



Communications and *Updates*

June 18, 2014

General Updates

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, the last checkwrite in June will be June 24 and the first checkwrite in July will be July 8. Due to the State Fiscal Year End, there will be no checkwrite on July 1.

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>.

Providers must have Billing Agent in Provider Record

Providers who use a Billing Agent need to ensure their NCTracks provider record reflects the correct information. Follow the "Instructions to add a Billing Agent" (see link below) to add (or confirm) a Billing Agent relationship in NCTracks.

This is important to ensure that the Billing Agent can submit claims to NCTracks on your behalf. Without the Billing Agent relationship established on the provider record in NCTracks, the Billing Agent will not be able to submit claims on behalf of the provider. This step must be taken for every Billing NPI submitted by the Billing Agent. (The only exception is for retail Pharmacy claims submitted through a switch vendor.)

A single Billing NPI can have more than one Billing Agent associated with it. However, the provider will need to designate on their provider record which Billing Agent will receive the 835 transaction. This applies to all providers, including Pharmacies.

[Instructions to Add a Billing Agent](#)

Update to Provider Claims and Billing Assistance Guide

The Provider Claims and Billing Assistance Guide has been updated with current information regarding the NCTracks Provider Representatives and the counties they support. The Guide can be found on the [Provider Policies, Manuals, and Guidelines page](#) of the NCTracks Provider Portal. Additional updates will be made to the Guide in the coming weeks to reflect changes that have been made in the NCTracks system.

New Claims and Secondary Claims Webpages on Provider Portal

Two new webpages have been added to the NCTracks Provider Portal. A **Claims** page has been added to give providers a single location to find all of the key information regarding claims submission and processing in NCTracks. The page includes links to User Guides, Fact Sheets, Manuals, and Frequently Asked Questions, as well as links to key DMA Websites and Forms.

In addition, a sub-page was created specifically for **Secondary Claims**. This sub-page includes information unique to the submission and processing of secondary claims in NCTracks, including third party insurance and Medicare crossovers.

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 a single webpage 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 the link below, to access the new Claims and Secondary Claims webpages.

[Claims webpage on the NCTracks Provider Portal](#)

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.

Pharmacy Update

Reminder re: Pharmacy Prior Approval Fax Number

As of December 2013, there is a new toll-free Pharmacy Prior Approval (PA) fax number. It is **(855) 710-1969**. Providers are encouraged to use the new Pharmacy PA fax number. Using this new fax number enables pharmacy PA requests from providers to be routed more quickly to the team responsible for acting on them. The old Pharmacy PA fax number is currently still available, but may be phased out at a future date.

Dental Update

Reminder re: Training Opportunities for Dental Providers

This is a reminder that instructor-led training courses for dental providers are being offered in the month of June.

The courses are being offered in-person at the CSC facility in Raleigh and include hands-on training, limited to 45 participants per course.

The duration varies depending on the course. Slots are still available in each course. Following are details on the courses, the dates and times they will be offered, and instructions for how to enroll:

Friday, June 27 9:30-11:30 a.m. (CSC facility in Raleigh)

Prior Approval Dental

This is Prior Approval submission training for Dental providers. This course shows authorized users how to electronically submit and inquire about prior approvals for dental procedures. This course includes hands-on training.

Friday, June 27 1:00-2:30 p.m. (CSC facility in Raleigh)

Submitting a Dental Claim

This course will focus on how to submit a Dental Claim. At the end of training, providers will be able to enter a Dental claim, save a Draft claim, use the Claims Draft Search tool, submit a claim, and view the results of a claim submission. This course includes hands-on training.

Providers can register for the courses 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 courses can be found in the sub-folder labeled **ILTs: On-site**. (Refer to the [Provider Training page](#) of the public Provider Portal for specific instructions on how to use SkillPort.)

Thank you,

The NCTracks Team

CC14169-1

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