NCTracks and Prior Approval

The following are important considerations regarding prior approval submission and NCTracks:

1. All NCTracks PA Requests can be submitted electronically

All NCTracks prior approval (PA) requests can be submitted electronically via the provider portal, including FL2, Hospice Reporting, Transplants, Durable Medical Equipment, Visual Aids, and Hearing Aids. The provider portal is designed with dropdowns wherever possible so the user can select the correct entry – reducing errors and delays from requests for additional information. Also, the PA request is immediately placed in the queue for review.

2. Multiple types of PA requests can be submitted through single web portal

Many prior approval requests previously sent to HP, DHB, DPH (POMCS) or ACS (pharmacy) should be submitted directly to GDIT. (See table on page 2)

3. Approved PA requests are readily available

The provider portal allows a user to see final statuses of prior approval requests, regardless of who made the decision (GDIT, MedSolutions/eviCore, CCME, etc.) Logon to NCTracks and click on "PA Inquiry" under the Prior Approval tab. Denial letters with appeal rights still follow the same requirements.

4. Auto-approval of pharmacy prior approval requests

Many of the drug classes that require prior approval have been designed so that if the clinical criteria have been met, the request can be approved by the system. The user will receive a prior approval number, and the status of the request.

5. Taxonomy code/location code required

All DHB Medical (Medicaid/ Health Choice) prior approval requests (Durable Medical Equipment, Visual Aids, Hearing Aids, Surgery, etc.) are required to have a taxonomy code and location for the requesting, billing and rendering providers. The taxonomy code is systematically validated against what is on the provider file for that location, as well as determining if the taxonomy code is valid for the service requested.

6. NCTracks forms

Providers submitting prior approval requests to GDIT via fax or email must use the NCTracks forms, which can be found on the [Prior Approval webpage](#) of the NCTracks Provider Portal.

7. Submitting attachments for prior approval requests submitted on the portal

For prior approval requests submitted through the provider portal, attachments may be submitted using one of the following methods:
- Upload attachments, which can help expedite the review process
- Mail or fax attachments. It is very important to print the cover sheet provided at the conclusion of the prior approval entry and include it with the mailed or faxed documents.

This table is intended to help clarify which vendors process Prior Approvals for NCTracks:

Vendor	PA Type	Contact Information
GDIT	DME Optical Hearing aids Long Term Care Medical/Surgical MPW Ambulance Out Of State Ambulance Dental/Orthodontics Therapeutic Leave Pharmacy EPSDT	Phone: 1-800-688-6696 Email: NCTracksprovider@nctracks.com Pharmacy PA Phone: 1-866-246-8505
MedSolutions/eviCore	Radiology	Phone: 1-888-693-3211 www.medsolutionsonline.com
Liberty	PCS	Phone: 1-855-740-1400
CCME	Outpatient Specialized Therapies	Phone: 1-800-228-3365
Beacon Health Options	Behavioral Health	Phone: 1-888-510-1150

Some Prior Approvals are handled by State agencies, as outlined in the table below:

State Agency	PA Type	Contact Information
DHB	Home Health Hospice PDN Transplants Out of State Medical/Surgical	Phone: 919-855-4260
DPH	Sickle Cell Program Infant Toddler Program (ITP)	Phone: 919-707-5000 For sickle cell: 919-707-5700 ncsicklecell@dhhs.nc.gov
LME/MCO	Behavioral Health	https://www.ncdhhs.gov/providers/lme-mco-

For the most current list of Prior Approval contractors, see the DHB Prior Approval webpage at https://medicaid.ncdhhs.gov/providers/programs-services/prior-approval-and-due-process.

If you have any questions about Prior Approval in NCTracks, please contact the NCTracks Call Center at 1-800-688-6696 or NCTracksProvider@nctracks.com.