

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

The screenshot shows the NCTracks website's 'Providers' page. A red box labeled '1' highlights the 'Providers' tab in the top navigation bar. Another red box labeled '2' highlights the 'NCTracks Secure Portal' button, which includes a padlock icon and the text 'Access the secure NCTracks Portal'. The page also features a 'Getting Started With NCTracks' sidebar, a 'Providers' main heading with a 'NCTracks Tip #3' about misdirected faxes, and a 'Provider Announcements' section with links to various updates.

The screenshot shows the 'NCTracks Login' page. A red box labeled '3' highlights the 'User ID (NCID):' input field. Another red box labeled '4' highlights the 'Log In' button. The page contains a disclaimer about the confidentiality of the system and instructions for users. Below the disclaimer, there is a 'YOUR ACCOUNT' section with login instructions and a form with fields for 'User ID (NCID):' and 'Password:'. There are also links for 'Forgot Login' and 'Forgot Password'.

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.

The screenshot shows the NCTracks Provider Portal interface. At the top, there is a navigation bar with tabs for Eligibility, Prior Approval, Claims, Referral, Code Search, Enrollment, Administration, Payment, and Consent Forms. The 'Enrollment' tab is active, and within it, the 'Status and Management' option is highlighted with a red box. A red circle with the number '1' is placed over this option. Below the navigation bar, there is a 'Message Center' section with an 'Announcements' card. The 'Announcements' card contains a date and time (Nov 27, 2018 12:00:00 AM) and an attention line (All Providers). Below the announcement, there are three buttons: 'Provider Training', 'User Administration', and 'Status and Management'. The 'Status and Management' button is highlighted with a red box. To the right of the announcement, there is a 'Quick Links' section with several links. Below the announcement and quick links, there is an 'Inbox' section with a table of messages. The table has columns for Provider, Status, Message, and Date. The messages are all unread and have the subject 'PM92000-R9201'.

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

The screenshot shows the NC Tracks Provider Portal interface. At the top, there is a navigation bar with tabs for Eligibility, Prior Approval, Claims, Referral, Code Search, Enrollment, Administration, Payment, and Consent Forms. The main content area is titled 'Health Information Exchange (HIE) Status'. On the left, there is a 'Quick Links' section with a red box around it and a circled '1' next to the 'Health Information Exchange (HIE) Status' link. Below this, there is a 'SELECT PROVIDER' section with a required field for 'NPI/Atypical ID' and a drop-down menu with a circled '2' next to it. The footer contains links for About, Legal, Privacy, Accessibility, Contact Us, System Requirements, and Report Fraud, along with logos for the NC Department of Health and Human Services and CSRA Transcend.

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.

Health Information Exchange (HIE) Status

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

SELECT PROVIDER
 * NPI/Atypical ID: [dropdown menu]

STATUS DETAILS
 HIE Status : **PROVIDER IS CONNECTED AND SUBMITS DATA TO THE HIE NETWORK**
 Effective Date : 05/31/2018

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

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.

Health Information Exchange (HIE) Status

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

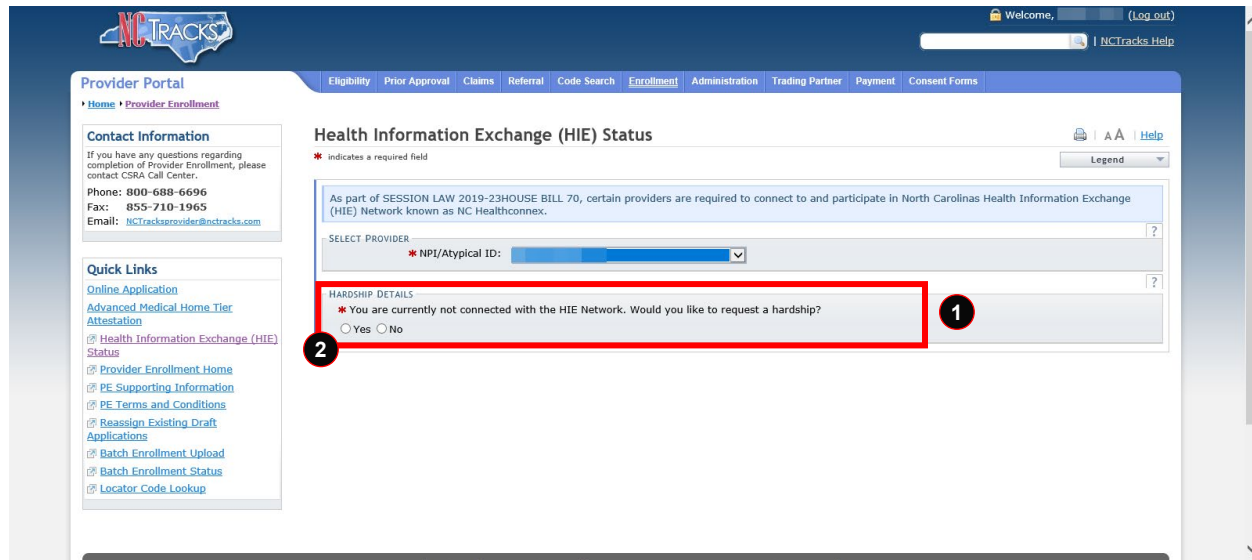
SELECT PROVIDER
 * NPI/Atypical ID: [dropdown menu]

STATUS DETAILS
 HIE Status : **PROVIDER IS NOT REQUIRED TO CONNECT AND SUBMIT DATA TO THE HIE NETWORK**
 Effective Date : 10/27/2020

Step	Action
1	<p>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:</p> <p><i>“PROVIDER IS NOT REQUIRED TO CONNECT AND SUBMIT DATA TO THE HIE NETWORK.</i></p> <p>Note: Below the HIE Status, the effective date displays, which is the date the status was added to NCTracks..</p>

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	<p>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:</p> <p><i>“You are currently not connected with the HIE Network. Would you like to request a hardship?”</i></p> <p>Select Yes or No.</p> <p>Note: There are no further options if No is selected.</p>
2	<p>Upon selecting Yes, the following question will display:</p> <p><i>“Please select hardship reason, which hardship reason would you like to choose?”</i></p> <p>The following options will display:</p> <ul style="list-style-type: none"> • Provider will be retiring on or before December 31, 2022.

Step	Action
	<ul style="list-style-type: none"> 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

The screenshot shows the NCTracks Provider Portal interface. The main content area is titled "Health Information Exchange (HIE) Status". Below this title, there is a "SELECT PROVIDER" dropdown menu. A red box highlights the "HARDSHIP DETAILS" section, which contains the following text and options:

HARDSHIP DETAILS

- You are currently not connected with the HIE Network. Would you like to request a hardship?
 - Yes
 - No
- Please select hardship reason, which Hardship Reason would you like to choose?**
 - Provider will be retiring on or before December 31, 2022.
 - 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 or 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 Providers for the North Carolina Assistive Technology Program.

A "Submit" button is located at the bottom right of the highlighted section.

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

SUCCESSFUL HARDSHIP EXTENSION

The screenshot shows the NCTracks Provider Portal interface. On the left, there is a 'Provider Portal' sidebar with 'Contact Information' and 'Quick Links'. The main content area is titled 'Health Information Exchange (HIE) Status'. A green banner with a checkmark and the text 'NCTracks Success' is highlighted with a red box and a circled '5'. The message reads: 'Your request for a hardship has been submitted. [Health Information Exchange Hardship Request PDF](#).' Below this, the 'SELECT PROVIDER' dropdown is set to 'NPI/Atypical ID'. The 'STATUS DETAILS' section, highlighted with a circled '6', shows: 'HIE Status : PROVIDER IS GRANTED A HARDSHIP EXTENSION BY DECISION OF HIEA/DIT OR DHHS' and 'Effective Date : 11/05/2020'.

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