



August 7, 2014

General Updates

New FAQs Added for Prior Approval

New Frequently Asked Questions (FAQs) have been added to the NCTracks Provider Portal, based on recent provider training sessions. The questions and answers were added to the following topic area:

- [Prior Approval FAQs](#)

The FAQs are a valuable resource that can help providers save time in addressing common questions. For links to all of the topic areas, see the [Frequently Asked Questions Main Page](#).

August Medicaid Bulletin Available

The August Medicaid Bulletin is now available on the N.C. Division of Medical Assistance (DMA) website. In addition to articles about NCTracks, the August Medicaid Bulletin includes information regarding clinical coverage policies and billing guidelines for DMA providers.

The [Medicaid Bulletin webpage](#) includes links to the current bulletin, as well as previous bulletins.

Issues List Updated on Provider Portal

The Issues List has been updated. The most recent version of the list can be found under Quick Links on the NCTracks [Provider Portal Home Page](#). The list includes a brief explanation of the issue, the type(s) of providers affected, the status of the issue (Open/Closed), and comments/resolution of the issue. The list is not intended to include every issue, but rather the prevalent ones impacting multiple providers. Issues are added and updated regularly. Providers are encouraged to check the list before contacting the Call Center, in case it may be a known issue.

Pharmacy Update

Latest Medicaid Pharmacy Newsletter Available

The latest Medicaid Pharmacy Newsletter, dated July 2014, is now available on the N.C. Division of Medical Assistance (DMA) website. In addition to the updated Federal Upper Limit Reimbursement List, this edition of the newsletter includes information regarding New Clinical Criteria for Medications.

The DMA [Outpatient Pharmacy Services webpage](#) includes a link to the current newsletter. For a list of previous newsletters and topics covered, see the Index on the [Outpatient Pharmacy Newsletter webpage](#).

Thank you,

The NCTracks Team

CC14219-1

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