

QUESTION	RESPONSE
Am I able to bill at this time with an inactive NPI?	No, it is not possible to bill with an inactive NPI. The NPI needs to be active in NC Tracks with the Medicaid health benefit plan before it can be added to our system.
Can I continue to bill Trillium while I wait for NC Tracks to get my NPI # correct?	No. We are getting Medicaid Encounter denials on our end in NC Tracks without the new NPI being active in NC Tracks. This is the reason why we cannot continue to allow billing.
After I make the required changes in NC Tracks, what will happen with the taxonomy that was assigned to me by Trillium?	Trillium does not assign taxonomy codes. Select the appropriate taxonomy code in NC Tracks. Once your taxonomy code has been approved by NC Tracks, notify your Network Services contact or email NetworkServicesSupport@TrilliumNC.org .
My NPI # has been made inactive. What should I do?	The next step would be to get your NPI # active in NC Tracks and notify Trillium once this is complete so that we may update our system. You can notify your Network Services contact or email NetworkServicesSupport@TrilliumNC.org once the NPI # has been made active in NC Tracks.
What do I need to do when taxonomy has been inactivated in NC Tracks and Trillium?	<ol style="list-style-type: none"> 1. Determine which drop down menus to select in order to locate a specific taxonomy of interest by reading this document: Area of Specialization Taxonomy Lookup (2017) 2. Specific taxonomy codes can be found here: Health Care Provider Taxonomy Code Set 3. Update the taxonomy code in NC Tracks by following the directions in this document: How to View and Update Taxonomy on the Provider Profile in NCTracks (2017) 4. Once the change has been approved by NC Tracks, inform your Network Services contact or email NetworkServicesSupport@TrilliumNC.org.
What do I do when the site and taxonomy do not match in NC Tracks?	<ol style="list-style-type: none"> 1. Update the taxonomy code in NC Tracks by following the directions in this document: How to View and Update Taxonomy on the Provider Profile in NCTracks (2017) 2. Once the change has been approved by NC Tracks, inform your Network Services contact or email NetworkServicesSupport@TrilliumNC.org
My taxonomy has been approved in NC Tracks. What needs to be submitted to Trillium and to whom?	Inform your Network Services contact of the approval or email NetworkServicesSupport@TrilliumNC.org .
We need to update the taxonomies linked to each of our sites in NC Tracks so that we can select the appropriate taxonomy code for billing. How do we complete this process?	<ol style="list-style-type: none"> 1. Update the taxonomy code in NC Tracks by following the directions in this document: How to View and Update Taxonomy on the Provider Profile in NCTracks (2017) 2. Once the change has been approved by NC Tracks, inform your Network Services contact or email NetworkServicesSupport@TrilliumNC.org.

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How do we change our taxonomy code to match our NPI number?	<p>Taxonomy codes and NPI #s are not going to match as they are different sets of numbers. Taxonomy would be based on the service(s). Any update to the taxonomy code can be accomplished by following the directions in this document: How to View and Update Taxonomy on the Provider Profile in NCTracks (2017)</p> <p>Once the change has been approved by NC Tracks, inform your Network Services contact or email NetworkServicesSupport@TrilliumNC.org.</p>
My taxonomy number for my claim submission is not showing up. How do I correct this?	<p>Follow the steps outlined in this document to add billing and rendering provider taxonomy information to a claim: How to Add Billing and Rendering Provider Taxonomy Information to a Claim (2017)</p>
The current taxonomy we use is being eliminated. Which taxonomy do we use?	<ol style="list-style-type: none"> 1. Determine which drop down menus to select in order to locate a specific taxonomy of interest by reading this document: Area of Specialization Taxonomy Lookup (2017) You can find specific taxonomy codes here: Health Care Provider Taxonomy Code Set 2. Update the taxonomy code in NC Tracks by following the directions in this document: How to View and Update Taxonomy on the Provider Profile in NCTracks (2017) 3. Once the change has been approved by NC Tracks, inform your Network Services contact or email NetworkServicesSupport@trilliumnc.org.
We have many claims denials due to not being set up in NCTracks correctly. How can we rectify this?	<p>*** Ensure that the appropriate NPI and taxonomy codes are assigned to the appropriate site ***</p> <ol style="list-style-type: none"> 1. Ensure you've completed the re-credentialing process. If you have not, follow the steps outlined in this document: How to Complete the Re-Credentialing/Re-verification process in NCTracks (2019) 2. Ensure your provider record is correct by addressing any issues such as site, NPI, Taxonomy, etc. by following the steps outlined in the documents pertaining to your particular issue below: <ol style="list-style-type: none"> a) Service location change or affiliating individual provider with a group: How to Add a Service Location and Affiliate (2017) b) Change/update physical address: How to Change the Primary Physical Address Location in NCTracks (2017) c) Selecting Taxonomy code needed: Area of Specialization Taxonomy Lookup (2017) d) Updating Taxonomy code: How to View and Update Taxonomy on the Provider Profile in NCTracks (2017) <p>*** Once your changes have been made AND approved by NC Tracks, inform your Network Services contact or email NetworkServicesSupport@TrilliumNC.org.</p>
How do I update an expired taxonomy in both NC Tracks and Trillium?	<ol style="list-style-type: none"> 1. Find the appropriate taxonomy code by following the steps outlined in this document: How to View and Update Taxonomy on the Provider Profile in NCTracks (2017) 2. Find specific taxonomy codes here: Health Care Provider Taxonomy Code Set 3. Update your taxonomy code by following the steps outlined in this document: How to View and Update Taxonomy on the Provider Profile in NCTracks (2017) 4. After NC Tracks has approved your changes, submit verification of the approval to your Network Services contact or email NetworkServicesSupport@TrilliumNC.org.
What is a Public Consulting Group (PCG) review?	<ul style="list-style-type: none"> ▶ Public Consulting Group (PCG) is the contracted vendor for the Division of Medical Assistance. ▶ When service locations are added or information related to the service location is added to a provider record in NC Tracks, this triggers an onsite review by PCG. ▶ A review by PCG is independent of any LME/MCO functions. ▶ Please reference Joint Communication Bulletin #J226 for further information. You may access the bulletin here: Joint Communication Bulletin #J226 Process for Adding Service Locations