

JOB AID

Medication History Request and Response

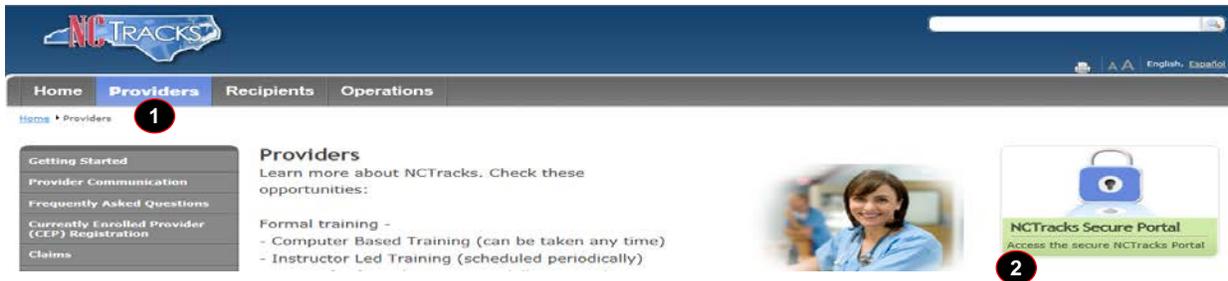
OVERVIEW

The Medication History Request functionality allow Providers to request paid (claim) prescription history for 180 days utilizing the Provider portal. The search results for these requests are immediately displayed on the Medication History Response screen.

This Job Aid provides instructions on how to use the Medication History feature on the NCTracks secure Provider Portal.

ACCESS MEDICATION HISTORY FUNCTION

The NCTracks Home page displays once you are logged into the system.



Step	Action
1	Click the Providers tab.
2	Click NCTracks Secure Portal Login .

Provider Portal Login

The NCTracks Web Portal contains information that is private and confidential.

Only users of legal age or with parental consent authorized by the North Carolina Medicaid Management Information Systems (NC MMIS) may utilize or access NCTracks Web Portal for approved purposes. Any unauthorized use, inappropriate use, or disclosure of this system or any information contained therein is prohibited and may result in revocation of access and/or legal action. If you are not an authorized individual, this private and confidential information is not intended for you. If you are not authorized to access this content, please click 'Cancel'.

NC MMIS retains the right to monitor, record, distribute, or review any user's electronic activity, files, data, or messages. Any evidence of illegal or actionable activity may be disclosed to law enforcement officials.

By continuing, you agree that you are authorized to access confidential eligibility, enrollment and other health insurance coverage information. Please read more in our [Legal](#) and [Privacy Policy](#) pages.

YOUR ACCOUNT

- All users are required to have an [NCID](#) to log in to secure areas.
- Passwords are case-sensitive. Please ensure your Caps Lock key is off.

3 User ID (NCID): 4 Password:

[Forgot Login](#) [Forgot Password](#)

5

Step	Action
3	Enter the User ID (NCID) .
4	Enter the Password .
5	Click Log In .

The secure Provider portal Home screen displays. The user will mouse over the **Claims** tab in order to select the **Medication History** submenu option.

Provider Portal

Eligibility Prior Ap **1** Claims Referral Code Search Enrollment Administration Trading Partner Payment Consent Forms Training

Home

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Announcement

Date: Feb 10, 2016 Attention: **All Providers**

Stay on top of NC Medicaid updates by signing up for the **Medication History** newsletter

2

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- [Provider Training](#)

Step	Action
1	Click the Claims tab.
2	Click on Medication History .

CLAIMS – MEDICATION HISTORY REQUEST

The Medication History Request screen displays. This screen allows users to enter and validate prescriber or pharmacy, recipient, and date range information for a prescription history request.

Step	Action
1	The Requestor information displays the First and Last Name of the user account to which the user is associated.
2	Prescriber or Pharmacy: Enter the prescriber or pharmacy National Provider Identifier (NPI) in the NPI field; click the Validate button to display the name of the prescriber or pharmacy. Note: If the NPI entered belongs to an organization; the organization name will display in the Last Name field.
3	Recipient: Enter the recipient's identification number in the Recipient ID field and click the Validate button to display recipient demographic information.
4	History Request Date Range: Enter a start date in the From field. Note: Date range start date CANNOT be more than six (6) months . The date in the To field automatically populates with the date of current inquiry.
5	Additional Search Criteria: Select one of the following: 1. Lock-In Drugs 2. Opioid Analgesic Note: Selection of the available options in the Additional Search Criteria field is NOT a requirement to conduct the prescription history request.

Step	Action
6	Click the Submit button. Note: Once the Submit button is selected, the system submits inquiry for a prescription history request.

The **Medication History Response** screen displays.

CLAIMS – MEDICATION HISTORY RESPONSE

The **Medication History Response** screen displays paid (claim) prescription history records requested by the Medication History Request page.

Field	Description
1.	<p>Prescriber or Pharmacy: Display the following inquiry results:</p> <ul style="list-style-type: none"> • NPI/Atypical ID: Displays the prescriber or pharmacy NPI entered during the Medication History Request search.
2.	<p>Recipient: Displays demographic information for the Recipient ID entered during the Medication History Request search.</p>
3.	<p>Claim Provider Information: Displays the following paid claim information:</p> <ul style="list-style-type: none"> • Expand • Date Of Service: The first date that a service on a claim or claim line was rendered. • Drug Name: The drug name as it appears on the package label, plus the strength and dosage form description. • Drug Strength: The description of the mass and volume measurements of a

Field	Description
	<p>drug's potency.</p> <ul style="list-style-type: none"> • Quantity: The total number of units or quantity submitted by a provider for the service rendered. • Days' Supply: The drug days' supply count is the number of days' supply submitted on a claim. • NDC: The National Drug Code (NDC) uniquely identifies a drug and includes information on the manufacturer, product code, and package size. • Prescriber Last Name: Last name of the prescriber. • Pharmacy Name: Name of the Pharmacy.