August 28, 2014

General Updates

Labor Day Holiday and Checkwrite Schedule

CSC will observe the Labor Day holiday on Monday, September 1. The NCTracks Call Center will be closed on that day. (The Pharmacy Prior Approval Unit will be open holiday hours from 7:00 a.m. to 6:00 p.m. on Monday.)

In keeping with the published 2014 checkwrite schedules, because of the holiday, the checkwrite date will be on Wednesday, September 3. The posting and availability of funds to provider bank accounts will depend on the provider's financial institution. Bank of America customers should see their payments in their accounts on the day that the EFT is processed, which will be Thursday (9/4/2014). Providers who bank at other financial institutions should see payments the business day following the date that the EFT is processed, which will be Friday (9/5/2014) afternoon. (Some may post sooner.)

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.

Update on New 1500 Paper Claim Form (2/12) and NCTracks

The National Uniform Claim Committee (NUCC) published a revised 1500 Paper Claim Form (version 02/12), which replaced version 08/05 earlier this year. The goal of the NUCC in changing the 1500 form was to align the 1500 with changes in the 5010 837P transaction and accommodate ICD-10 reporting needs.

Generally speaking, NCTracks only accepts electronic submission of professional claims, either through the NCTracks Provider Portal or as an 837P X12 transaction. The exceptions are only for time limit overrides and Medicare overrides.

As of September 1, NCTracks will accept the new 1500 paper claim form (2/12), where appropriate. Some of the new 1500 form submission changes are:

- Field 14 (Date of Current Illness, Injury or Pregnancy) now requires a qualifier if a date is submitted. Only qualifier 484 is valid.

- Field 15 (Other Date) also requires a qualifier if a date is submitted. Only qualifier 454 is valid.

- Fields 19 and 30 are not used in NCTracks.

- Field 21 allows up to 12 diagnosis codes, labeled A-L.

- Diagnosis pointers in Field 24E should correspond to the alpha letter of the diagnosis code in Field 21. Numeric pointers are no longer valid.

Note that claims will be rejected in the following circumstances:

1. ICD-10 diagnosis codes submitted prior to ICD-10 effective date

2. 1500 form version 08/05 is submitted after version 02/12 is implemented

3. Provider submits a mix of ICD-9 and ICD-10 diagnoses codes on the same claim.

The change in the 1500 paper claim form does not affect professional claims submitted through the NCTracks Provider Portal or 837 X12 transactions.

For more information regarding the new 1500 form, see the NUCC website at http://www.nucc.org/. The old 1500 form (08/05) will no longer be accepted as of December 1, 2014.

Reminder - Bank for NCTracks payments changing on September 3

This is a reminder that the Office of the State Controller has elected to change which bank handles EFT transmissions for State payments. Beginning with the September 3 checkwrite, payments from NCTracks will be made from Bank of America instead of Wells Fargo. No specific action is required by providers, but there are a few situations of which you should be aware:

- The timing of posting and availability of funds to provider bank accounts depends on the provider's financial institution. Starting with the September 10 checkwrite, Bank of America customers will normally see their payments on Wednesday afternoon. Other providers will see payments in their accounts on Thursday afternoon. (The posting dates for the week of Labor Day will be one day later. See the Holiday announcement above.)

- It is recommended that you not submit any Manage Change Requests to change your provider EFT banking information between August 25 and September 8. Any change made during this time period could potentially interrupt payment distribution from NCTracks.

This change in banks does not affect the mailing addresses or lockboxes used by NCTracks

Prior Approval Fact Sheet Updated

The Fact Sheet related to Prior Approval (PA) has recently been updated on the NCTracks Provider Portal. It includes an updated table of which vendors are responsible for each type of prior approval. See the Prior Approval Fact Sheet for more information regarding PA and NCTracks.

The Fact Sheets are a valuable resource that can help providers save time in addressing common questions. To see the list of available topics, go to the Fact Sheet page 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. Issues are added and updated regularly. Providers are encouraged to check the list before contacting the Call Center, in case it may be a known issue.

Prior Approval Update

Med Solutions Prior Approval Exceptions

Prior Approval (PA) is not required for radiology in certain circumstances, including:

- an emergency room visit

- an urgent care visit (only for urgent care, not primary care)

- a referral from a hospital emergency department or an urgent care.

To indicate a procedure is performed in any of the above circumstances, providers must enter the appropriate CPT code with modifier U2. If the U2 modifier is not entered on the claim, the claim will deny indicating a MedSolutions PA is needed.

Further information regarding these guidelines can be found in DMA Clinical Coverage Policy 1K-7 High Tech Imaging and Ultrasound Procedure Codes.

Training Update

Reminder re: Prior Approval - Pharmacy Course on September 4

This is a reminder about an instructor-led training **Prior Approval - Pharmacy** course for providers that will be held on Thursday, September 4 from 9:30 a.m. to 12:00 p.m. The course is being offered in-person at the CSC facility in Raleigh and includes hands-on training. Space is limited. For more information about the course and how to register, see the announcement on the Provider Training page of the NCTracks Provider Portal.

Thank you,

The NCTracks Team

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