



NCTracks – Back to Basics

Are you a new provider to NCTracks? Or perhaps just not sure where to find something on the provider portal? NCTracks Back to Basics provides links to key provider resources from both NCTracks and the N.C. Department of Health and Human Services (DHHS).

NCTracks Resources:

Getting Started with NCTracks	Step-by-step instructions for how to obtain access to the NCTracks secure Provider Portal
Sign Up for the NCTracks Email Newsletter	Register to receive email newsletters from NCTracks
Attend Provider Training	Announcements regarding upcoming provider training, including instructions for How to Register in SkillPort , for instructor-led and computer-based training courses, such as Prior Approval Request and Inquiry and How to File a Claim
Get Answers to Frequently Asked Questions (FAQs)	FAQs on topics including Provider Enrollment, Re-verification, Accounts Receivable, Claim Submission, Prior Approval , and more, as well as an NCTracks Glossary of Terms
User Guides and Job Aids	Detailed instructions for completing common provider activities, such as " How to Submit Claim Adjustments and Time Limit and Medicare Overrides ," which also includes information on submitting refunds
NCTracks Fact Sheets	Fact sheets providing an overview of key provider topics, such as Prior Approval, Remittance Advice (RA) , and Features of the NCTracks Portal Help System, as well as a fact sheet for Ambulance providers
Check Recipient Eligibility	Verify the eligibility of recipients on the secure provider portal or using the Automated Voice Response System (AVRS)
Provider Policies, Manuals, Guidelines and Forms	Information intended to help providers in their use of NCTracks, such as the EOB Code Crosswalk to HIPAA Standard Codes and the Carolina ACCESS Override Request Form
Checkwrite Schedule – 2018 (DHB) Checkwrite Schedule – 2018 (DMH & DPH) Checkwrite Schedule – 2019 (DHB) Checkwrite Schedule – 2019 (DMH & DPH)	Claim submission cutoff and payment dates for each of the 50 checkwrites in 2018 and 2019
Issues List	Excel spreadsheet documenting common issues experienced by providers using NCTracks and how they were resolved , updated weekly.



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	Providers can consult the Issues List before calling NCTracks.
NCTracks Contact Information	How to contact NCTracks via mail, fax, and phone

NC DHHS Resources:

Clinical Coverage Policies	Listing of all Clinical Coverage Policies for the N.C. Division of Health Benefits (DHB) – Medicaid and N.C. Health Choice
Fee Schedules	Fee schedules for services payable by NC Medicaid, listed by provider type
DHB Forms	Common DHB forms used by providers , listed by provider type
Medicaid Bulletins	Past and present Medicaid Bulletins published by DHB, including Special Bulletins
Pharmacy Newsletters - 2018	Monthly newsletter for pharmacy providers . (Newsletters from previous years are also available)

These resources are helpful in addressing common provider questions regarding both the NC DHHS policies and the NCTracks system.

To access the NCTracks Back to Basics, look under Quick Links on the [Provider Portal Home Page](#).

Updated Nov. 14, 2018