## Adding Emdeon as a Billing Agent in NCTracks (North Carolina Medicaid)

The following steps outline the process to establish a Billing Agent relationship with Emdeon. This process must be performed by the Office Administrator for the NPI. Only the Office Administrator has authorization to update the provider record in NCTracks.

- 1. Go to the NCTracks Provider Portal at <u>https://www.nctracks.nc.gov/content/public/providers.html</u>.
- 2. Click on the blue lock icon in the upper right to login to the **NCTracks Secure Portal**.
- 3. Key in your NCID and password at the login screen.
- 4. Click on the Enrollment Status and Management button.

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	The Office Administrator should verify the taxonomy codes needed if the taxonomy codes and locations were verified p	The Office Administrator should verify the taxonomy codes and locations on file for each NPI. (This step is not needed if the taxonomy codes and locations were verified prior to go-live using the Provider Taxonomy Look-				
	up web page.) Taxonomy code and location information can the secure NCTracks Provider Portal. Click on the Enrollmer	up web page.) Taxonomy code and location information can be viewed using the Manage Change screens in the secure NCTracks Provider Portal. Click on the Enrollment Status and Management button and scroll down to the Manage Change section. (Access to the secure NCTracks Provider Portal requires an NCID.) If the taxonomy code or location information needs to be changed, the Manage Change screens can be used to submit the change. Depending on the change in taxonomy code requested, it may require verification of credentials by the fiscal agent. It is important that the taxonomy code and location information on file be accurate and match what is submitted on the claim to facilitate timely processing and payment.				
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- 5. Scroll down to the **Manage Change Request** section and select the NPI. If the Office Administrator has responsibility for more than one NPI, they will all be listed in the Manage Change Request section. This process will need to be performed for every NPI that uses Emdeon as a Billing Agent.
- 6. Click through the Manage Change screens (using the Next button) until you reach the section for assigning your **Billing Agent**.

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7. Enter the Billing Agent "Emdeon" (without quotes) in Organization Name and click the Search button.

8. Emdeon has two valid entries as shown below. Add the appropriate Emdeon billing agent, based on whether you are a **dental (50301183)** or **medical (50300515)** provider.

- SEARCH RESULTS								
NPI	Atypical Provider ID	Provider Name	SSN	EIN	County			
	50301183	EMDEON DENTAL		62-4170239	102			
	<u>50300515</u>	EMDEON BUSINESS SERVICES		20-5716594				

- 9. You will also need to designate whether you want Emdeon to receive only your 835 Electronic Remittance Advice transaction or all outbound transactions.
- 10. Click through the remaining Manage Change screens until you reach the approval page. Use your NCID, password, and PIN to electronically sign the change request. (A PIN was emailed to all registered users on July 2. Only the Office Administrator PIN is authorized to approve the Manage Change request.)
- 11. The change in your provider record will be immediate.

For additional guidance regarding the Manage Change process, please consult the Computer-Based Training course "Updating Provider Data" in SkillPort, the NCTracks Learning Management System, which is available by clicking on the Provider Training button in the secure Provider Portal. If you have any questions, please contact the Call Center at 1-800-688-6696.