



**To:** All Providers

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

**Date:** February 20, 2023

**Subject:** NC TRACKS Provider Training Opportunities, Free Webinar! Tailored Plans Explained: What You Need to Know, Learning Collaborative in Cognitive Processing Therapy (CPT) - Help with Recruitment

## SPECIAL BULLETIN MEDICAID TRANSFORMATION

## NC TRACKS PROVIDER TRAINING OPPORTUNITIES

Registration is open for the following instructor-led provider training courses listed below. Slots are still available. 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 DENTAL/ORTHODONTIC

*Tuesday, Feb.21, 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 dental and orthodontic procedures. At the end of this training the user will be able to:

 Submit dental PA requests

 Inquire about dental 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: 160 675 6911
3. Press the # key
4. Enter meeting passcode: 6143015731
5. From an [internet browser](#)

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

### **SUBMITTING A DENTAL/ORTHODONTIC CLAIM**

*Tuesday, Feb. 21, 2023, 1:00 p.m. – 4:00 p.m.*

This course will focus on how to submit dental and orthodontic claims. At the end of training, authorized users will be able to do the following:

-  Create a dental claim via the NCTracks web portal
-  Submitting a dental claim
-  Save a draft claim
-  Use claims draft search
-  Submit a claim
-  View 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: 161 089 7577
- 3.** Press the # key
- 4.** Enter meeting passcode: 1745139160
- 5.** From an [internet browser](#)

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

### **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.

### 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](#)



## NC MEDICAID MANAGED CARE WEBINAR

Free Webinar! Tailored Plans Explained: What You Need to Know

**When:** February 28, 2023

**Time:** 12:00p-1:30p

Join us Tuesday, February 28th, to hear the latest on the rollout of Tailored Plans, currently scheduled to begin on April 1, 2023. Our expert advocates will discuss:

-  How Tailored Plans change health care choices for NC Medicaid enrollees with significant behavioral health needs, including the impact on their physical health care
-  Updates since the delay of the Tailored Plan rollout

This webinar will build on the content shared at our September 2022 webinar. We encourage attendees to review the previous webinar recording, slides, and FAQ prior to this month's webinar:

 [Webinar Recording](#)

 [Webinar FAQ](#)

 [Webinar Slides](#)

 [Register Now](#)

## LEARNING COLLABORATIVE IN COGNITIVE PROCESSING THERAPY (CPT) - HELP WITH RECRUITMENT

When you register, you can enter questions or comments into the text box that you would like us to address. We will also take questions and feedback during the webinar.

If you have questions about the accessible feature or need to request a reasonable accommodation, please contact our Operations Team ([webinars@healthlaw.org](mailto:webinars@healthlaw.org)) at least 4 business days before the webinar.

The Children's Advocacy Centers of North Carolina (CAC NC) and NC Child Treatment Program (NC CTP) welcome applications for a Learning Collaborative in Cognitive Processing Therapy (CPT). CPT is a cognitive-behavioral therapy for individuals aged 14 and older with posttraumatic stress disorder (PTSD). CPT teaches individuals skills to challenge unhelpful or unrealistic thoughts about their traumatic experiences, the world, and themselves. Outcomes include reductions in PTSD symptoms, depression symptoms, suicidal thoughts, and improvements in functioning.

For this training, they are looking for clinicians who are employed or contracted by a Child Advocacy Center (CAC), who accept referrals from a CAC through a linkage agreement, or who are willing to establish a linkage agreement with a CAC to provide services (linkage agreements are often referred to as an MOU; it is an agreement to work together, but not a contract). There are 51 CACs across the state of North Carolina, and there is one associated with most counties.

Please join them for an information session about Cognitive Processing Therapy on Thursday, February 23, 2023 at 12:00 pm.

 [Join the Information Session.](#)

You can also find an Information Guide attached, which has more information about CPT, the training details and requirements, and links to the applications. Please contact Beverly Glienke at [Beverly.glienke@duke.edu](mailto:Beverly.glienke@duke.edu) with any questions.

 [NC Cognitive Processing Therapy Guide](#)