



# Communications and *Updates*

June 5, 2014

## General Updates

### Reminder re: FAQs and Forms to Update Office Administrator

There are several Frequently Asked Questions (FAQs) on the NCTracks Provider Portal related to updating Office Administrator information. Each FAQ on the [NCTracks User Setup & Maintenance FAQ page](#) addresses a different situation in which information may need to be changed regarding the Office Administrator of a provider organization.

The FAQs are:

- I have forgotten my Office Administrator password and I am unable to answer my security question to reset my password. What do I do?
- The Office Administrator is no longer available and I am unable to access the NCTracks provider record - Individual Providers
- The Office Administrator is no longer available and I am unable to access the NCTracks provider record - Organization Providers
- How do I update the Office Administrator on a Terminated Provider Record?

Each of the FAQs has a different form associated with it, which is linked to from the FAQ. The forms can also be found on the [Provider Policies, Manuals and Guidelines page](#) of the Provider Portal.

### Common Errors on Consent Forms

Following are some common errors observed on consent forms submitted for hysterectomies and sterilizations. Ensuring the accuracy of consent forms when they are submitted will expedite their processing and approval. Please verify that this information is correct prior to submitting the form.

#### Hysterectomy:

**Incorrect Hysterectomy Consent Form** - Please refer to the November 2013 Medicaid Bulletin (<http://www.ncdhhs.gov/dma/bulletin/1113bulletin.htm>) article HYSTERECTOMY STATEMENT FORM REQUIREMENTS. (Providers will begin receiving denials for using the incorrect form on November 1, 2013 for Hysterectomy Statement Forms signed on or after August 1, 2013. The old form will be denied as not correctable after that date. If corrections are needed to the new form, providers should follow the instructions in Section 5.3 of the Hysterectomy Policy, which can be found at [www.ncdhhs.gov/dma/mp/1E1.pdf](http://www.ncdhhs.gov/dma/mp/1E1.pdf).)

**Missing NPI on Hysterectomy Consent Form** - Providers must add their National Provider Identifier (NPI) across from the RID (Recipient Identification Number - previously known as the

MID or Medicaid Identification Number) for proper Hysterectomy Statement Form and claim matching. Hysterectomy Statement Forms filed without an NPI cannot be matched to the correct claim and will therefore be denied.

#### **Sterilization:**

**Incorrect Sterilization Consent Form** - Please refer to the November 2013 Medicaid Bulletin (<http://www.ncdhhs.gov/dma/bulletin/1113bulletin.htm>) article STERILIZATION CONSENT FORM REQUIREMENTS. The Centers for Medicare & Medicaid Services (CMS) has revised the Sterilization Consent Form. Providers must use the consent form document located in the policy. Consents dated October 1, 2013 and thereafter must be documented using the Sterilization Consent Form located in the policy. Consents signed on or after October 1, 2013 using the old form will be denied with an EOB that states "The consent form submitted is invalid. It is not the federally mandated form. Refer to DMA Clinical Coverage Policy 1E-3. This is not correctable."

**White-Out or Erasure When Correcting Consent Form** - If a provider receives a denial of the consent form from DMA's fiscal agent because an error was located in an area that can be changed, providers must strikethrough the error once on the original consent, make the correction, and send a copy to the fiscal agent. The use of white out or erasures are prohibited.

**Not using full name of Physician scheduled to perform the surgery** - Per the State Policy: The full name of the physician scheduled to do the surgery must be on the form. Abbreviations, initials, or "doctor on call" are unacceptable. May use "Physician on call for Any Provider OB/GYN clinic."

**Missing NPI on Sterilization Consent Form** - National Provider Identifier (NPI) is now required on each Sterilization Consent form. This area is to be completed by the billing provider (surgeon) of the sterilization procedure. Other providers can bill using the consent form on file from the billing provider (surgeon). When the NPI on the claim does not match the NPI on the consent, the claim pends in order to determine if ancillary service is appropriate for the consent procedure.

**Illegible Consent Form Copies** - In order to process the consent, all fields must be legible.

#### **New User Guide for Provider Affiliation in NCTracks**

A new User Guide intended to help individual providers affiliate to a group or organization (such as a hospital) has been added to the NCTracks Provider Portal:

- [How to Affiliate an Individual Provider Record to a Group-Organization in NCTracks](#)

The new guide can be found under the heading of "Provider Record Maintenance" on the [Provider User Guides and Training webpage](#). Please consult this informative new resource to understand how to establish new provider affiliations or change existing affiliations.

#### **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. More issues will be added soon. Providers are encouraged to check the list before contacting the Call Center, in case it may be a known issue.

## Training Update

### Reminder re: Training Opportunities for Providers

This is a reminder that eight instructor-led training courses for providers will be offered in the month of June. The courses being offered include:

- Recipient Eligibility Verification (ILT)
- Provider Web Portal Applications (WebEx)
- Prior Approval Institutional (ILT)
- Submitting an Institutional Claim (ILT)
- Prior Approval Medical (ILT)
- Submitting a Professional Claim (ILT)
- Prior Approval Dental (ILT)
- Submitting a Dental Claim (ILT)

The "Provider Web Portal Applications Webinar" course will be offered via WebEx and can be attended remotely from any location with a telephone, computer and internet connection. The WebEx will be limited to 115 participants.

All of the other courses will be offered in-person at the CSC facility in Raleigh and will include hands-on training. The in-person training will be limited to 45 participants per course.

The duration varies depending on the course. Slots are still available. For details on each of the courses, the dates and times they will be offered, and instructions for how to enroll, see the [announcement](#) on the Provider Training page of the NCTracks Provider Portal.

Thank you,

The NCTracks Team

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