May 19, 2014

General Updates

Attention Pregnancy Medical Home Providers

The Pregnancy Medical Home (PMH) claims (S0280 and S0281) submitted with no modifier, which were pending in NCTracks, will be denied in the May 20 checkwrite. PMH providers may notice an increase in the denied section and a decrease in the pending section of the next remittance advice (RA) due to this action. Most of these claims have been pending for an extended period of time and providers should have already resubmitted, per the instructions provided in the March 12, 2014 announcement on the NCTracks Provider Portal.

Infant Toddler Program Claims with TPL

When an Infant Toddler Program (ITP) service is denied by a third party payer as non-covered, providers are encourage to submit the claim electronically to Medicaid for processing. The claim should be submitted electronically with a copy of the Third-Party EOB uploaded as an attachment through the NCTracks Provider Portal. The Third Party EOB must include an explanation of the action reason codes.

ITP claims previously paid incorrectly would need to be refiled as an adjustment.

Electronic adjustments are the preferred method to report an overpayment or underpayment to NC Medicaid. There are two separate actions that may be filed:

- A provider should use "void" when he/she needs to cancel or submit a refund for a previously paid claim. The entire claim will be recouped under the void process.
- A provider should "replace" a claim if he/she is updating claim information or changing incorrectly billed information. This term is interchangeable with adjusting a claim. The entire claim will be recouped and reprocessed under the replacement process.

Adjustments can be filed on paper, following the instructions outlined in the Claim Submission section on the Provider User Guides and Training page of the NCTracks Provider Portal. However, filing adjustments electronically will facilitate more accurate submission and expedite their processing.

Check Eligibility Later in the Day

Across the state, county staff employees are working overtime to get patient Medicaid eligibility into NCFAST. At the end of the month, the file is unusually large and sent late in the evening to NCTracks, after the workers go home.

The transfer of information about patient eligibility probably isn't complete until late in the day on the first of the month. If eligibility is being renewed or extended at the end of the month, the new eligibility may not yet be in NCTracks. Many providers check eligibility at the first of the month for the patients they expect to see that month. On the first couple of days of the month, DHHS recommends checking eligibility only for beneficiaries who need services. The transfer of information about patient eligibility probably isn't complete until the middle of the next day.

As county staff catch up with the backlog by the end of the year, patient eligibility should be available the first day of the month. Until then, check eligibility late on the first day or on the second day only for beneficiaries who need services.

For an emergency, contact the Eligibility Information System staff at DHHS at 919-855-4000.

New User Guide for Provider Adjustments and Time Limit and Medicare Overrides

A new User Guide intended to help providers submit claim adjustments, as well as time limit and Medicare overrides, has been added to the NCTracks Provider Portal:

- How to Submit Claim Adjustments and Time Limit and Medicare Overrides

The new guide can be found under the heading of "Claim Submission" on the Provider User Guides and Training webpage. Please consult this informative new resource before submitting claim adjustments or time limit and Medicare overrides to help expedite approval and processing of these requests.

Search-ing for Enlightenment

Ever wondered if a particular topic was covered on the NCTracks website? Or you know something was published on the NC DHHS website about a new policy, but you don't know where to find it? Well, the key to enlightenment is to Search. Both the NCTracks website and the NC DHHS website have the capability to Search for keywords in announcements, FAQs, articles, and webpages. The Search box is found in the upper right corner of both websites. Generally speaking, the information on the NCTracks website deals with claims processing and related activities, while the NC DHHS website provides important medical policy information, but both are key resources for providers. A quick Search can save providers a phone call to the Call Center and help with accurate submission of information to NCTracks according to State policies.

Issues List Updated on Provider Portal

The Issues List has been updated. The most recent version of the list can be found under Quick Links on the NCTracks Provider Portal home page. The list includes a brief explanation of the issue, the type(s) of providers affected, the status of the issue (Open/Closed), and comments/resolution of the issue. The list is not intended to include every issue, but rather the prevalent ones impacting multiple providers. More issues will be added soon. Providers are encouraged to check the list before contacting the Call Center, in case it may be a known issue.

Training Updates

DME Instructor-Led Training Offered Again

The new instructor-led training course for DME providers is being offered again. The course, "DME Claims Processing," covers in detail how to create a DME Professional claim via the NCTracks Provider Portal, including entering the claim, saving and retrieving a claim draft, submitting the claim and verifying its status, as well as copying and resubmitting a claim. The examples covered in the course include a single line DME claim, a claim with multiple service lines, and a Medicare Part B secondary claim. The training includes an explanation of how to submit time limit override requests.

The course is offered in two formats - WebEx and In-person. The WebEx is available from any location with a telephone, computer and internet connection. The In-person training will be given at the CSC facility in Raleigh. The WebEx will be 2 1/2 hours in duration and limited to 115 participants per session. The In-person training will be 4 hours in duration, including hands-on exercises for the participants, and is limited to 50 per session. The sessions will be held on:

WebEx

Friday, May 23 - 9:30 AM to 12:00 PM

In-Person

Thursday, May 29 - 1:00 PM to 5:00 PM

This training is specific to DME providers. Providers can register for a session in SkillPort, the NCTracks Learning Management System. Logon to 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 "DME Claims Processing" course can be found in the sub-folders labeled **ILTs: On-site** and **ILTs: Remote via WebEx**, depending on the format of the course. (Refer to the Provider Training page of the public Provider Portal for specific instructions on how to use SkillPort.) For those who are unable to attend the training sessions, the training materials are posted on SkillPort.

If providers experience any problems registering via Skillport for the new DME Instructor-Led Training, it is recommended that you clear the cookies in your internet browser. In this case, what is usually observed is that the registration will not open and the provider is unable to sign up for the course. Clearing the cookies will typically resolve the issue and allow the provider to complete the course registration. For guidance on deleting cookies, consult the Help instructions in your internet browser.

Additional Provider Training for Enhancements to Recipient Eligibility Inquiry

Effective March 24, several enhancements related to Recipient Eligibility Inquiry were implemented in NCTracks. These system changes were implemented as part of the CAQH CORE (Phase I and Phase II) standards. (For more information about CAQH CORE, see http://www.caqh.org/.)

The enhancements on the NCTracks Provider Portal include:

- Normalization of the recipient last name in search criteria -Providers may enter the beneficiary's last name in the search criteria with spaces, special characters, hyphens, etc.
- Service type selection capability in search criteria -Providers may enter up to 5 specific service types in search criteria in an inquiry. If no service types are specified, the system returns up to 54 covered service types.
- Copay information by service type in the search response- Co-pay information is returned with each service type in the response.

An additional 30 minute training session about the Recipient Eligibility Inquiry enhancements is being offered for providers. The session will be conducted via WebEx and will be held on:

Wednesday, May 28 at 3:00 PM

Attendance is limited to 115 per session. Providers can register for a session in SkillPort, the NCTracks Learning Management System. Logon to 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 "Provider Training for Enhancements to Recipient Eligibility Inquiry" course can be found in the sub-folder labeled ILTs: Remote via Webex. (Refer to the Provider Training page of the public Provider Portal for specific instructions on how to use SkillPort.) For those who are unable to attend the training sessions, the training materials are posted on SkillPort.

Thank you,

The NCTracks Team

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Forward this email