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NCTracks Presentation

Office of Rural Health and Community Care

March 15, 2013

North Carolina Department of Health and Human Services

OFFICE OF MMIS SERVICES

Agenda

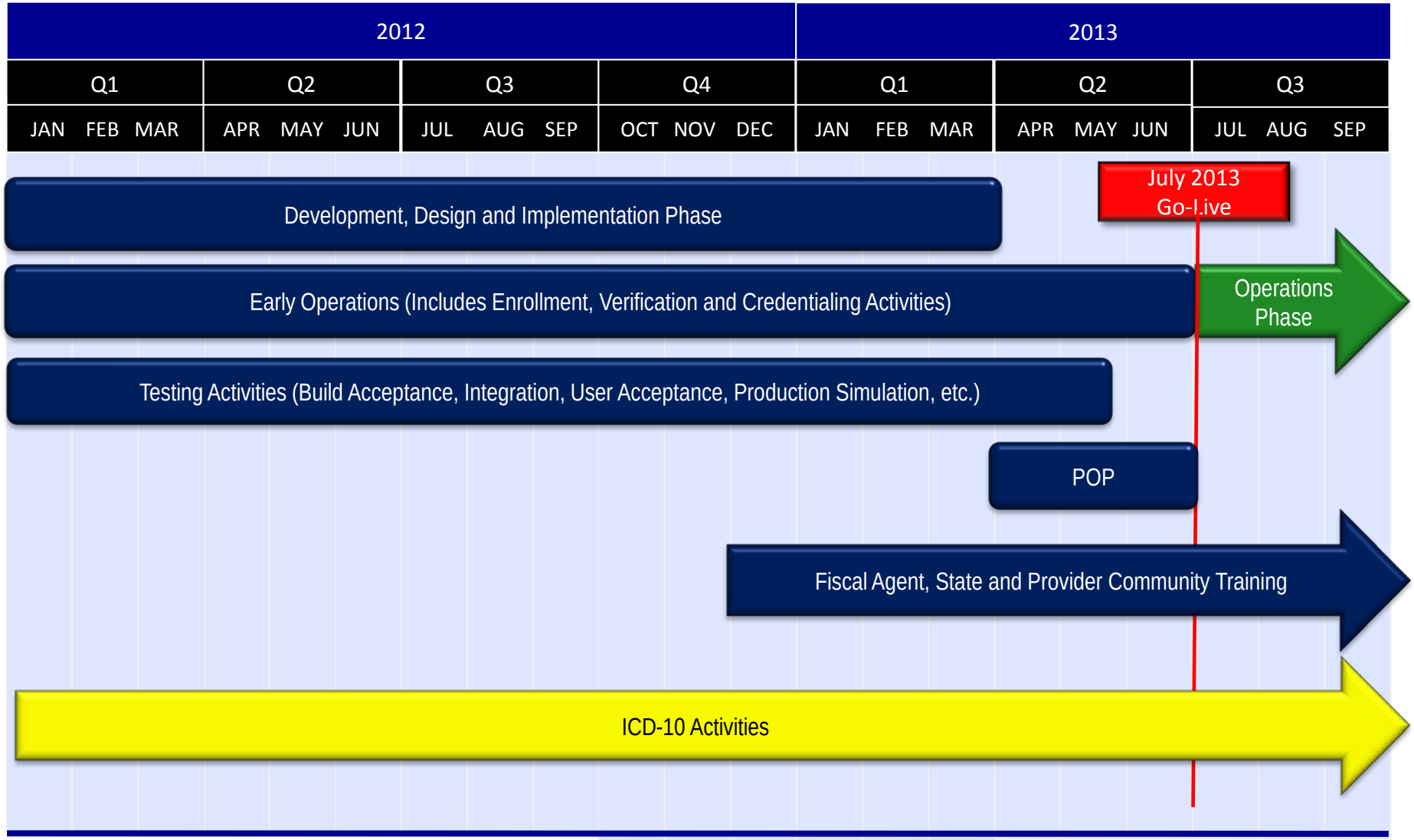
- Overview and Status of the Project
- Benefits of NCTracks
- System Features and Functionality
- Provider Activities Leading to Go-Live
- Provider Training Approach
- System Cutover Plan
- Questions

Overview and Status of the Project

What is NCTracks?

- **NCTracks is a multi-payer system that will consolidate several claims processing platforms into a single solution for multiple DHHS divisions:**
  - Division of Medical Assistance
  - Division of Mental Health, Developmental Disabilities and Substance Abuse Services
  - Division of Public Health
  - Office of Rural Health and Community Care
- **NCTracks will coordinate processing among payers to ensure the proper assignment of the payer, health plan, benefit plan and pricing methodology for each service line on a claim.**
- **NCTracks will replace the legacy MMIS+, IPRS, and POMCS systems currently used to process claims for those DHHS divisions**

High-Level Project Activity Timeline



Benefits of NCTracks

NCTracks - Reduced Paper Use

- Claims
- Prior Approvals
- Attachments
- Provider Enrollment
- Provider Change Forms
- E-Signature

NCTracks - Faster Processing

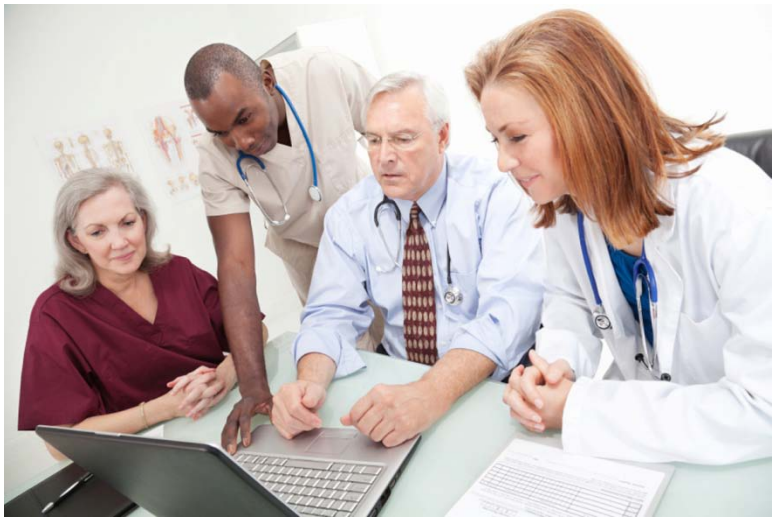
- Real Time via portal submission
- Real Time via batch submission
- Portal submission for Prior Approval
- Portal submission for attachments
- X12 Certification
- 50 checkwrites per year

NCTracks - Access to Information

- Procedure Code, Modifier, and Drug Information
- Fee Schedules/Rates
- Remittance Advice
- Message Center
- Prior Approvals
- Recipient Service Limits
- Claim Status

NCTracks - Managing Your Information

- Office Administrator
- Provider Record Maintenance
- Pay to and Correspondence Addresses
- Provider Training
- RSS feeds



System Features and Functionality

NCTracks Access

- **Portal-Based Environment**
- **Supported Browser Versions**
  - Internet Explorer 8 and 9
    - ✓ IE 8 is supported on MS Windows XP, Vista and 7
    - ✓ IE 9 is supported on MS Windows Vista and 7
  - Firefox 10+

Note: For the best portal experience, it is recommend that portal users access the system using a high-speed internet connection and computers that are less than 6 years old. These computers typically have a minimum of a Pentium 4+ processor or AMD equivalent.

The speed and reliability of the internet connection will also affect the performance and response time of the portal.

NCTracks Portal

- **The NCTracks portal features both public and secure, password protected areas.**
- **The secure, password protected areas of the site are unique to each visitor.**
  - When providers log into the password protected area of the portal, they can update records, check recipient eligibility, obtain prior approvals, view remittance advices, and submit claims, including pharmacy claims. Providers can also participate in web-based tutorials, register for class seminars and request site visits.

NCTracks Portal General Features

- **Single Sign-On will provide access to all integrated applications and enables ease of use for the system**
- **Standards Compliance**
  - HIPAA ANSI X12
  - Federal Accessibility Standards
- **Authentication**
  - Integrated with North Carolina's statewide identity management system (NCID)

NCTracks Portal Home

Provider Portal Access

Provider Public Home Page

Secure Portal Access

Welcome to NCTracks. Continue to NCTracks Secure Portal.

Home | Providers | Recipients | Operations

Home ▸ Providers

- Provider Announcements
- Provider Manuals
- Provider Enrollment
- Enhanced Pharmacy Program
- Frequently Asked Questions

Provider Enrollment

Enroll now to provide Medicaid services in North Carolina!

Enhanced Pharmacy Program

Learn more about Prior Approval for North Carolina prescriptions

Providers

NCTracks facilitates provider enrollment and consolidates claims processing activities for multiple DHHS health plans. The secure provider portal allows providers to manage changes, update records, check recipient eligibility, obtain prior approvals, and submit claims including pharmacy claims. Providers can also participate in web-based tutorials, register for class seminars and request site visits.

Provider Announcements

North Carolina Medicaid Preferred Drug List

May 7, 2010 DMA established a N.C. Medicaid Preferred Drug List (PDL) on March 15, 2010. read on

Prior Authorization for Brand Name Statins and Zetia

NCTracks Secure Portal

Acess the secure NCTracks Portal

Quick Links

- Provider Manuals
- Department of Health and Human Services
- Division of Health Service Regulation
- DMH/DD/SAS
- Division of Public Health
- Division of Medical Assistance
- Office of Rural Health and Community Care
- DMA Health Check
- CCNC/CA (Managed Care)

Provider Bulletins

Medicaid Bulletin Master

Single Sign On

Single sign-on integrated with NC Statewide ID System

Provider-Specific Information

Provider Activities Leading to Go-Live

Provider Checklist for Go-Live

1. Obtain an NCID for your Office Administrator
2. Obtain an NCID for all other staff in your provider organization who will access the NCTracks system
3. Ensure attending physicians have current affiliation information
4. Verify the taxonomy codes and locations on your provider record
5. Designate the Office Administrator (OA) for your provider organization
6. Provide your bank account information for EFT payments
7. Make sure the OA email address is current in the system
8. Designate the Billing Agent for your provider organization (if applicable)
9. Electronically sign the Trading Partner Agreement (if applicable)

Checklist #s 1 & 2 - Obtaining an NCID

- **The North Carolina Identity (NCID) Management system is the standard identity management service provided to state, local, business, and individual users by the State of North Carolina**
- **An NCID will be required by all users accessing the NCTracks system**
- **Providers who already have an NCID can use their existing NCID**
- **Visit the State website at https://ncid.nc.gov/ to:**
  - Obtain a new NCID
  - Search for an existing NCID
  - Reset an NCID password

Checklist # 3 - Identifying Affiliations

- **Affiliations**
  - Attending/rendering providers must affiliate with all groups or organizations on whose behalf they provide services in order to authorize payments to the group or organization.
    - ✓ This includes relationships to groups, hospitals, etc.
  - If providers are uncertain their affiliations are correct, they can call the EVC at

    1-866-844-1113
  - Missing or incorrect affiliations may result in delayed payment.
  - Updates can be submitted using a Medicaid Provider Change Form on the current NCTracks website at *www.nctracks.nc.gov*.

Checklist # 4 - Verify Taxonomy Codes

- **NCTracks will use National Provider Identifier (NPI), location, and taxonomy for processing of claims.**
- **The State has aligned its approved clinical and reimbursement policies and methodologies to taxonomy codes for use in the replacement system.**
- **There will be a taxonomy code look-up option to enable providers to verify their taxonomy codes and location information prior to go-live.**

Checklist #s 5-9 - CEP Process

The Currently Enrolled Provider (CEP) NCTracks Registration process is designed to capture information <u>from every enrolled provider</u>:

- **Office Administrator (OA)**
- **Electronic Funds Transfer (EFT) information**
- **Email address of OA**
- **Billing Agent**
  - If a provider uses a Billing Agent / Clearinghouse, they will need to designate them
- **Trading Partner Agreement (TPA)**
  - Providers who will submit ASC X12 batch transactions to NCTracks are required to electronically sign a Trading Partner Agreement
- **Access from the existing EVC website *www.nctracks.nc.gov***
  - NCID is required to access the CEP NCTracks Registration process

Trading Partner Testing

- **Trading partner testing and certification is a provider self service model using Edifecs' Ramp Management tool.**
- **All trading partners are required to complete an NCTracks certification process and sign a trading partner agreement prior to go live.**
  - This applies to both Billing Agents/Clearinghouses, as well as providers who will submit ASC X12 batch transactions to NCTracks
- **Companion guides are available to trading partners through Ramp Management and posted on the OMMISS website at *www.ncmmis.ncdhhs.gov*.**

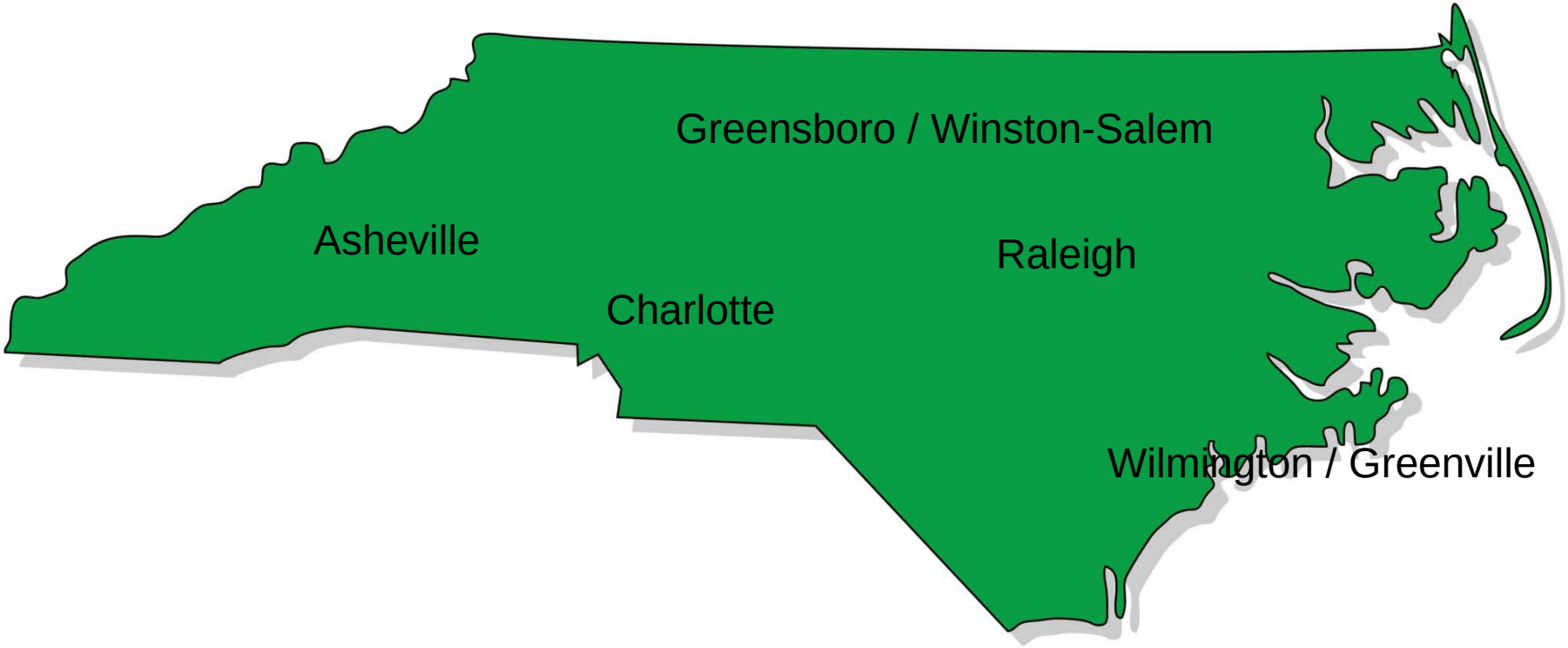
Provider Training Approach

Overview of Provider Training Approach

- **NCTracks provider training will be accomplished through two complementary delivery methods:**
  - Instructor Led Training (ILT)
  - E-Learning (Computer Based Training)
  - Supports various learning styles and accommodates work schedules
- **Skillport is the Learning Management System for NCTracks**
  - View ILT course schedules and register for courses
  - Download training materials
  - Participate in CBTs
  - View and print reports and transcripts

Instructor Led Training Approach

- **Provider training from April through June 2013**
  - Five locations across the State for instructor led training on NCTracks
  - Specific training sites, dates, and times at each location



Instructor Led Training Dates

- **Asheville**

  Crowne Plaza Resort (300)

  - April 8-12 (Institutional/Medical)
  - April 22-24 (Pharmacy/Dental)

- **Raleigh**

  Raleigh Convention Center (500)

  - April 15-19 (Institutional/Medical)
  - June 10-14 (Dental/Pharmacy)

- **Greensboro**

  Marriott Downtown (500)

  - April 29-May 3 (Institutional/Medical)
  - June 17-20 (Dental/Pharmacy)

- **Charlotte**

  Harris Conference Center (500)

  - May 6-10 (Institutional/Medical)
  - May 28-31 (Dental/Pharmacy)

- **Wilmington**

  Wilmington Convention Center (680)

  - May 13-17 (Institutional/Medical)
  - May 20-23 (Dental/Pharmacy)

- 1.5 to 2.5 days of ILT training per provider type at each location
- 2000 seats for Webinar available at each location

Instructor Led Training

- **Instructor Led Topics for Provider Training:**
  - Provider Web Portal Applications
  - Life Cycle Of A Claim
  - Prior Approvals (Medical, Pharmacy, Dental)
  - Claims Submission (Professional, Institutional, Dental)
  - Referrals/Overrides
  - Consent Forms
  - Recipient Eligibility
  - Provider User Provisioning / Security Access
- **Topics will be scheduled by provider type and job function – take the ones you need**
- **Instructor Led Training can be attended in person or remotely via conference call and web meeting**

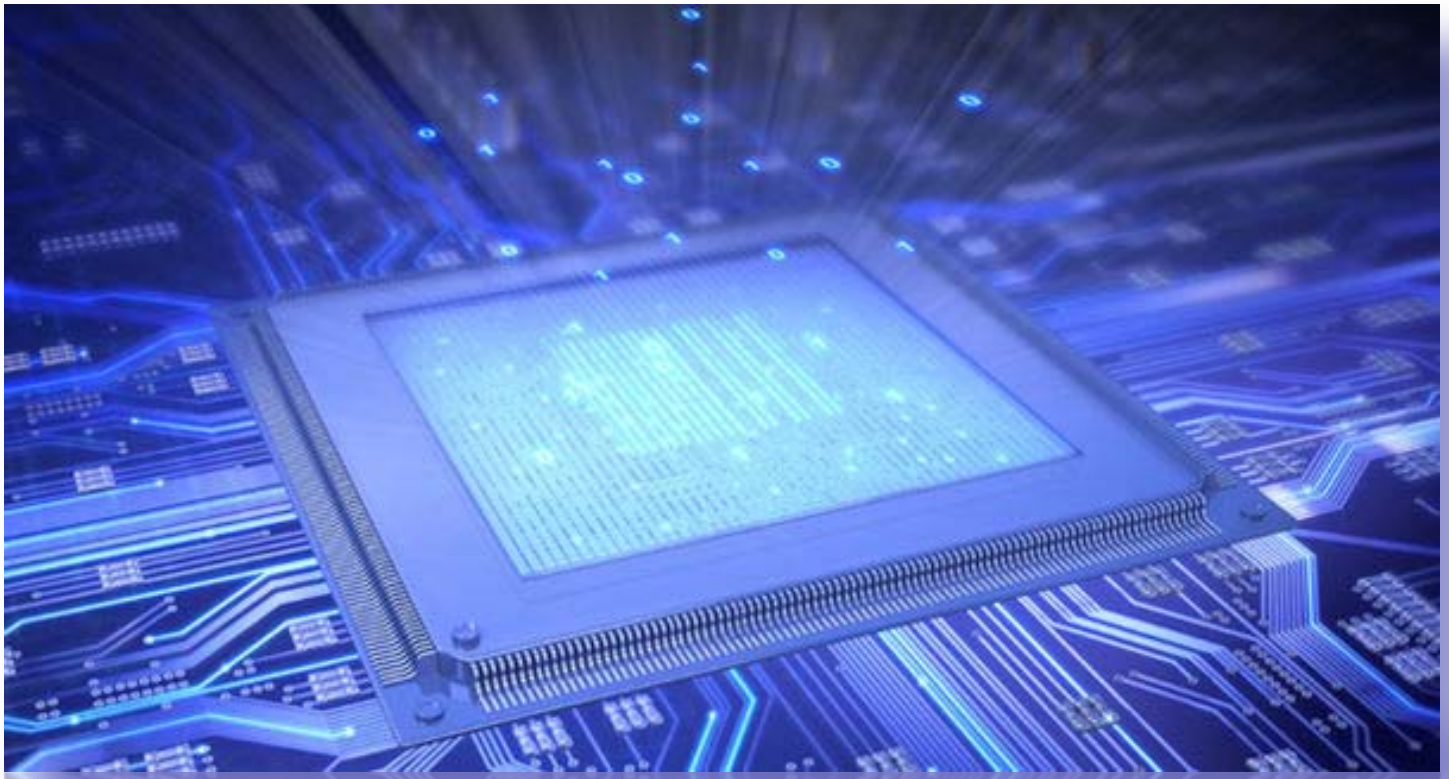
E-Learning

- **e-Learning courseware available through SkillPort starting April 1:**

  AVRS Features
  Contact Guide (Who to call when)
  Provider Office Administrator Functions
  Prior Approval Requests and Inquiry
  Viewing Recipient Information
  Reference Data Inquiry
  Provider Records - Functions and Impacts
  Rate Inquiry
  Procedure Code Inquiry
  Pharmacy Coverage Inquiry
  NCTracks Overview
  How To File /Adjust a Claim
  Edits, Denials, and Resubmitting a Claim
  How to Read Your Remittance Advice
  Updating Provider Data

- **e-Learning courseware and sign-up for instructor led training will be accessible from existing EVC website (prior to go live)**
  - www.nctracks.nc.gov
  - NCID will be required to access the training
  - Post go-live, training will be accessed through the NCTracks Provider Portal

System Cutover Plan



System Cutover Plan

- **The Deployment and Cutover Team includes CSC, the State, and HP**
  - Meetings between CSC and the State have already begun
  - The Deployment and Cutover Plan is undergoing review and revision
- **The objective is to minimize disruption of service at cutover**
  - Restriction Period vs Blackout Period
  - Will vary by system functionality (e.g. provider enrollment vs pharmacy POS)

Provider Communications

- **NCTracks Communications Website**
  - http://ncmmis.ncdhhs.gov/communication.asp
- **Email Listserv**
  - Distribution list for provider communications. Sign up on the NCTracks communications website
- **NCTracks *Connections* newsletter**
  - Monthly newsletter with articles on key topics for transition to NCTracks
- **Follow-up questions**
  - Send to *OMMISS.ProviderRelations@dhhs.nc.gov*

Questions

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