



Network Communication Bulletin 016

To: All Providers
From: Cindy Ehlers, MS, LPC Vice President of Clinical Operations
Date: November 20, 2017
Subject: Invalid Social Security Numbers (SSN) in NCTracks

This bulletin outlines steps NCTracks will take for providers enrolled in NCTracks with invalid Social Security numbers (SSN).

In preparation for re-verification activities for Medicaid behavioral health providers, the Division of Medical Assistance (DMA) discovered several providers enrolled in NCTracks with an invalid SSN.

Communications were sent out by Trillium Health Resources to the impacted providers on September 27, 2017. This communication instructed the impacted providers to contact NCTracks and correct the SSN on their record within 30 days of receipt of the communication. Providers were also notified that if they did not correct their record within the allotted timeframe, their records would be terminated and they would need to re-apply with NCTracks to continue participating in Medicaid and/or North Carolina Health Choice. Encounters associated with impacted providers will be denied when submitted to NCTracks.

To update your provider record, please submit the following document to NCTracksProvider@nctracks.com or fax # 855-710-1965:

1. Letter on company letterhead signed by the provider or an authorized individual attesting to the correct:

- NPI
- Name of Provider
- Date of Birth
- Social Security Number and Employer Identification Number (EIN)
- Authorized Individual's contact information (full name, address, phone number, and e-mail address)
- Request to remove the EIN/Tax ID if it is not your individual EIN (if applicable)

The words "**SSN UPDATE LETTER**" should be in all caps at the top of the letter.

Once the information is received and processed, the provider record will be updated and no further action is required.

If you have questions regarding this process, please contact the NCTracks Operations Center at 800-688-6696 or email the NCTracks Operations Center at NCTracksprovider@nctracks.com.



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Any questions about this Communication Bulletin may be sent to the following email: NetworkManagement@TrilliumNC.org. These questions will be answered in a Q&A format and published on Trillium's website.

