Provider Training – What Course Should I Take?

Provider training on NCTracks is being accomplished through two complementary delivery methods, Instructor-Led Training (ILT) and self-paced e-Learning. The purpose of this document is to provide some guidance regarding what training you should take, based on your role in your provider organization.

Note: If you are a provider for the Division of Mental Health/Developmental Disabilities/Substance Abuse Services, you should consult with your LME/MCO before enrolling in any training.

The **Instructor-Led Training** is organized by the claim type a provider bills (Institutional, Medical, Dental, and Pharmacy), with up to 2½ days of training for each type. For the training course titles, note:

- **Institutional** refers to providers who bill **UB-04 / 837I claims.**

- **Medical** refers to providers who bill **CMS 1500 / 837P claims.**

Within a claim type, topics are scheduled by job function, so each member of a provider's organization can take only the course(s) he/she needs. The training topics offered for each claim type include:

- Provider Enrollment/Web Portal Applications
- Prior Approvals   (Note this is for Dental/Medical/Institutional users only)
    - Prior Approval (#1)
    - Referrals/Overrides (#2)
- Submitting A Claim
- Patient Eligibility
- Security: Provider User Provisioning

The Prior Approval and Claims Submission topics are specific to the claim type. If a provider bills on more than one claim type, you can attend multiple sessions.

In addition to Instructor-Led Training, there are numerous self-paced **e-Learning** (CBT) opportunities that provide additional information. **Providers are encouraged to take both the Instructor-Led and e-Learning training.** e-Learning (CBT) courseware includes topics such as:

- NCTracks Provider Portal Overview

- How to Read Your Remittance Advice

- Office Administrator Functions

- Updating Provider Data

Job-Aids for the AVRS and a Contact Guide are also available to download.

Providers who use a Billing Agent or Clearing House are also encouraged to take the training courses. It will provide an overall understanding of how the NCTracks system works and explain features required by all providers, such as how to retrieve your Remittance Advice from the Provider Portal.

The following matrix is designed to help you understand what ILT and e-Learning training you should take based on the role you have in your provider organization. This is intended only as a guideline – in some smaller provider organizations, people may have several roles and need to take more courses.

Course Title	Learning Asset	Front Office	Billing Office	Medical Coders	Insurance Clerk	Collections Office	Office Manager	Owner / Managing Employee
How to File a Claim	eLearning		X	X		X		
How to Read your Remittance Advice	eLearning					X		
NCTracks Provider Portal Overview	eLearning	X	X	X	X	X	X	X
Researching and Resubmitting Denied Claims	eLearning					X		
Prior Approval Requests and Inquiry	eLearning				X			
Provider Records- Functions and Updates	eLearning	X	X	X	X	X	X	
Updating Provider Data	eLearning						X	
Viewing Recipient Information and Eligibility	eLearning	X						
Rate Inquiry	eLearning		X					
Procedure Code Inquiry	eLearning			X				
Pharmacy Coverage Inquiry	eLearning				X			
Office Admin Functions	eLearning						X	X
Submitting a Claim	Instructor Led		X			X		
Prior Approval Part One	Instructor Led				X			
Prior Approval Part Two: Referrals/Overrides	Instructor Led				X			
Provider Enrollment/Web Portal Applications	Instructor Led	X	X	X	X	X	X	X
Patient Eligibility	Instructor Led	X						
Security: Provider User Provisioning	Instructor Led						X	X
AVRS Features	Job aid	X	X	X	X	X	X	
Contact Guide	Job aid	X	X	X	X	X	X	X

Training is free, but registration is required. To register for ILT and self-paced e-Learning (CBT) training, go to https://www.nctracks.nc.gov/provider/providerEnrollment/index.jsp and click on the link for "NCTracks Training". Step-by-step instructions for "How to Register for Training" are available below the "NCTracks Training" link. Instructor-Led Training can be attended in person or remotely via webinar.

An NCID is required to register for training. If you already have an NCID, you can use it to register. If not, to obtain an NCID, go to https://ncidp.nc.gov/pmf/Registration.html. **Once you obtain an NCID, allow 24 hours for it to synchronize with the training system before attempting to register.**

If you have any questions regarding NCTracks training, please contact the CSC EVC Call Center at 866.844.1113 or by email at NCMedicaid@csc.com.