



NORTH CAROLINA

MEDICAID DIRECT PROVIDER

QUICK REFERENCE GUIDE

Lesson 1: Medicaid 101

Division of Health Benefits (DHB) Website

<https://medicaid.ncdhhs.gov/>

DHB Medicaid Direct Bulletins

<https://medicaid.ncdhhs.gov/documents>

NCTracks Website

<https://www.nctracks.nc.gov/>

NCTracks Announcements

<https://www.nctracks.nc.gov/content/public/providers/provider-communications/2021-Announcements.html>

NMMIS Provider Claims and Billing Assistance Guide

<https://www.nctracks.nc.gov/content/public/providers/provider-manuals.html>

North Carolina Medicaid Direct Clinical Coverage Policy

<https://medicaid.ncdhhs.gov/providers/clinical-coverage-policies>

Lesson 2: Reporting Provider Changes

NCTracks Secure Provider Portal

<https://www.nctracks.nc.gov/ncmmisPortal/login>

Managed Change Request FAQs

<https://www.nctracks.nc.gov/content/public/providers/faq-main-page/Managed-Care-CCNC-CA-FAQs.html>

Change of Ownership (CHOW) FAQ

<https://www.nctracks.nc.gov/content/public/providers/faq-main-page/Change-of-Ownership--CHOW--FAQs.html>

Provider Enrollment Application FAQs

<https://www.nctracks.nc.gov/content/public/providers/faq-main-page/faqs-for-providerenrollment.html>

TRAINING NOTES

Lesson 3: Beneficiary Eligibility

NCTracks Automated Voice Response System (AVRS)
1-800-723-4337

Electronic Data Interchange
1-800-688-6696

NCTracks Secure Provider Portal
<https://www.nctracks.nc.gov/ncmmisPortal/login>

Local DSS Offices
<http://www.ncdhhs.gov/dss/local/>

Lesson 4: Covered Services

North Carolina Medicaid Direct Clinical Coverage Policy
<https://medicaid.ncdhhs.gov/providers/clinical-coverage-policies>

Lesson 5: Prior Approval

North Carolina Medicaid Direct Clinical Coverage Policy
<https://medicaid.ncdhhs.gov/providers/clinical-coverage-policies>

NCMMIS Provider Claims and Billing Assistance Guide
<https://www.nctracks.nc.gov/content/public/providers/provider-manuals.html>

NCTracks Secure Provider Portal
<https://www.nctracks.nc.gov/ncmmisPortal/login>

NCTracks Automated Voice Response System (AVRS)
1-800-723-4337

Prior Approval and Due Process (DHB)
<https://medicaid.ncdhhs.gov/providers/programs-services/prior-approval-and-due-process>

NCTracks Prior Approval Fact Sheet
<https://www.nctracks.nc.gov/content/public/providers/provider-user-guides-and-training/fact-sheets.html>

TRAINING NOTES

Lesson 5: Prior Approval (Cont.)

Early and Periodic Screening, Diagnosis and Treatment

<https://medicaid.ncdhhs.gov/providers/programs-and-services/medical/wellness-visits-and-diagnostic-and-treatment-services>

Lesson 6: Claims Submission

NCTracks Secure Provider Portal

<https://www.nctracks.nc.gov/ncmmisPortal/login>

Claims Submission FAQ

<https://www.nctracks.nc.gov/content/public/providers/faq-main-page/faqs-for-claim-submission.html>

NCMMIS Provider Claims and Billing Assistance Guide

<https://www.nctracks.nc.gov/content/public/providers/provider-manuals.html>

Lesson 7: Fraud, Waste & Abuse

Office of Compliance and Program Integrity (OCPI)

<https://medicaid.ncdhhs.gov/meetings-notices/ocpifraud-waste-and-abuse>

Excluded Providers Information

<https://medicaid.ncdhhs.gov/providers/excluded-providers>

Provider Self-Audit Packets

<https://medicaid.ncdhhs.gov/media/5929/open>

Online Fraud Complaint Form

<https://medicaid.ncdhhs.gov/meetings-notices/report-fraud-waste-or-abuse/medicaid-fraud-and-abuse-confidential-complaint>

DHHS Customer Service Center

1-800-662-7030

Medicaid Fraud, Waste, and Program AbuseTip Line

1-877-362-8471

Health Care Financing Administration Office of Inspector General's Fraud Line

1-800-HHS-TIPS

State Auditor's Waste Line

1-800-730-TIPS

TRAINING NOTES