Fact Sheet

The NCTracks Remittance Advice
What Providers Need to Know

The new NCTracks Remittance Advice (RA) has a noticeably different layout/format and is organized differently than the RA generated by the previous systems that supported the Divisions of the N.C. Department of Health and Human Services (DHHS). The changes were made to facilitate ease of use and allow for multi-payer system reporting. Features of the new NCTracks RA include:

- NCTracks generates one RA for each NPI. Each RA includes information for all payers.
- Multiple detail line claims that are processed by more than one payer are split and appear on the RA as separate claims. The sequence number of the Transaction Control Number (TCN) indicates a split claim.
- If the provider receives payments from more than one payer, payment information from each payer is reported on the Payment Header section of the RA along with the total cumulative payment received from all payers.
- There are section breaks in the RA, with summary pages between sections. Breaks occur based on claim disposition (paid, pended, and denied), as well as type of claim/transaction (original, void, credit and debit adjustments). If any detail on a claim is paid, the claim appears in the paid claim section of the RA.
- Any errors on a claim are displayed on the RA (at the header and detail level) along with the corresponding Explanation of Benefits (EOB) code, HIPAA remark code, and the Adjustment Reason Code.
- If the net payment to the provider for a given checkwrite is zero, there is a separate section in the new RA which notifies the provider that there was claims and financial activity, but that no payment is being made to the provider.
- A link to the RA will be delivered to the NCTracks Provider Portal Message Center Inbox following each checkwrite cycle. The RA can be viewed online, printed, or downloaded as a PDF. Providers can search for and retrieve previous RAs generated by NCTracks through the Message Center using the specific checkwrite date or a date range.

A Computer Based Training (CBT) course entitled “How to Read Your Remittance Advice” is available in SkillPort, the NCTracks Learning Management System, using the “Provider Training” button in the secure NCTracks Provider Portal. (Access to the secure Provider Portal requires an NCID.) The CBT was developed to assist providers in acclimating to the new RA format, and to explain how to retrieve an RA using the link in the Provider Portal Message Center Inbox.

An EOB to HIPAA Code crosswalk is available on the **Provider Policies, Manuals and Guidelines page** of the public NCTracks Provider Portal at *www.nctracks.nc.gov*.

If you have questions about your RA, please contact the NCTracks Call Center at 1-800-688-6696 or *NCTracksprovider@nctracks.com*.