July 1, 2014

General Updates

NCTracks One Year Anniversary

NCTracks achieved its 1-year service anniversary on July 1st as the single system for processing claims and payments for the N.C. Department of Health and Human Services (DHHS). NCTracks is the first public multi-payer system in the United States, supporting a variety of DHHS programs, including services provided through Medicaid and Health Choice; the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services; the Division of Public Health; and the Office of Rural Health and Community Care. In its first year, NCTracks processed 200 million claims and paid $10.3 billion to healthcare providers.

For more information, see the NC DHHS video release on the NCTracks anniversary.

Reminder - Holiday and Checkwrite Schedule

CSC will observe the Independence Day holiday on Friday, July 4, 2014. The NCTracks Call Center will be closed on that day, but the Pharmacy Prior Approval Unit will be available from 7:00 a.m. to 6:00 p.m.

Also, in keeping with the posted checkwrite schedules, **there is no checkwrite on July 1** due to the State Fiscal Year End. The next checkwrite will be July 8.

The 2014 checkwrite schedules can be found under the Quick Links on the Provider Portal home page at https://www.nctracks.nc.gov/content/public/providers.html.

New Form for Provider Refund Requests

In an effort to provide consistency in provider refund requests, a new form has been developed and posted to the NCTracks website. Providers are encouraged to use this new form when submitting refunds to NCTracks.

Refunds may be due to NCTracks for a variety of reasons, including billing errors, overpayments, and claims reprocessing resulting in an accounts receivable, among others. In some cases, providers may need to submit a claim adjustment to enable the claim information in the system to be updated accurately.

When a claim adjustment is submitted to NCTracks, the system will recoup the funds as needed. However, if the provider's paid claims in that checkwrite cycle are not sufficient to cover the recoupment, an account receivable will be created. Rather than waiting on an automated

recoupment of the accounts receivable, which will not begin for 30 days, providers may choose to submit a refund check to NCTracks.

When submitting a refund, there are several key considerations to keep in mind:

1. **Refunds are specific to a payer**. Payers supported by NCTracks include Medicaid, Health Choice (NCHC), DMH, and DPH. If you have refunds for multiple payers, please submit separate forms and separate checks for each payer. If a single check is received for multiple payers, it will be returned to the provider. It is also important that the form and check be mailed to the correct address. Note the address for each Payer listed on the Provider Refund Form.

2. **Refunds are specific to an NPI**. If you have refunds for multiple NPIs, please submit separate forms and separate checks for each NPI. If a single check is received for multiple NPIs, it will be returned to the provider.

3. Please complete all fields on the form, according to the instructions. Incomplete forms will delay processing.

4. If the refund is claim(s) specific, for Medicaid and NCHC services, the provider is to adjust the claim(s) and submit the adjustment(s) to NCTracks following the billing guidelines for adjustment claims.

The new NCTracks Provider Refund Form, along with Instructions for completing the form, can be found in the **Provider Forms** section of the Provider Policies, Manuals, and Guidelines page of the NCTracks Provider Portal.

If you have any questions about the provider refund request process, please contact the NCTracks Call Center at 1-800-688-6696

New Adjustments and Refunds Page on Provider Portal

A new Claims webpage was recently added to the NCTracks Provider Portal to give providers a single location to find all of the key information regarding claims submission and processing in NCTracks. Also included was a sub-page specifically for Secondary Claims.

An additional sub-page, specifically for Adjustments and Refunds, has just been added to the website as well. This sub-page contains information unique to the submission and processing of claims adjustments and refunds in NCTracks, including User Guides, Forms, Frequently Asked Questions, and Quick Links.

More information will be added to these new pages as it becomes available. The original links have not been removed, in case providers are accustomed to finding the information in its previous location. However, it is hoped that aggregating the claims information into these topical webpages will make it easier for providers to find answers to questions related to claims submission and processing in NCTracks.

Click on the Claims tab in the menu on the left side of the Provider Portal Home Page, or this link, to access the new Adjustments and Refunds webpage.

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.

Prior Approval Update

Special Bulletin re: Prior Approval for Imaging

The North Carolina Division of Medical Assistance (DMA) has posted a Special Bulletin to their website regarding MedSolutions and Prior Approval for Imaging Policy 1K-7. Medicaid providers are encouraged to review this Special Bulletin for important information regarding prior approval for imaging.

Dental Update

Uploading X-Rays and Photographs with PA Request in NCTracks

Reminder for dental and orthodontic providers: NC Tracks does have the capability for x-rays and photographs to be uploaded with your prior approval (PA) request.

CSC encourages providers to upload their documentation with their prior approval request. This allows for quicker processing of the prior approval request. (NOTE: if your software does not allow for the recipient name and date of service for the image to be displayed on the file, please add this information in the "Documentation of Medical Necessity" field on the Detail Information tab of the Prior Approval Request in the provider portal).

If a prior approval request is placed in a "Pend AI 1" status, requesting additional information, providers may also upload additional documentation to that existing prior approval request.

Please do not upload additional documentation to a prior approval that has been denied.

There is a provider user guide available on the Provider User Guides and Training page of the provider portal with instructions on how submit dental and orthodontic prior approvals.

Thank you,

The NCTracks Team

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