



Communications and Updates

December 6, 2013

General Updates

Get Assistance at the NCTracks Provider Help Center

The NCTracks team is again offering an in-person Provider Help Center. NCTracks staff from provider enrollment, provider relations, claims, and prior approval will be on site at various locations to assist NC providers with questions or concerns regarding NCTracks. No appointment is necessary. Providers will be assisted on a first come, first served basis.

For providers to get the most out of these sessions, please bring specific examples of issues. The more details that can be provided about the problems, such as screen shots, NPI numbers, TCNs (claim numbers), denial codes, etc., the more help the NCTracks team will be able to provide.

The schedule for the NCTracks Provider Help Center is below:

Date	Times	Location
12/12/13	9am - 5pm	MAHEC Education Building Cherokee Room 121 Hendersonville Rd Asheville, NC 28803
12/17/13	9am - 5pm	SEAHEC Area Health Education Center 2511 Delaney Avenue Wilmington, NC 28403
12/18/13	9am - 4pm	SEAHEC Area Health Education Center 2511 Delaney Avenue Wilmington, NC 28403

Change in Processing of Capitation Claims

If a provider had fee-for-service claims activity, which is reported on the ANSI X12 835 transaction, and in the same checkwrite had capitation claims reported on the 820 transaction, the same payment amounts were being reported on both transactions. To address the discrepancies between the 820 and 835 transactions, a change has been implemented in the system. The 820 payments for capitation claims are generated one week a month. On those weeks, the system will process only capitation claims and generate the 820 that week. The fee-for-service claims for providers under the same DMA payer will not be paid during the capitation checkwrite week, but will be paid in the subsequent checkwrite cycle.

Call Center Verification of Caller

It is important that Call Center Agents verify a caller's identity before discussing any confidential information. Consequently, at a minimum, agents will request and document the first and last name of the individuals with whom they are speaking. If the caller is unwilling to disclose their full first and last name, the agent cannot continue with the call.

DRG Grouper 31 Will Be Implemented December 8

DRG Grouper 31 will be implemented in NCTracks on December 8. The grouper is used in the pricing and processing of institutional claims. More information will be forthcoming shortly regarding how claims previously paid will be reprocessed to apply the changes in Grouper 31.

Prior Approval Updates

New Prior Approval Announcements Page on Portal

A new Announcements page, specifically for information related to Prior Approvals, has been added to the NCTracks Provider Portal. The Prior Approval Announcements page can be found at <https://www.nctracks.nc.gov/content/public/providers/prior-approval/PA-announcements.html>. The announcements posted on this page are also reflected on the Provider Portal home page at <https://www.nctracks.nc.gov/content/public/providers.html>, but the new PA Announcements page provides a single location for providers to find information related to Prior Approvals in NCTracks.

Pharmacy Updates

New Pharmacy PA Fax Number

There is a new toll-free Pharmacy Prior Approval (PA) fax number. It is **(855) 710-1969**. Using this new fax number will enable pharmacy PA requests from providers to be routed more quickly to the team responsible for acting on them. The new Pharmacy PA fax number is available now and providers are encouraged to begin using it immediately. The old Pharmacy PA fax number is currently still available, but may be phased out at a future date.

Dental Updates

New User Guide for Entering Dental PA in NCTracks

A new User Guide, "**How to Enter a Dental or Orthodontic Prior Approval in NCTracks**", has been posted to the Provider Portal on the [Provider User Guides and Training page](#). The new User Guide provides specific step-by-step instructions to assist providers in entering dental prior approval requests into the NCTracks Provider Portal. Each step in the process is explained in detail, from selecting the correct PA type to uploading attachments. The portal is the fastest way to submit a

prior approval request and the new User Guide is intended to help facilitate that process for dental and orthodontic providers.

Common Error - Faxing Claims ADA Forms

Some providers have been faxing claims ADA forms to NCTracks. The system readily accepts faxed dental Prior Approval requests on the ADA form, but the system does not accept faxed dental claims on the ADA form. Claims cannot be faxed to NCTracks; they must be submitted electronically, either keyed into the Provider Portal or submitted as a batch ANSI X12 837D transaction. Claims that are faxed will be rejected without processing.

Thank you,

The NCTracks Team

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