How to Submit Prior Approval Attachments in NCTracks

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Overview

Many prior approval requests require attachments of supporting documentation to determine the appropriateness of the request. Regardless of how the prior approval request is submitted to NCTracks, the attachments can be uploaded in the secure Provider Portal. Attachments may be uploaded into the portal in several formats, including via .jpeg, .pdf, or a Word document. **(Word documents are not to be used for images - they are not viewable by NCTracks. Use Word only for text documents.)**

Below are step by step instructions to assist providers in correctly uploading attachments for prior approval requests.

Logging into the Provider Portal

1. Navigate to www.nctracks.nc.gov

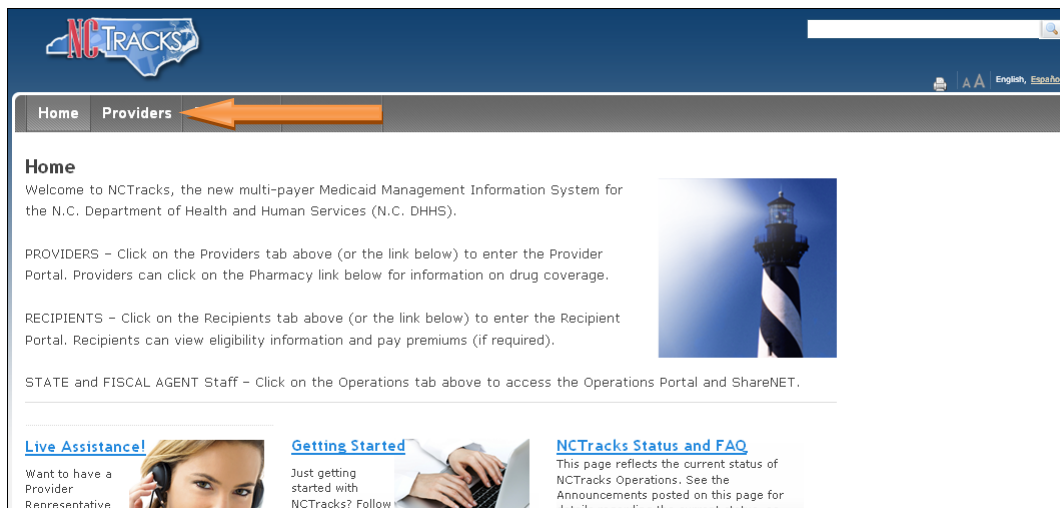2. The following page will display. Click the "**Providers**" tab at the top of the page.

Figure 1: NCTracks Home

3. From the "**Providers"** page, click the "**NCTracks Secure Portal**" icon.
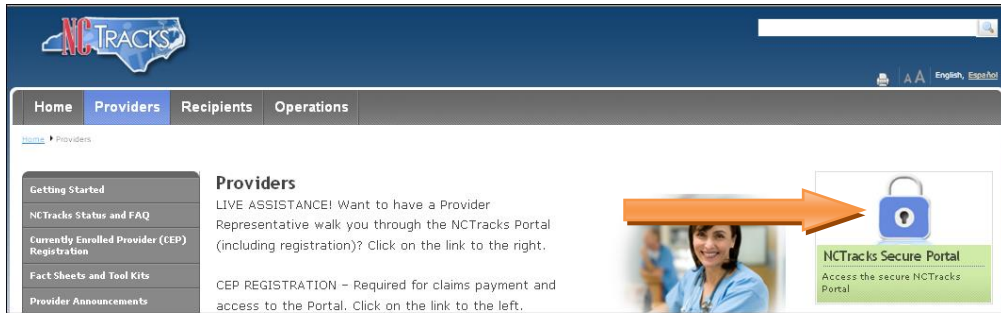

Figure 2: Providers Page

The following "**Provider Portal Login**" screen will display. Enter the NCID and password and click the "**Log in"** button.
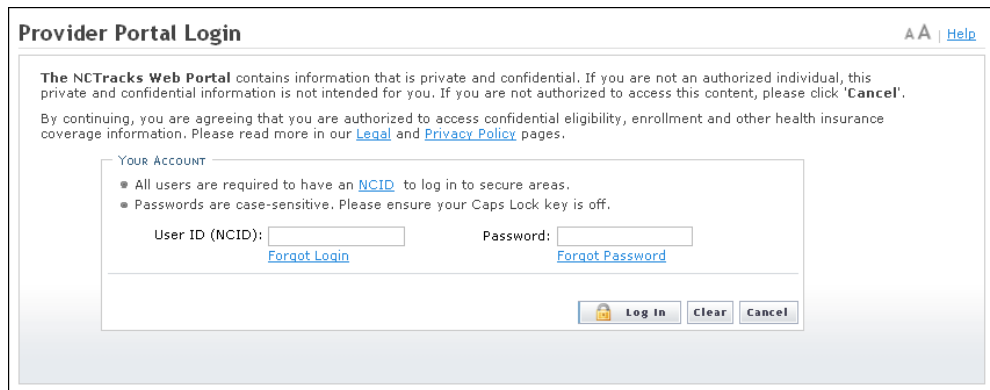

Figure 3: Provider Portal Login

Accessing the PA Screens

4. The following "**Provider Portal"** home page will display. From the "**Prior Approval"** drop down menu, select "PA Entry" or "PA Inquiry", depending on whether you are keying the prior approval request into the portal or uploading attachments for a request that was previously submitted via portal, fax, or phone.
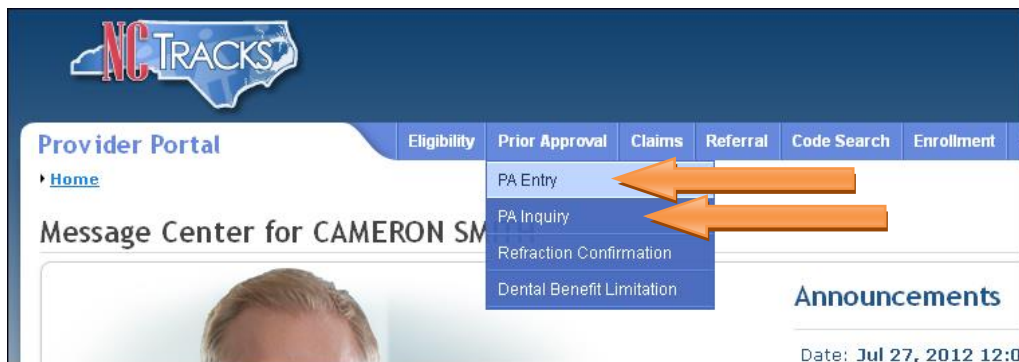

Figure 4: Select PA Entry or PA Inquiry

⚠	**IMPORTANT:** This guide does not address how to submit or inquire on a prior approval request. For information regarding how to submit or inquire on a prior approval request, refer to the **Prior Approval** Computer Based Training (CBT) courses in SkillPort, the NCTracks Learning Management System, accessible through the secure Provider Portal.

Indicating Attachments and other Supporting Documents or Materials

5. In the "Approval Request Attachments" section, select "Yes" if attachments will be submitted for the PA.

Figure 14: Indicating Attachments and Other Supporting Documentation or Materials

6. The "Attachments" section will display. Enter the following information:

Figure 15: Adding Attachment Lines

6.1.   From the "Attachment Type" drop down menu, select the type of Attachment.

6.2.   The "Transmission Code" drop down menu is used to indicate how the attachments or supporting materials will be sent to CSRA. The three choices are Upload, Fax, or Mail. Select the appropriate transmission code.

6.3.   The "Attachment Control #" field is used for your reference, to indicate and distinguish between various attachments that are attached to the PA. **You may use any number/character combination.**

6.4.   If the Transmission Code selected was Upload, click the "Upload File" button and specify which file to upload. All attachments must be in .jpeg, .doc, .docx, or .pdf format to be uploaded.

6.5.   If the Transmission Code selected was Fax or Mail, once you submit the online PA form, a Turn Around document will be generated via PDF.

⚠	If faxing or mailing in supporting documentation rather than uploading, you must print out the cover sheet (Turn Around document). It is CRITICAL that you print this cover sheet and fax it with your additional documentation. This is how CSRA knows which prior approval request to associate with the additional documentation. The Turn Around document will ensure that the additional information is matched with the correct PA.

6.6.   Click the "Add" button to add each attachment. This is a key step in the process. If you do not click the "Add" button, NCTracks will not recognize that there is an attachment associated with the prior approval request.

6.7.   Repeat these steps for every attachment.

Figure 15: Uploading Attachments

Submitting the PA Request

7. To submit the PA, click the "Submit" button in the bottom right corner.

⚠	**IMPORTANT :** Continue to the next step for further instructions.

Figure 16: Submitting the PA

8. The following confirmation screen will display.

⚠	**IMPORTANT :** If you are faxing or mailing supporting documentation or materials, you MUST print the Cover sheet and include it with your supporting documentation or materials.

Figure 17: Confirmation Page

9. The following cover sheet (Turn Around document) will display.

NC DHHS Prior Approval
CSC Health Services Review

IN ORDER TO EXPEDITE THE PROCESSING OF YOUR PRIOR APPROVAL REQUEST
PLEASE RETURN THIS COVER SHEET WITH YOUR ATTACHMENT'S
DO NOT WRITE ON THIS FORM

Class Code:	08	**Mail attachment to this address:**
Original DCN:	133067000000	Computer Science Corporation P.O. Box 31188 Raleigh, NC 27622
ETN:	1234567890	Or, Fax attachment to: 855-710-1964
Reference Id:	13306000000001	

Figure 18: Cover Sheet (Turn Around Document)

Faxing or Mailing Prior Approval Attachments

The following are important points to remember when mailing or faxing the prior approval attachments:

- Mailing address is: NC Tracks Operations Center, PO Box 31188, Raleigh, NC 27622-1188.

- The fax numbers for prior approval requests are:
  - o Pharmacy Prior Approval: 855-710-1969
  - o Non-Pharmacy Prior Approval: 855-710-1964