JOB AID
NC Health Information Exchange (HIE) Network Status and Hardship

OVERVIEW

As part of SESSION LAW 2019-23HOUSE BILL 70, certain providers are required to connect to and participate in North Carolina's Health Information Exchange (HIE) Network known as NC HealthConnex.

This document explains how NCTracks will allow Office Administrators to view a provider's HIE Network status and the process to request a hardship extension.

Access the Provider Portal in NCTracks

Access the Status and Management Page

Access the Health Information Exchange (HIE) Status Page

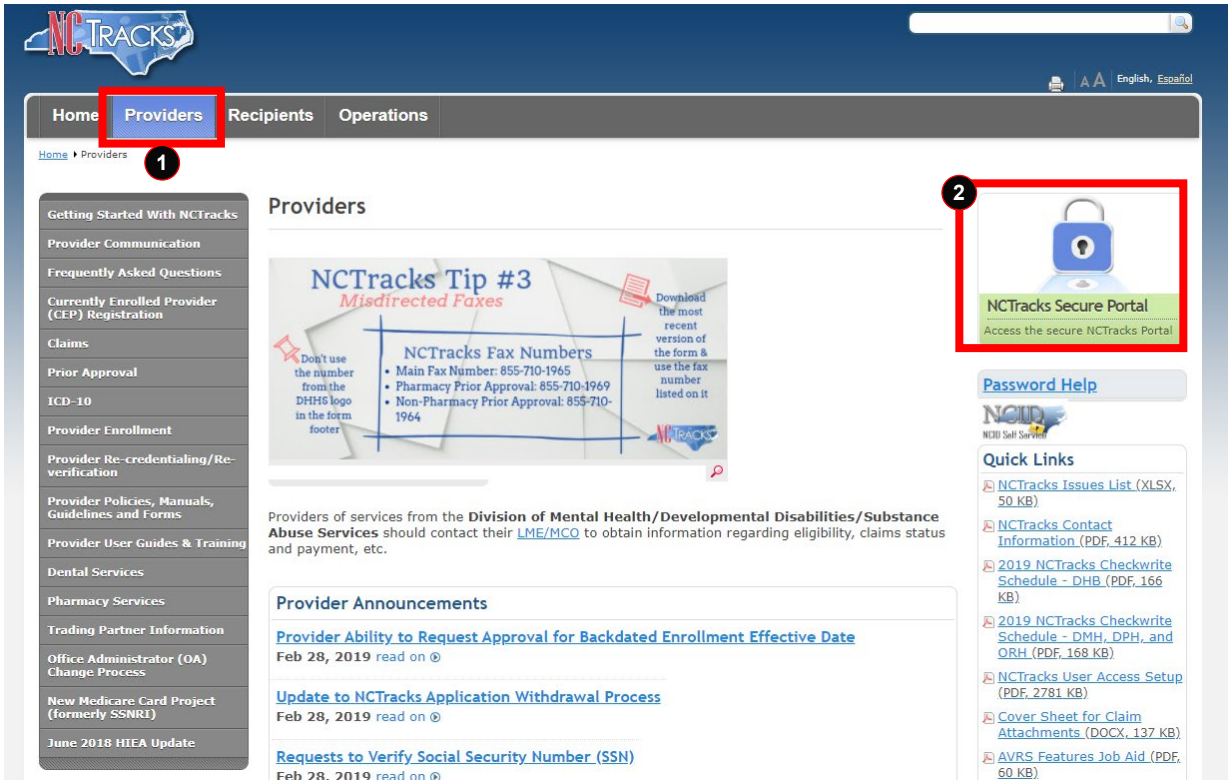
Health Information Exchange (HIE) Status Options

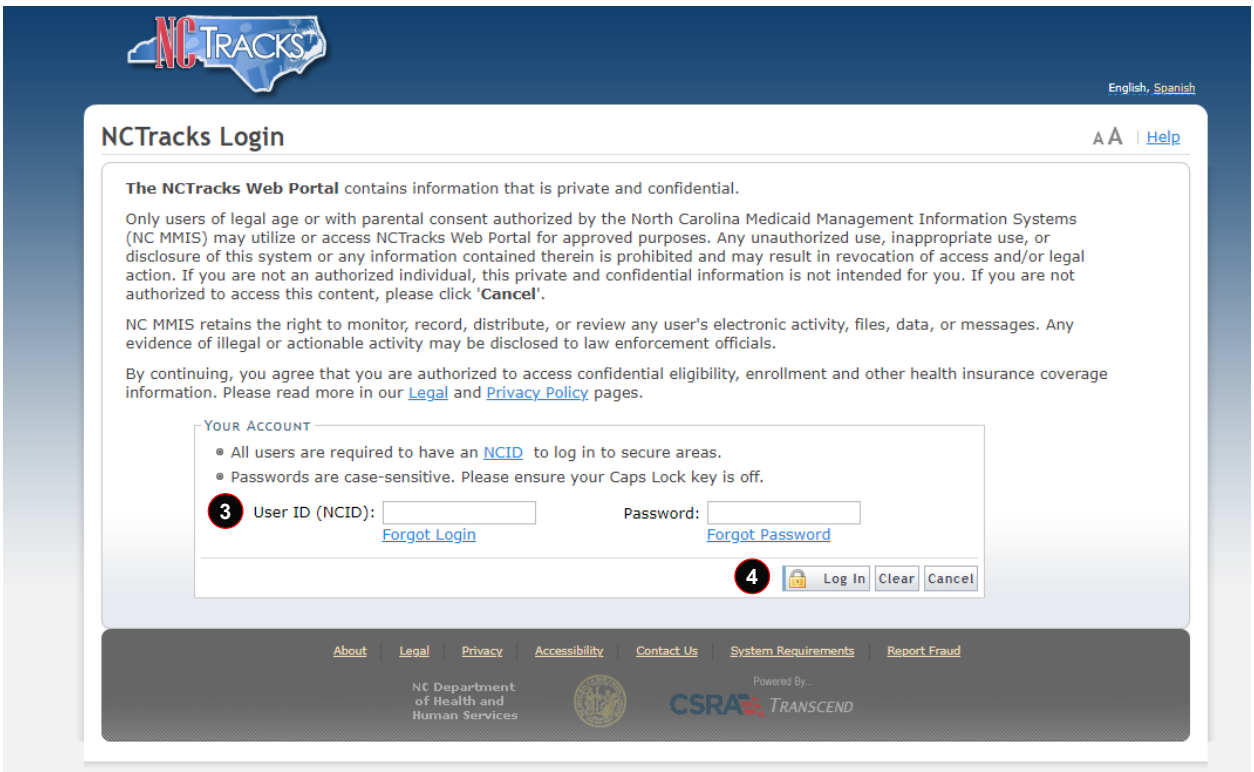
- HIE Network Status – Provider is connected
- HIE Network Status – Provider not connected
- HIE Network Status – Provider is not connected, has not been granted an extension, and has not been granted a hardship

Submitting the Hardship Extension Request

Successful Hardship Extension

ACCESS THE PROVIDER PORTAL IN NCTRACKS

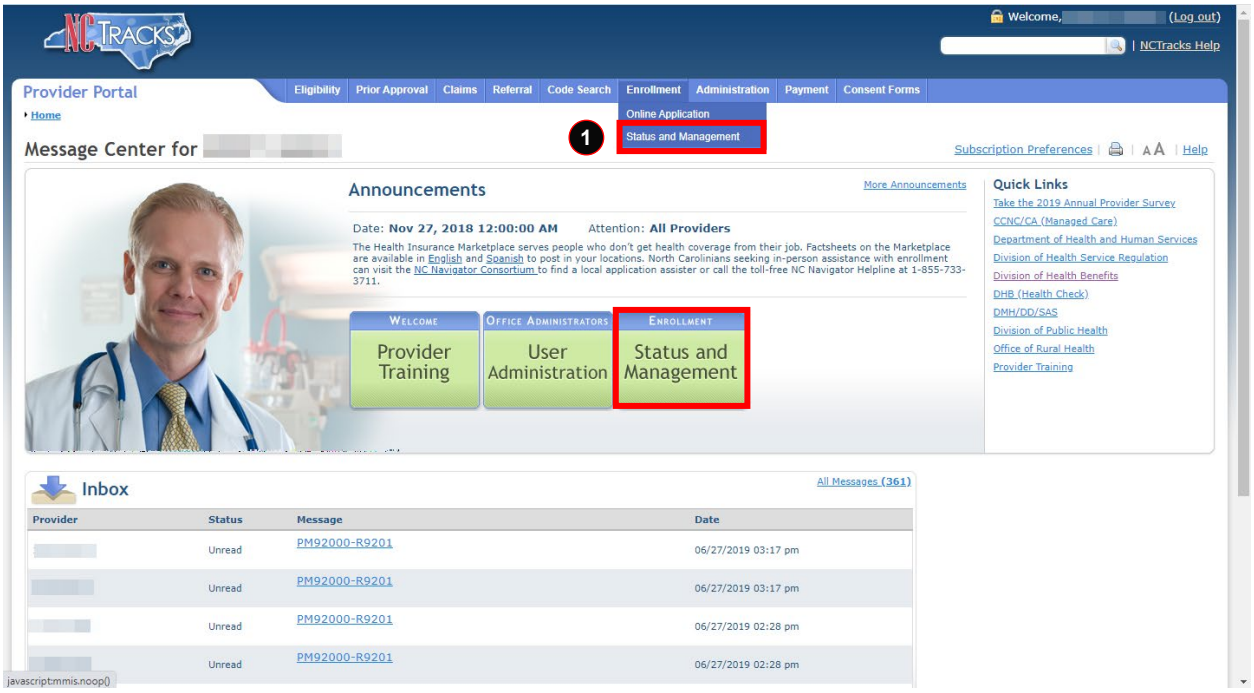




Step	Action
1	Select the **Providers** tab.
2	Select **NCTracks Secure Portal**.
3	Enter your NCID as your User ID; then enter your Password. **Note**: If you do not have an NCID, you may sign up for one by selecting the NCID hyperlink on this page.
4	Select **Log In**.

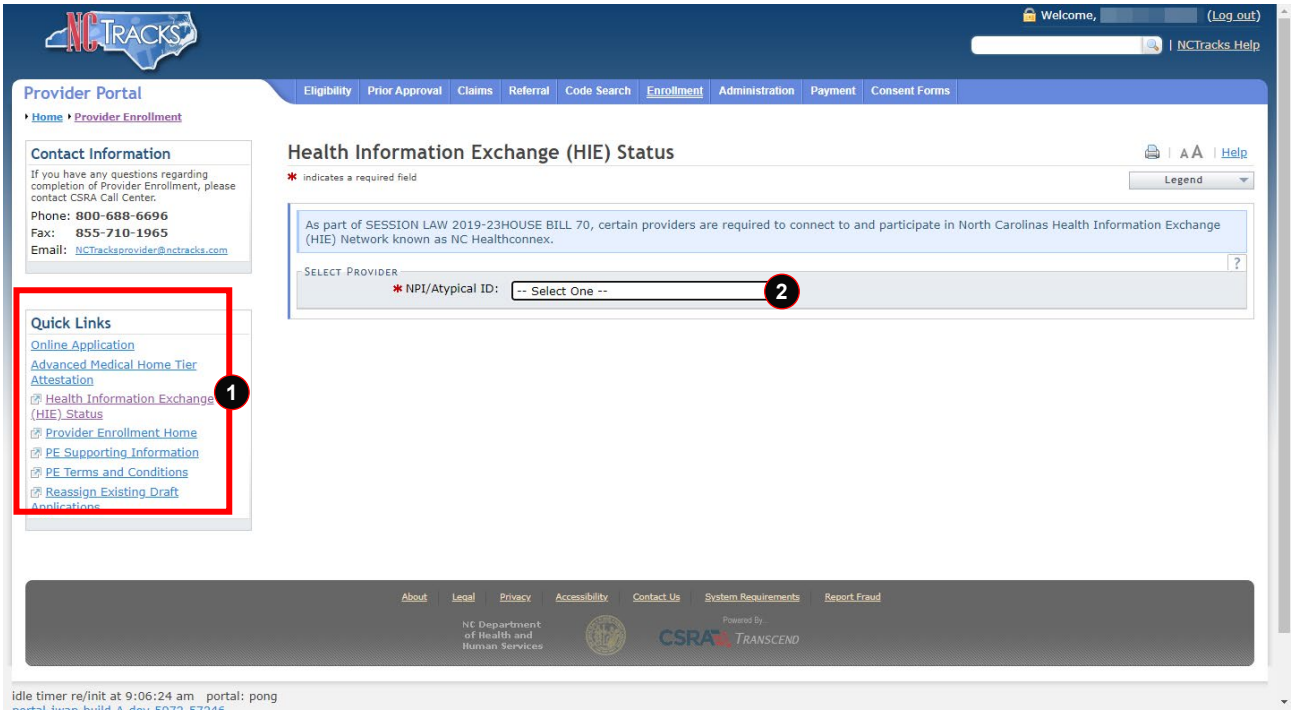
ACCESS THE STATUS AND MANAGEMENT PAGE

The **Health Information Exchange (HIE) Status** page is accessed from the **Status and Management** page.



Step	Action
1	To access the **Status and Management** page, authorized users should hover over the **Enrollment** tab and select the **Status and Management** option. OR Under the **Announcements** section, authorized users should select the **Status and Management** button under **Enrollment**.

ACCESS THE HEALTH INFORMATION EXCHANGE (HIE) STATUS PAGE

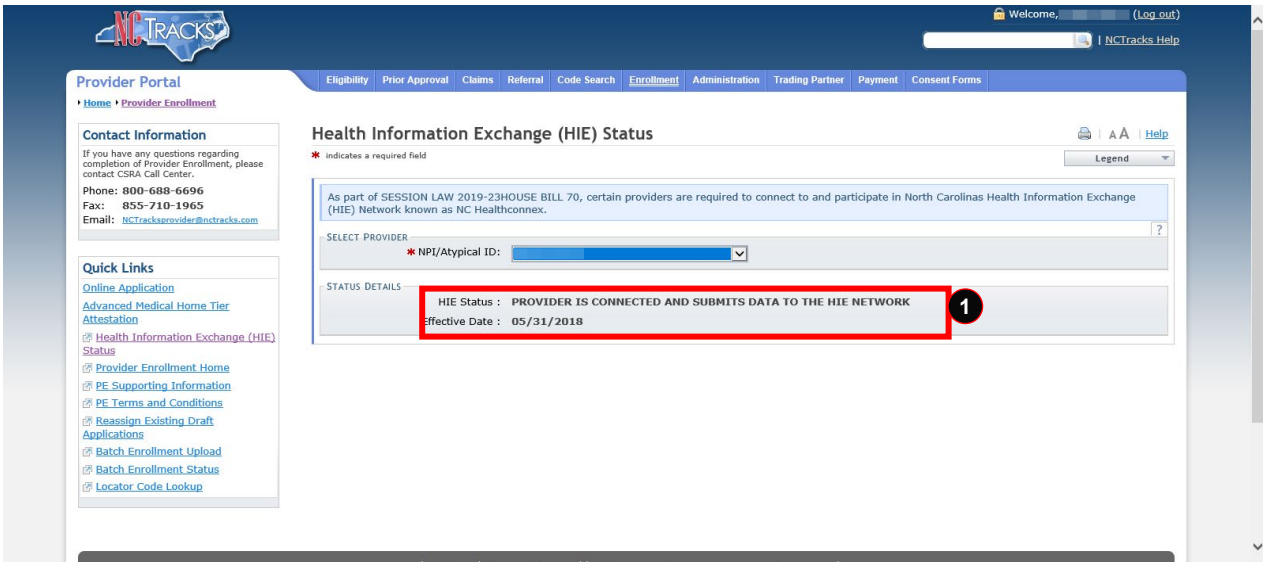


Step	Action
1	From the **Quick Links** section, select **Health Information Exchange (HIE) Status**.
2	From the **NPI/Atypical ID** drop-down menu, select the NPI/Atypical ID to view current HIE status. **Note**: The **NPI/Atypical ID** drop-down menu will only contain providers for which the user is the Office Administrator.

HEALTH INFORMATION EXCHANGE (HIE) STATUS OPTIONS

HIE Network Status – Provider is connected

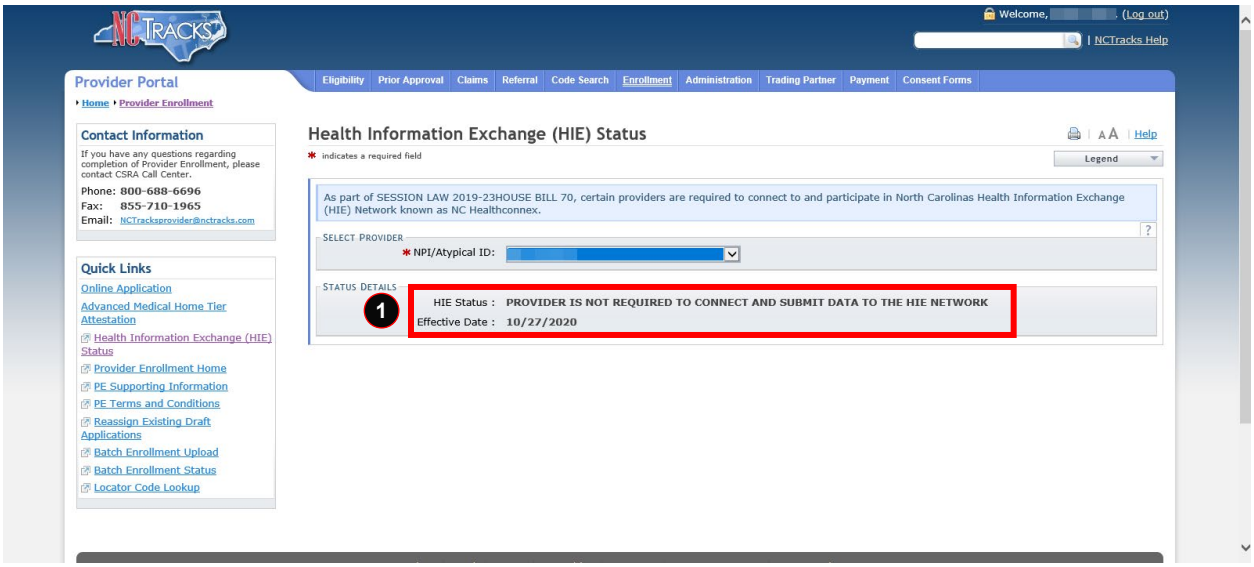
The following page will display if the provider IS connected to the HIE Network.



Step	Action
1	If the provider is **connected to the HIE Network**, the following message will display: *"PROVIDER IS CONNECTED AND SUBMITS DATA TO THE HIE NETWORK"* **Note**: Below the HIE Status, the effective date displays, which indicates the Effective or Compliance Date of the HIE status on file.

HIE Network Status – Provider not connected

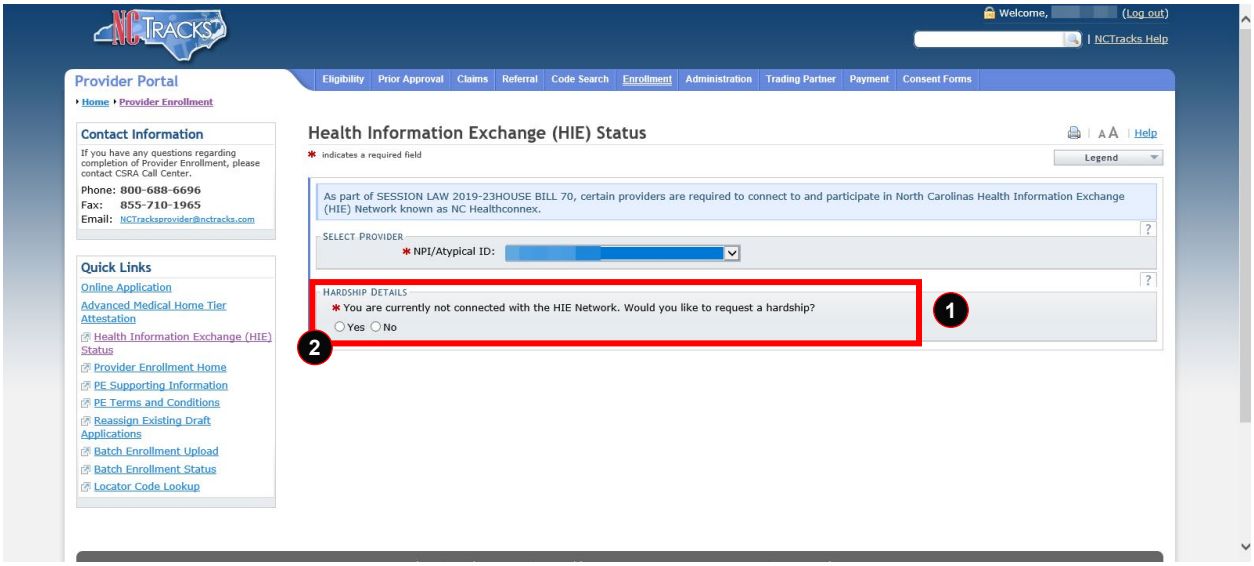
The following page will display if the provider is NOT connected and is NOT REQUIRED to connect to the HIE Network.



Step	Action
1	If the provider is **NOT connected** to the HIE Network and **is NOT REQUIRED** to connect to the HIE Network, the following message will display: *"PROVIDER IS NOT REQUIRED TO CONNECT AND SUBMIT DATA TO THE HIE NETWORK.* **Note**: Below the HIE Status, the effective date displays, which is the date the status was added to NCTracks..

HIE Network Status – Provider is not connected, has not been granted an extension, and has not been granted a hardship

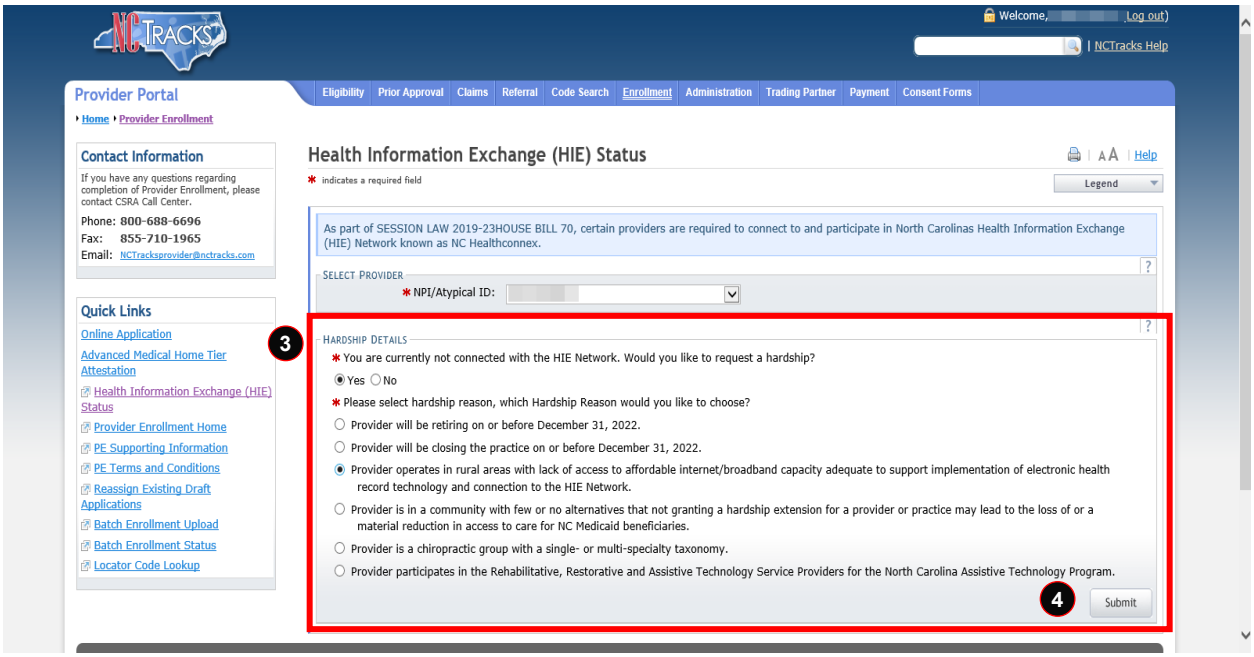
The following page will display if the provider is NOT connected, has NOT been granted an EXTENSION, and has NOT been granted a HARDSHIP.



Step	Action
1	If the provider is **NOT connected** to the HIE Network, has **NOT** been granted an **extension**, and has **NOT** been granted a **hardship**, the following question will display: *"You are currently not connected with the HIE Network. Would you like to request a hardship?"* Select **Yes** or **No**. **Note**: There are no further options if **No** is selected.
2	Upon selecting **Yes**, the following question will display: *"Please select hardship reason, which hardship reason would you like to choose?* The following options will display: • Provider will be retiring on or before December 31, 2022.

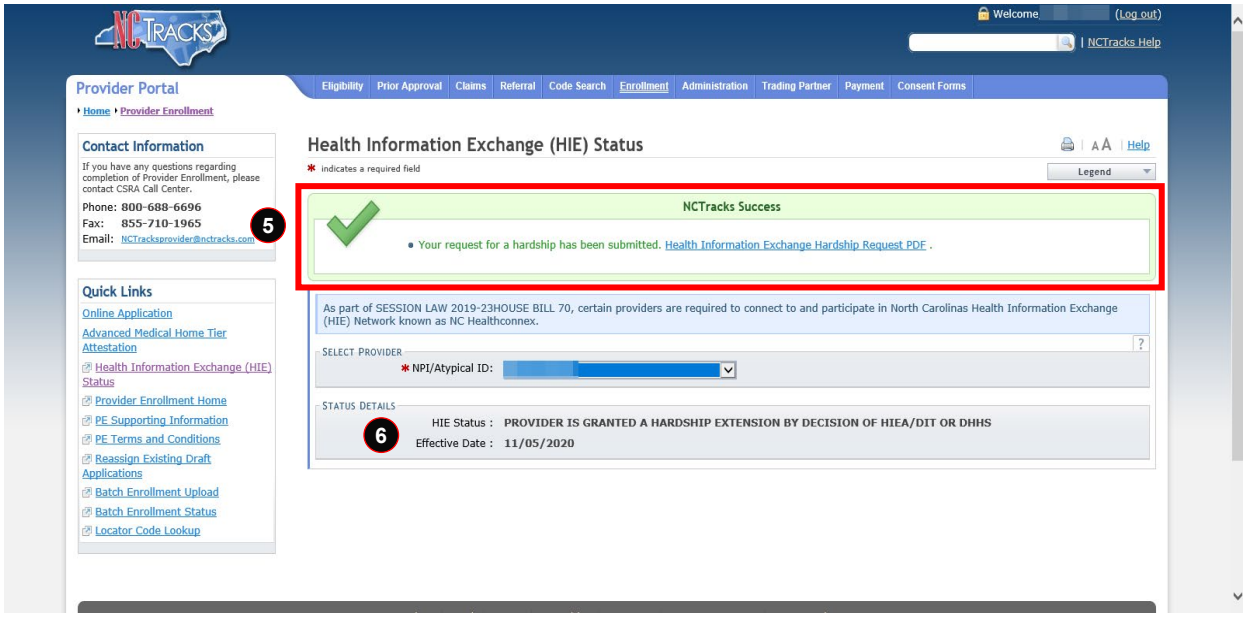
Step	Action
	• Provider will be closing the practice on or before December 31, 2022. • Provider operates in rural areas with lack of access to affordable internet/broadband capacity adequate to support implementation of electronic health record technology and connection to the HIE Network. • Provider is in a community with few or no alternatives that not granting a hardship extension for a provider or practice may lead to the loss of a material reduction in access to care for NC Medicaid Beneficiaries. • Provider is a chiropractic group with a single or multi-specialty taxonomy. • Provider participates in the Rehabilitative, Restorative and Assistive Technology Service for the North Carolina Assistive Technology Program.

SUBMITTING THE HARDSHIP EXTENSION REQUEST



Step	Action
3	Select a reason for the hardship request.
4	Select **Submit**.

SUCCESSFUL HARDSHIP EXTENSION



Step	Action
5	If the provider submits a hardship extension request successfully, the following message will display: *Your request for a hardship has been submitted. Health Information Exchange Hardship Request PDF.*
6	The HIE Status will now display: *"PROVIDER IS GRANTED A HARDSHIP EXTENSION BY DECISION OF HIEA/DIT OR DHHS"* **Note**: Below the HIE Status, the effective date displays, which is the date the status was added to NCTracks..