NCTracks Communications and Updates

April 3, 2014

General Updates

New Page Added to FAQs for Manage Change Requests

A new Manage Change Requests page has been added to the Frequently Asked Questions (FAQs) on the NCTracks Provider Portal. It includes some existing questions about Manage Change Requests from other categories, as well as new questions and answers based on feedback from the Call Center and Provider Relations. This new FAQ page will be updated regularly to help answer common questions regarding the Manage Change Request process.

New Provider Enrollment User Guides Added to the Provider Portal

Two new User Guides about provider enrollment have been added to the NCTracks Provider Portal:

- How to Enroll in North Carolina Medicaid as an Individual Practitioner
- How to Enroll in North Carolina Medicaid as an Organization

The new guides can be found under the heading of "Enrollment and Re-Verification" on the Provider User Guides and Training webpage. Please consult these resources before beginning the enrollment process.

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. Providers are encouraged to check the list before contacting the Call Center, in case it may be a known issue.

Prior Approval Updates

Notice of Return Request to Provider Letter (Prior Approvals)

A "Notice of Return Request to Provider" letter is sent to the provider's NC Tracks Inbox when CSC is unable to successfully process a prior approval into the NC Tracks system. There is a link to view the submitted document in this Inbox communication. If the provider is not enrolled, they will receive a hard copy via US Mail. This applies to prior approval requests that have been mailed or faxed to CSC.

This letter is generated as a result of invalid information submitted on the paper/fax request or the request is missing information. The fields on the forms must be completed correctly. Please ensure that all data (numbers, letters, and check marks in boxes) is completely in the box on the form and is not outside of the box.

Some of the most common reasons paper prior approval submissions are rejected are:

PA Reject Reason Codes	Reject Reason Description
1501	Recipient ID Missing
1502	Requestor Provider ID Missing
1503	Requesting Provider Taxonomy Missing
1504	Requesting Provider Address Missing
1505	Requesting Provider ZIP Code Missing
1506	Requested Service/Procedure Code Missing
1507	Referring Provider ID Missing
1508	Referred to Provider ID Missing
1509	Referring Provider Address Missing
1510	Referring Provider ZIP Code Missing
1511	Drug Name Missing
1512	Drug Strength Missing
1513	Drug Length of Therapy Missing
1514	Prescriber Signature Missing
585	No Valid Service Lines

To avoid problems and delays with processing your prior approval requests, CSC recommends that you submit your prior approval request and attachments via the NC Tracks provider web portal.

If you receive this reject letter, you must resubmit your prior approval correcting the information that caused the rejection.

Attention Orthodontic Providers

The main issue CSC is seeing for dental and orthodontic providers is the ADA form is being marked incorrectly for Box 1. In this box, it MUST be indicated whether the form is for "Statement of Actual Services" (claim for payment), or "Request for Predetermination/Preauthorization". If this box is marked incorrectly, it will be rejected with reject reason 585. If this field is left blank, it will be rejected with reject reason code 585.

Click on these links to see a couple of common examples:

A Prior Approval Marked as a Claim For Payment - This Will Reject

A Prior Approval With No Indicators - This Will Reject

If you receive the Notice of Return Request to Provider letter, CSC will hold your mailed orthodontic models/records. Please resubmit your prior approval request correctly, and your case will be reviewed in the order received.

For instructions on how to submit your prior approval request via the NCTracks provider portal, see the User Guide "How to Enter a Dental or Orthodontic Prior Approval in NCTracks" found at: https://www.nctracks.nc.gov/content/public/providers/provider-user-guides-and-training.html.

Visual Aids Update

Reminder re: Common Errors with Visual Aids Prior Approvals

Procedure Codes are not required when entering requests for visual aids via the web portal. Do not enter procedure codes, leave that field blank.

Before submitting request for visual aids via the web portal be sure the frame information and prescription are complete and correctly entered, including the PD (pupillary distance). Be sure to enter the '+' and '-'as the system defaults to all '+' powers.

Training Update

Update on Registration for New DME Instructor-Led Training

If providers experience any problems registering via Skillport for the new DME Instructor-Led Training, it is recommended that you clear the cookies in your internet browser. In this case, what is usually observed is that the registration will not open and the provider is unable to sign up for the course. Clearing the cookies will typically resolve the issue and allow the provider to complete the course registration. For guidance on deleting cookies, consult the Help instructions in your internet browser.

Thank you,

The NCTracks Team

CC14093-1

Forward this email

SafeUnsubscribe

Trusted Email from
ConstantContact
Try it FREE today.