

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

Home Providers Recipients Operations

Home
Welcome to NCTracks, the new multi-payer Medicaid Management Information System for the N.C. Department of Health and Human Services (N.C. DHHS).

PROVIDERS – Click on the Providers tab above (or the link below) to enter the Provider Portal. Providers can click on the Pharmacy link below for information on drug coverage.

RECIPIENTS – Click on the Recipients tab above (or the link below) to enter the Recipient Portal. Recipients can view eligibility information and pay premiums (if required).

STATE and FISCAL AGENT Staff – Click on the Operations tab above to access the Operations Portal and ShareNET.

Provider User Guides and Training
This section includes User Guides and Fact Sheets designed to help N.C. DHHS providers understand how to use NCTracks, as well as information about Provider Training. [read on](#)

Getting Started
Just getting started with NCTracks? Follow these easy steps to begin using the new system. [read on](#)

Pharmacy
Prior Authorization is required for certain drugs prescribed to N.C. Medicaid and Health Choice Recipients. This website will help prescribers and pharmacists understand pharmacy services provided through public health programs, N.C. Medicaid and N.C. Health Choice. [read on](#)

Home Providers Recipients Operations

Home > Providers

Getting Started
Provider Communication
Frequently Asked Questions
Currently Enrolled Provider (CEP) Registration
Claims
Prior Approval
Provider Enrollment
Provider Re-credentialing/Re-verification
Provider Policies, Manuals, Guidelines and Forms
Provider User Guides and Training
ICD-10
Dental Services
Pharmacy Services
Trading Partner Information
Office Administrator (OA) Change Process

Providers
Learn more about NCTracks. Check these opportunities:

Formal training -
- Computer Based Training (can be taken any time)
- Instructor Led Training (scheduled periodically)
Register for formal training in SkillPort, on the secure provider portal

Informal training -
- User Guides (step-by-step guides on how to perform various portal functions)
- Fact Sheets (brief documents outlining key information about various topics)

To access, click on the Provider User Guides and Training link on the left and watch for announcements about new resources.

Providers of services from the **Division of Mental Health/Developmental Disabilities/Substance Abuse Services** should contact their [LME/MCO](#) to obtain information regarding eligibility, claims status and payment, etc.

Provider Announcements
[Claim Reprocessing for Services Rendered to QMB Recipients](#)
Mar 30, 2016 As explained in a previous announcement (see link below), as of November 1, 2015, the "lesser ... [read on](#)

[Override Requests using the Medicaid Resolution Inquiry Form](#)
Mar 25, 2016 Many of the override requests received by CSRA using the Medicaid Resolution Inquiry Form are ... [read on](#)

Enrolled Practitioner Search
Look up providers enrolled in NC Medicaid and Health Choice

NCTracks Secure Portal
Access the secure NCTracks Portal

Password Help
NCD Self Service

Quick Links
[NCTracks Issues List \(XLSX, 37 KB\)](#)
[NCTracks Contact Information \(PDF, 116 KB\)](#)
[2016 NCTracks Checkwrite Schedule - DMA \(PDF, 47 KB\)](#)
[2016 NCTracks Checkwrite Schedule - DMH, DPH, and ORHCC \(PDF, 48 KB\)](#)
[NCTracks User Access Setup \(PDF, 2782 KB\)](#)
[Cover Sheet for Claim Attachments \(DOCX, 32 KB\)](#)
[AVRS Features Job Aid \(PDF, 44 KB\)](#)
[NCTracks Glossary of Terms](#)

The screenshot shows the NCTracks website interface. At the top, there is a navigation bar with 'Home', 'Providers', 'Recipients', and 'Operations'. Below this is a breadcrumb trail: 'Home > Providers > Provider Enrollment > Enrolled Practitioner Search'. The main content area is titled 'Enrolled Practitioner Search' and contains the following text:

Enrolled Practitioner Search
 The Enrolled Practitioner Search feature allows NCTracks providers to inquire about other providers enrolled in N.C. Medicaid and Health Choice (NCHC).

This feature provides the capability to validate provider information for billing, attending, referring, rendering, ordering, and prescribing providers.

Search criteria include the NPI, license number, or name of the provider.

The response includes the NPI, provider name, health plan(s), address, taxonomy, and license number. Multiple rows will be returned for providers with more than one taxonomy or health plan.

The response only includes individual providers who are actively enrolled in N.C. Medicaid and/or Health Choice (NCHC) on the date of inquiry.

Note: The Enrolled Practitioner Search feature does not allow the user to search for an Organization's NPI.

Information contained in this database is maintained by the individual provider and subject to change daily.

On the right side of the page, there is a 'Quick Links' section with the following links:

- Enrolled Practitioner Search Job Aid (PDF, 952 KB)
- Special Medicaid Bulletin re: Attending, Rendering, Ordering, Prescribing, and Referring Providers

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: https://nctracks.nc.gov/content/public/ From the NCTracks Public Home page click on the Providers tab.
2	From the NCTracks Provider Portal public page, select the Enrolled Practitioner Search link.
3	From the Enrolled Practitioner Search Home page, click on the Enrolled Practitioner Search 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.

Step	Action
1	<p>Enter the NPI or License # or Last Name and First Name.</p> <p>Note: If the user is only searching by Last Name or First Name, you must enter at least three (3) characters.</p> <p>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.</p>
2	<p>Select the Sort By option from the drop-down menu.</p> <p>The following options display in the Sort By drop-down menu:</p> <ul style="list-style-type: none"> • Provider Name • Taxonomy • NPI
3	<p>Click the Find Now button.</p> <p>Note: If the user would like to reset the search criteria, select the Clear button.</p>

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.

Section	Description
1	NPI: Displays the provider's National Provider Identifier.
2	Provider Name: Displays the provider's name in a Last, First, and Middle name format.
3	<p>Health Plans: Displays the health plans in which the provider is active as of current date.</p> <p>Note: If the provider is only active in Medicaid, the Health Plan column will display 'MEDICAID'.</p> <p>If the provider is only active in Health Choice, the Health Plan column will display 'HEALTH CHOICE'.</p> <p>If the provider is active in Medicaid and Health Choice, the Health Plan column will display 'MEDICAID, HEALTH CHOICE'.</p> <p>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.</p>
4	<p>Address: Displays the provider's address.</p> <p>Note: The Address column will display the corresponding address for the taxonomy and license listed.</p>
5	<p>Taxonomy: Displays only the taxonomy code and description in which the provider is active as of the current date.</p> <p>Note: For each active taxonomy code, a separate row will be present. The Taxonomy column will display the code and the taxonomy description.</p>
6	<p>License Number: Displays the provider's license number.</p> <p>Note: If a license is required for the taxonomy code, the License Number will be present in the License column for the listed taxonomy code.</p>
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.