Re-Verification

Federal law mandates that all Medicaid providers must be re-verified every five years to ensure that provider information is accurate and current. It has been over five years since the implementation of NCTracks, which means there are many providers who will need to complete re-verification.

Notification

Providers will receive notification in the Message Center Inbox of the secure NCTracks provider portal when it is time for re-verification. The notification has the ID PM16000-R0053 with the description "Re-verification Letter."

Timing

Providers have 70 days to submit their re-verification/re-credentialing application. Also, updates to owners' and managing employees' information (address, phone number, email) are incorporated into the re-verification application, instead of requiring a Manage Change Request (MCR). **Note:** A re-verification application cannot be submitted for an NPI that has an MCR currently under review, and unlike the previous process, the due date of the re-verification will not be delayed/postponed.

Fees

Effective Jan. 9, 2022, NCTracks will no longer require Medicaid and NC Health Choice providers to pay the $100 NC application fee with enrollment and re-verification applications. This change is made pursuant to NC Senate Bill 105 Session Law 2021-180 Section 9D.9(a), which waives the fee until June 30, 2023. When applicable, providers may be required to pay a federal fee (please see **Federal Fees & NC Enrollment Fees by Year** under Quick Links on the Provider Enrollment page). Fees must be paid when submitting the re-verification application. Refer to the Provider Permission Matrix (PPM) on the NCTracks Provider Enrollment page to determine if the federal fee is required for your provider type. For more information, please refer to the **NCTracks Federal Fee and NC Application Fee FAQ** page.

Fingerprinting

Fingerprint-based background checks are required for all high categorical risk providers and owners who have a 5% or greater ownership interest. The PPM also details whether this is a requirement for your provider type. Refer to the **Fingerprinting FAQ page** for more information.

Consequences & Remedies

Failure to submit the re-verification application by the due date will result in suspension in NCTracks. If the re-verification application is not submitted within the suspension period, the provider will be terminated in NCTracks.

Resources

- NCTracks Provider Re-credentialing/Re-verification page (includes FAQs and link to How to Complete the Re-credentialing/Re-verification Process in NCTracks job aid)
- March 1, 2018 announcement about **updates to re-credentialing and ongoing verification processes**