

**To:** All Providers

**From:** Kristine Brewington, MS, LCMHCS, LCAS, CCS, CCJP  
VP of Network Management

**Date:** January 30, 2023

**Subject:** February 2023 Provider Training Schedule Now Available, Stakeholder Engagement Behavioral Health Clinical Coverage Policy Update SAIOP

## SPECIAL BULLETIN MEDICAID TRANSFORMATION

### FEBRUARY 2023 PROVIDER TRAINING SCHEDULE NOW AVAILABLE

Registration is open for the February 2023 instructor-led provider training courses listed below. Slots are limited. NCTracks Zoom courses can be attended remotely from any location with a computer and internet connection. Please note that as of Jan. 1, 2021, training will be conducted through Zoom; individualized meeting information has been created for each course. Please see the Training Enrollment Instructions section below for registration details.

#### PRIOR APPROVAL MEDICAL

*Wednesday, Feb. 22, 2023, 9:30 a.m. – 12:00 p.m.*

This course shows authorized users how to electronically submit and inquire about prior approval (PA) requests for a variety of medical services. After completing this course, authorized users will be able to:

Submit PA requests electronically

Conduct electronic inquiries about PA requests

#### Meeting Information

Follow the steps below for audio and visual access to the Zoom online training session:

1. Dial US Toll-Free: 833-568-8864
2. Enter meeting ID: 161 475 1615
3. Press the # key

4. Enter meeting passcode: 4487423080
5. [From an internet browser](#)

Providers may choose to use the computer audio instead of dialing in.

### **SUBMITTING A PROFESSIONAL CLAIM**

Wednesday Feb. 22, 2023, 1:00 p.m. – 4:00 p.m.

The NCTracks Provider Portal uses your NCID username and password to gain access to a secure online environment for submitting claims. This course will focus on how to submit a Professional Claim. At the end of training, as an authorized user, the user will be able to do the following:

-  Submitting a professional claim
-  Save a draft
-  Use claims draft search
-  Submit a claim
-  View results of a claim submission
-  Void and replace paid claims

### **Meeting Information**

Follow the steps below for audio and visual access to the Zoom online training session:

1. Dial US Toll-Free: 833-568-8864
2. Enter meeting ID: 160 141 4316
3. Press the # key
4. Enter meeting passcode: 5782803275
5. [From an internet browser](#)

Providers may choose to use the computer audio instead of dialing in.

### **PRIOR APPROVAL INSTITUTIONAL**

Thursday, Feb. 23, 2023, 9:30 a.m. - 12:00 p.m.

This course guides authorized users through the process of submitting prior approval (PA) requests and inquiring about the status of previously submitted requests to ensure nursing facilities maintain compliance with Medicaid clinical coverage policy and medical necessity.

After completing this course, authorized users will be able to:

-  Submit PA requests
-  Inquire about PA requests

### Meeting Information

Follow the steps below for audio and visual access to the Zoom online training session:

1. Dial US Toll-Free: 833-568-8864
2. Enter meeting ID: 161 501 7348
3. Press the # key
4. Enter meeting passcode: 1699226117
5. [From an internet browser](#)

Providers may choose to use the computer audio instead of dialing in.

### SUBMITTING AN INSTITUTIONAL CLAIM

Thursday, Feb. 23, 2023, 1:00 p.m. – 4:00 p.m.

The NCTracks provider portal uses the NCID username and password to gain access to a secure online environment for submitting claims. This course guides users through the institutional claims process with an emphasis on Long-Term Care and secondary claims. After completing this course, authorized users will be able to:

-  Enter an institutional claim
-  Save a draft
-  Use the claims draft search tool
-  Submit a claim
-  View the results of a claim submission

### Meeting Information

Follow the steps below for audio and visual access to the Zoom online training session:

1. Dial US Toll-Free: 833-568-8864
2. Enter meeting ID: 160 764 2269
3. Press the # key
4. Enter meeting passcode: 2063030472
5. [From an internet browser](#)

Providers may choose to use the computer audio instead of dialing in.

### **SUBMITTING A PROFESSIONAL CLAIM NEMT**

Monday, Feb. 27, 2023, 9:30 a.m. – 12:00 p.m.

This course will guide users through the process of submitting Non-Emergency Medical Transportation (NEMT) claims through NCTracks. At the end of training, users will be able to:

- 🌱 Understand claims terminology
- 🌱 Understand the prior approval (PA) request process
- 🌱 Create a professional claim via NCTracks
- 🌱 Save a draft
- 🌱 Use the claims draft search tool
- 🌱 Submit a claim
- 🌱 View results of a claim submission
- 🌱 Claim status and claim copy
- 🌱 Resubmit a claim
- 🌱 Void a prior claim or replacement prior claims
- 🌱 Understand how to read remittance advice
- 🌱 Complete a PA inquiry

### **Meeting Information**

Follow the steps below for audio and visual access to the Zoom online training session:

1. Dial US Toll-Free: 833-568-8864
2. Enter meeting ID: 161 275 9915
3. Press the # key
4. Enter meeting passcode: 4467301194
5. [From an internet browser](#)

Providers may choose to use the computer audio instead of dialing in.

## PRIOR APPROVAL PHARMACY

Tuesday, Feb. 28, 2023, 9:30 a.m. - 12:00 p.m.

This will guide users through submitting pharmacy prior approval (PA) Requests, to help ensure compliance with Medicaid clinical coverage policy and medical necessity. Users will also be guided through PA inquiry to check on the status of the pharmacy PA request. After completing this course, authorized users will be able to:

-  Submit PA requests
-  Inquire about PA requests

## Meeting Information

Follow the steps below for audio and visual access to the Zoom online training session:

1. Dial US Toll-Free: 833-568-8864
2. Enter meeting ID: 161 054 5715
3. Press the # key
4. Enter meeting passcode: 4362735624
5. [From an internet browser](#)

Providers may choose to use the computer audio instead of dialing in.

## TRAINING ENROLLMENT INSTRUCTIONS

Providers can register for these courses in SkillPort, the NCTracks Learning Management System. Log onto 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: Remote via WebEx (although this is the sub-folder name, please note that, as previously mentioned, courses will now be conducted via Zoom and not WebEx).

Refer to the [Provider User Guides & Training page](#) of the public provider portal for specific instructions on how to use SkillPort. The [Provider Training Tool Kits page](#) also includes a quick reference regarding Java, which is required for the use of SkillPort.

**NCTracks Home**

## **STAKEHOLDER ENGAGEMENT BEHAVIORAL HEALTH CLINICAL COVERAGE POLICY UPDATE SAIOP**

NC DHHS invites you to join one of two stakeholder engagement webinars offered for review of amended Clinical Coverage Policy 8A-xx Substance Abuse Intensive Outpatient Program (SAIOP). These webinars are open to all stakeholders.

<b>Webinar Dates &amp; Times</b>	<b>MS Teams Links</b>
<p>Wednesday, February 8, 2023 11:00AM – 12:00PM</p>	<p><b>Join on your computer, mobile app or room device</b>  <a href="#">Click here to join the meeting</a>            Meeting ID: 261 699 061 004            Passcode: 22zUxw  <a href="#">Download Teams</a>   <a href="#">Join on the web</a></p> <p><b>Join with a video conferencing device</b>  <a href="mailto:ncgov@m.webex.com">ncgov@m.webex.com</a>            Video Conference ID: 115 778 060 3  <a href="#">Alternate VTC instructions</a></p> <p><b>Or call in (audio only)</b>  <a href="tel:+19842041487805194288">+1 984-204-1487,,805194288#</a> United States, Raleigh            Phone Conference ID: 805 194 288#</p>
<p>Wednesday, February 8, 2023, 2:30PM - 3:30PM</p>	<p><b>Join on your computer, mobile app or room device</b>  <a href="#">Click here to join the meeting</a>            Meeting ID: 273 002 918 444            Passcode: TeYLHz  <a href="#">Download Teams</a>   <a href="#">Join on the web</a></p> <p><b>Join with a video conferencing device</b>  <a href="mailto:ncgov@m.webex.com">ncgov@m.webex.com</a>            Video Conference ID: 112 233 831 6  <a href="#">Alternate VTC instructions</a></p> <p><b>Or call in (audio only)</b>  <a href="tel:+19842041487227959061">+1 984-204-1487,,227959061#</a> United States, Raleigh            Phone Conference ID: 227 959 061#</p>

For additional information about upcoming webinars send email to [Howard.Anthony@dhhs.nc.gov](mailto:Howard.Anthony@dhhs.nc.gov).