NCTracks and Taxonomy
What Providers Need to Know

One of the advancements in the new NCTracks system is the use of National Provider Identifier (NPI) and taxonomy, rather than the proprietary legacy Medicaid provider number, in claims processing.

Taxonomy codes are a standard unique 10-character code that represents a provider's type, classification, and area of specialization. There are three levels in taxonomy codes: provider type (level 1), classification (level 2), and area of specialization (level 3). The complete list of taxonomy codes can be found on the Washington Publishing Company website at *www.wpc-edi.com/reference*, as well as *www.NUCC.org*, which is a free resource for taxonomy code information. The State is utilizing a standard code set for provider identification and claim adjudication in the NC replacement system that aligns with provider enrollment, licensing, and credentialing guidelines.

NCTracks uses NPI, taxonomy, and location in the processing of claims. This approach replaces the current use of Medicaid Provider Number. Providers may have more than one taxonomy code per location. One NPI can have up to 997 locations and each location can have up to a maximum of 15 taxonomy codes.

New DHHS providers who enroll in NCTracks will designate their taxonomy codes during the enrollment process, using a drop-down list based on the Division specified provider enrollment, licensing, and credentialing guidelines.

Many existing DHHS providers may have submitted taxonomy codes on their claims in the past. However, the taxonomy code a provider used previously may not align with the taxonomy codes designated by the State for use in the new NCTracks system. Existing providers can view and update their taxonomy codes using the Manage Change process in the NCTracks Provider Portal at *www.nctracks.nc.gov*. Bear in mind that changes in taxonomy code may require verification of credentials by the fiscal agent.

It is important that providers use the appropriate taxonomy code from their provider record based on the service rendered and location when submitting claims to the NCTracks system to facilitate timely adjudication.   Taxonomy codes for the specified provider reporting levels (attending, rendering, service facility, etc.) is required on all claim types except pharmacy (although pharmacy providers will select taxonomy codes in the provider enrollment/reenrollment process for their provider records).

If you have questions about your taxonomy code(s) or the process to update them in NCTracks, please contact the NCTracks Call Center at 1-800-688-6696 or *NCTracksprovider@nctracks.com*.