Search Enrollment Administration Trading Partner Payment Consent Forms	
Home Provider Enrollment		
Contact Information	Health Information Exchange (HIE) Status	
If you have any questions regarding completion of Provider Enrollment, please contact CSRA Call Center.	* indicates a required field	Legend 🔻
Phone: 800-688-6696 Fax: 855-710-1965	As part of SESSION LAW 2019-23HOUSE BILL 70, certain providers are required to connect to and participate in North Carolinas Heal (HEF) Network known as NC Healthconnex.	h Information Exchange
Email: NCTracksprovider@nctracks.com		?
	SELECT PROVIDER  * NPI/Atypical ID:	
Quick Links		
Online Application	STATUS DETAILS	
Advanced Medical Home Tier	HE Status : PROVIDER IS CONNECTED AND SUBMITS DATA TO THE HE NETWORK	
Health Information Exchange (HIE)	enective Date : 05/31/2018	
Status		
Provider Enrollment Home		
PE Supporting Information		
PE Terms and Conditions		
Reassign Existing Draft		
Batch Enrollment Unload		
Ratch Enrollment Status		

Step	Action
1	If the provider is <b>connected to the HIE Network</b> , the following message will display:
	"PROVIDER IS CONNECTED AND SUBMITS DATA TO THE HIE NETWORK"
	<b>Note</b> : Below the HIE Status, the effective date displays, which indicates the Effective or Compliance Date of the HIE status on file.

#### HIE Network Status – Provider not connected

The following page will display if the provider is NOT connected and is NOT REQUIRED to connect to the HIE Network.

Provider Portal	Eligibility Prior Approval Claims Referral Code Search Enrollment Administration Trading Partner Payment Consent Forms	
Home Provider Enrollment		
Contact Information	Health Information Exchange (HIE) Status	
If you have any questions regarding completion of Provider Enrollment, please contact CSRA Call Center.	* indicates a required field	Legend
Phone: 800-688-6696 Fax: 855-710-1965 Email: NCTracksprovider@nctracks.com	As part of SESSION LAW 2019-23HOUSE BILL 70, certain providers are required to connect to and participate in North Carolinas Health (HIE) Network known as NC Healthconnex.	n Information Exchange
	SELECT PROVIDER	?
	* NPI/Atypical ID:	
Quick Links		
Online Application	STATUS DETAILS	
Advanced Medical Home Tier Attestation	HIE Status : PROVIDER IS NOT REQUIRED TO CONNECT AND SUBMIT DATA TO THE HIE NETWORK Effective Date : 10/27/2020	
Health Information Exchange (HIE) Status		
Provider Enrollment Home		
PE Supporting Information		
PE Terms and Conditions		
Reassign Existing Draft Applications		
Batch Enrollment Upload		
Batch Enrollment Status		
T Locator Code Lookup		





Step	Action
1	If the provider is <b><u>NOT</u> connected</b> to the HIE Network and <b>is <u>NOT</u> REQUIRED</b> to connect to the HIE Network, the following message will display:
	"PROVIDER IS NOT REQUIRED TO CONNECT AND SUBMIT DATA TO THE HIE NETWORK.
	<b>Note</b> : Below the HIE Status, the effective date displays, which is the date the status was added to NCTracks

# HIE Network Status – Provider is not connected, has not been granted an extension, and has not been granted a hardship

The following page will display if the provider is NOT connected, has NOT been granted an EXTENSION, and has NOT been granted a HARDSHIP.

NP TO LOUR		ome, (Log out)
<b>CINGRACKS</b>		I <u>NCTracks Help</u>
rovider Portal	Eligibility Prior Approval Claims Referral Code Search Enrollment Administration Trading Partner Payment Consent Forms	
Home • Provider Enrollment		
Contact Information	Health Information Exchange (HIE) Status	
f you have any questions regardin ompletion of Provider Enrollment, ontact CSRA Call Center.	* indicates a required field	Legend
hone: 800-688-6696 ax: 855-710-1965 mail: NCTracksprovider@nctrack	As part of SESSION LAW 2019-23HOUSE BILL 70, certain providers are required to connect to and participate in North Carolinas Health Int (HIE) Network known as NC Healthconnex.	formation Exchange
	SELECT PROVIDER	?
uick Links	* NPI/Atypical ID:	
Inline Application		?
dvanced Medical Home Tier	* You are currently not connected with the HIE Network. Would you like to request a hardship?	
Health Information Exchan		
Provider Enrollment Home		
PE Supporting Information		
PE Terms and Conditions		
Reassign Existing Draft		
Batch Enrollment Upload		
Batch Enrollment Status		
Locator Code Lookup		
Action		
If the pro	vider is <b>NOT connected</b> to the HIE Network, has <b>NOT</b> been grante	d an <b>extension</b>
	vider is <b>NOT</b> connected to the fill Network, has <b>NOT</b> been grante	
and has	<b>NOT</b> been granted a <b>hardship</b> , the following question will display:	
"You are	currently not connected with the HIE Network. Would you like to re	equest a
hardshin	2"	
narusnip		
	a or No	

	narusnip :
	Select <b>Yes</b> or <b>No</b> .
	Note: There are no further options if <b>No</b> is selected.
2	Upon selecting <b>Yes</b> , the following question will display:
	"Please select hardship reason, which hardship reason would you like to choose?
	The following options will display: • Provider will be retiring on or before December 31, 2022.





Step	Action
	<ul> <li>Provider will be closing the practice on or before December 31, 2022.</li> </ul>
	<ul> <li>Provider operates in rural areas with lack of access to affordable internet/broadband capacity adequate to support implementation of electronic health record technology and connection to the HIE Network.</li> </ul>
	<ul> <li>Provider is in a community with few or no alternatives that not granting a hardship extension for a provider or practice may lead to the loss of a material reduction in access to care for NC Medicaid Beneficiaries.</li> </ul>
	<ul> <li>Provider is a chiropractic group with a single or multi-specialty taxonomy.</li> </ul>
	<ul> <li>Provider participates in the Rehabilitative, Restorative and Assistive Technology Service for the North Carolina Assistive Technology Program.</li> </ul>

#### SUBMITTING THE HARDSHIP EXTENSION REQUEST

rovider Portal	Eligibility Prior Approval Claims Referral Code Search Enrollment Administration Trading Partner Payment Consent Forms
Home • Provider Enrollment	
Contact Information	Health Information Exchange (HIE) Status
If you have any questions regarding completion of Provider Enrollment, please contact CSRA Call Center.	* indicates a required field Legend *
Phone: 800-688-6696 Fax: 855-710-1965	As part of SESSION LAW 2019-23HOUSE BILL 70, certain providers are required to connect to and participate in North Carolinas Health Information Exchange (HIE) Network known as NC Healthconnex.
Effidit: NCTracksproviderjonctracks.com	SELECT PROVIDER
	* NPI/Atypical ID:
Quick Links	121
Advanced Medical Home Tier Attestation @ Health Information Exchange (HIE) Status @ Provider Enrollment Home @ PE Supporting Information @ PE Terms and Continons @ Rearciem Exclange Definitions	HARSHIP DETAILS     * You are currently not connected with the HIE Network. Would you like to request a hardship?     • Yes ON     * Please select hardship reason, which Hardship Reason would you like to choose?     Provider will be retiring on or before December 31, 2022.     Provider will be closing the practice on or before December 31, 2022.     Provider will be closing the practice on or before December 31, 2022.     Provider will be closing the practice on the tife Network     retord technolow and connection to the HIE Network
Batch Enrollment Upload	<ul> <li>Provider is in a community with few or no alternatives that not granting a hardship extension for a provider or practice may lead to the loss of or a material reduction in access to care for NC Medicaid beneficiaries.</li> </ul>
Batch Enrollment Status	Provider is a chiropractic group with a single- or multi-specialty taxonomy.
중 Locator Code Lookup	<ul> <li>Provider participates in the Rehabilitative, Restorative and Assistive Technology Service Providers for the North Carolina Assistive Technology Program.</li> <li>Submit</li> </ul>

Step	Action
3	Select a reason for the hardship request.
4	Select Submit.





#### SUCCESSFUL HARDSHIP EXTENSION

		tome   Provider Enrollment
A   <u>Help</u>	formation Exchange (HIE) Status 😂 🗛 🗆	Contact Information
d 👻	Legend	f you have any questions regarding ompletion of Provider Enrollment, please
	NCTracks Success	hone: 800-688-6696
	Your request for a hardship has been submitted. <u>Health Information Exchange Hardship Request PDF</u> .	ax: 855-710-1965 mail: <u>NCTracksprovider@nctracks.com</u>
		Quick Links
ge	ESSION LAW 2019-23HOUSE BILL 70, certain providers are required to connect to and participate in North Carolinas Health Information Exchange	Online Application
2	IN KIOWIT 85 NG FICATURIOUTIER.	dvanced Medical Home Tier
	DER	Health Information Exchange (HIE)
		itatus
	15	Provider Enrollment Home
	HIE Status : PROVIDER IS GRANTED A HARDSHIP EXTENSION BY DECISION OF HIEA/DIT OR DHHS	PE Supporting Information
	Effective Date : 11/05/2020	PE Terms and Conditions
		Reassign Existing Draft
		Batch Enrollment Upload
		Batch Enrollment Status
ge	SSION LAW 2019-23HOUSE BILL 70, certain providers are required to connect to and participate in North Carolinas Health Information Exchange rk known as NC Healthconnex.         DER       * NPI/Atypical ID:         LS       HIE Status : PROVIDER IS GRANTED A HARDSHIP EXTENSION BY DECISION OF HIEA/DIT OR DHHS         Effective Date : 11/05/2020	Inline Application dvanced Medical Home Tier (ttestation # Health Information Exchange (HIE) tatus # Provider Enrollment Home # Provider Enrollment Home # Exception Enrollment # Reassign Existing Draft pplications

Step	Action
5	If the provider submits a hardship extension request successfully, the following message will display:
	Your request for a hardship has been submitted. <u>Health Information Exchange Hardship</u> <u>Request PDF.</u>
6	The HIE Status will now display:
	<i>"PROVIDER IS GRANTED A HARDSHIP EXTENSION BY DECISION OF HIEA/DIT OR DHHS"</i>
	<b>Note</b> : Below the HIE Status, the effective date displays, which is the date the status was added to NCTracks