



## Communications and *Updates*

July 25, 2014

### General Updates

#### **Updating Third Party Liability (TPL) Information for Recipients Whose Primary Insurance Does Not Cover Skilled Nursing Facility Care**

If a recipient is in a Nursing Home, but the recipient's primary insurance on file does not cover skilled nursing facility (SNF) care, the SNF claims may deny with EOB 00094. The description of EOB 00094 may be misleading. NCTracks does not recognize occurrence code 24 in this situation.

If it is a valid policy, but does not cover SNF care, the provider may update the recipient status by faxing the following information to DMA Third Party Recovery at (919) 715-7133:

NPI,

Recipient ID,

Recipient Name, and

Admission Date.

The fax should specify that the recipient has a valid third party insurance policy, but it does not cover SNF care. DMA Third Party Recovery can update this information in NCTracks, and then the provider can resubmit the denied claim. This should only have to be done once for a given policy for the recipient.

#### **Guidance re: Attachment Types for Dental PAs**

Attention: Dental and Orthodontic Providers

CSC has identified a recent issue with attachments to dental/orthodontic Prior Approval (PA) requests submitted through the NCTracks Provider Portal. Some providers have been sending images and X-rays embedded in Microsoft Word documents. When the image is embedded in a Word document, the image exceeds the 8 inch by 11 inch document boundaries, thus causing an error on the view display used to evaluate prior approval requests. Please use the following guidelines below for submitting supporting documentation for prior approval requests:

.doc- use for text documents only (no embedded images)

.pdf- use for text or images (X-rays or photographs)

.jpg- use for images only

.tif- use for images only

Using these documentation types for the purposes listed will help expedite the review and evaluation of prior approval requests submitted through the NCTracks Provider Portal.

### **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 category of the issue, 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**

### **New DMA Pharmacy Generic Dispensing Rate Report Available**

The new N.C. Division of Medical Assistance (DMA) Pharmacy Generic Dispensing Rate Report for pharmacy providers is available under Quick Links on the [Pharmacy Services page](#) of the NCTracks Provider Portal. The effective date of the generic dispensing fee adjustments is August 1, 2014.

## **Training Update**

### **Provider Training Opportunity Next Week**

This is a reminder about the instructor-led training course that is being offered next week.

The course will be taught in-person at the CSC facility in Raleigh. It includes hands-on training and is limited to 45 participants. Following are details regarding the course, the date and time it is being offered, and instructions for how to enroll:

#### **Thursday, July 31 - 9:00 a.m. to 11:00 a.m. - Recipient Eligibility Verification**

In this training providers learn to use the Eligibility Verification System (EVS), which provides information regarding a recipient's eligibility for services in real time. At the end of training, providers will be able to submit an Individual Recipient Eligibility Inquiry, submit a Batch Eligibility Inquiry, and view an Eligibility Response.

Providers can register for the courses in SkillPort, the NCTracks Learning Management System. Logon to the secure NCTracks Provider Portal and click Provider Training to access SkillPort. Open the folder labeled Provider Computer-Based Training (CBT) and Instructor Led Training (ILT). The courses can be found in the sub-folder labeled **ILTs: On-site**. (Refer to the [Provider Training page](#) of the public Provider Portal for specific instructions on how to use SkillPort.)

Thank you,

The NCTracks Team

CC14206-1

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