

# JOB AID Enrolled Practitioner Search

#### **OVERVIEW**

Beginning May 1, 2016, NCTracks providers can search for individual practitioners who are actively enrolled in the Medicaid, NC Health Choice, or both Health Plans within NCTracks, using the new Enrolled Practitioner Search feature.

The NCTracks Enrolled Practitioner Search Result does not guarantee claims payment or Prior Approval; or where information used in the search is not accurate or found as a result of the search. Information contained in this database is maintained by the individual provider and subject to change daily.

**Note**: The Enrolled Practitioner Search feature is only available in English.

Providers can search for other Enrolled Practitioners by National Provider Identifier (NPI), License Number, or Provider Name.

When an Enrolled Practitioner Search is completed, the search results display the following information of the provider who is actively enrolled on the date of inquiry:

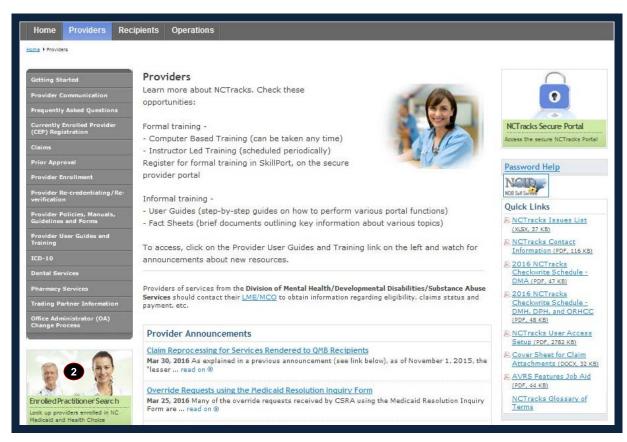
- NPI
- Provider Name
- Health Plans
- Address
- Taxonomy
- License Number

This job aid provides the step-by-step process of how to access and use the Enrolled Practitioner Search feature of NCTracks.



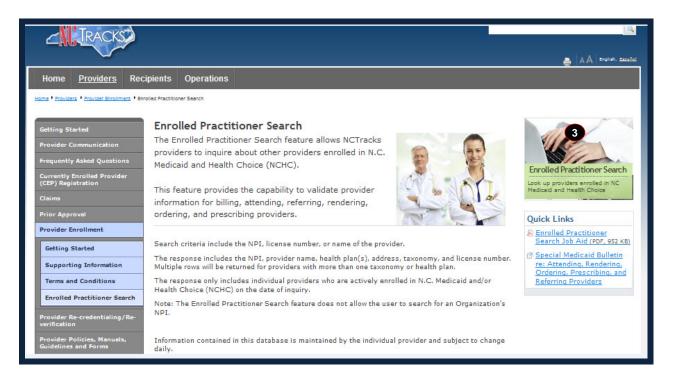
## **NCTRACKS PROVIDER PORTAL PUBLIC PAGES**





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Step	Action
1	The NCTracks application is compatible with Internet Explorer versions 8 and 9. It also supports Mozilla Firefox versions 10.x – 19.x.  Access NCTracks by using the following web address: <a href="https://nctracks.nc.gov/content/public/">https://nctracks.nc.gov/content/public/</a> From the NCTracks Public Home page click on the <b>Providers</b> tab.
2	From the NCTracks Provider Portal public page, select the <b>Enrolled Practitioner Search</b> link.
3	From the Enrolled Practitioner Search Home page, click on the <b>Enrolled Practitioner Search</b> button.

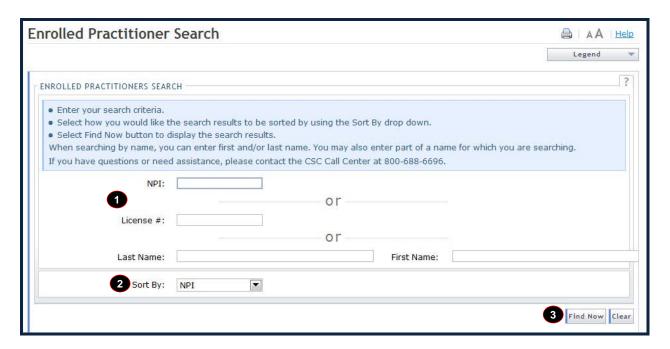
The Enrolled Practitioner Search page displays.

## **ENROLLED PRACTITIONER SEARCH PAGE**

This page allows the user to enter search criteria, select preferred sort method, and click the Find Now button to find enrolled Medicaid and NC Health Choice Providers.

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Step	Action
1	Enter the NPI or License # or Last Name and First Name.  Note: If the user is only searching by Last Name or First Name, you must enter at least three (3) characters.  If the user is only searching by Last Name and First Name combination, then the
	user needs at least two characters in each field. The search results will display providers that match both names.
2	Select the <b>Sort By</b> option from the drop-down menu.  The following options display in the Sort By drop-down menu:  • Provider Name  • Taxonomy  • NPI
3	Click the <b>Find Now</b> button. <b>Note</b> : If the user would like to reset the search criteria, select the <b>Clear</b> button.

#### Possible Error Messages that may display:

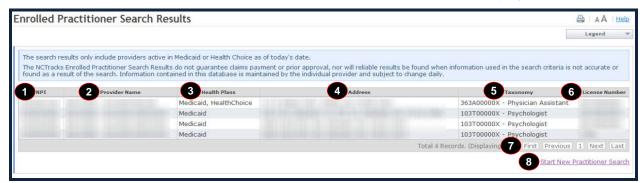
The Enrolled Practitioner Search feature does not allow the user to search for an Organization's NPI. If the user enters a NPI that belongs to an NCTracks Organization provider, the user will receive the following error message: *The NPI entered in the search criteria is associated with an organization in NCTracks. This search only provides details for individual providers.* 

If the user is searching by only Last Name **or** First Name, you must enter at least three (3) characters. If the user is only searching by Last Name **and** First Name combination, then the user needs at least two characters in each field. If the minimum number of characters is not entered, the user will receive the following error message: *If you are searching by First Name or Last Name, you must enter at least three characters. If you are searching by First Name and Last Name combination, then you need at least two characters in each field.* 



If no providers are found that meet the search criteria, the user will receive the following error message: No Enrolled Practitioner found. Please change the search criteria and submit again.

The **Enrolled Practitioner Search Results** page displays. The Search Results only include providers active in Medicaid, Health Choice, or both as of the date of the inquiry.



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Section	Description
1	NPI: Displays the provider's National Provider Identifier.
2	<b>Provider Name:</b> Displays the provider's name in a Last, First, and Middle name format.
3	<b>Health Plans:</b> Displays the health plans in which the provider is active as of current date.
	<b>Note</b> : If the provider is only active in Medicaid, the Health Plan column will display 'MEDICAID'.
	If the provider is only active in Health Choice, the Health Plan column will display 'HEALTH CHOICE'.
	If the provider is active in Medicaid and Health Choice, the Health Plan column will display 'MEDICAID, HEALTH CHOICE'.
	If the provider is not active in Medicaid or Health Choice, the following error message will display where the data would normally display: No results found.
4	Address: Displays the provider's address.
	<b>Note</b> : The Address column will display the corresponding address for the taxonomy and license listed.
5	<b>Taxonomy:</b> Displays only the taxonomy code and description in which the provider is active as of the current date.
	<b>Note</b> : For each active taxonomy code, a separate row will be present. The Taxonomy column will display the code and the taxonomy description.
6	License Number: Displays the provider's license number.
	<b>Note</b> : If a license is required for the taxonomy code, the License Number will be present in the License column for the listed taxonomy code.
7	Page Toggle Hyperlink: Allows the user to navigate backwards and forwards through the search result records.
8	Start New Practitioner Search: Allows the user to navigate back to the Enrolled



Section	Description
	Practitioner Search page.