How To File A Professional Claim in NCTRACKS

1	**Enter NCTracks Provider Portal Using NCID# and Password** **Login - NCTracks** BEFORE BILLING: Check the Eligibility Tab to determine the member's Medicaid Program. • **Note: Use NCTracks Portal only for billing claims for Medicaid Direct Members.** • Pharmacies **WILL NOT** be reimbursed for providing Hormonal Contraceptive Services for members enrolled in the Medicaid Family Planning Program. • For other PHP plans (Healthy Blue, United HealthCare, AmeriHealth Caritas, WellCare, or Carolina Complete Health), check each plan's provider portal for medical claims billing instructions.
2	Select Claims
3	Create Professional Claim

4	Enter Billing Pharmacy NPI#
5	Select Pharmacy Address
6	Select Pharmacy Taxonomy Number • Pharmacy must be linked to one of the four taxonomy codes to bill for reimbursement of clinical services: • 3336C0002X – Clinic Pharmacy • 3336C0003X – Community/Retail Pharmacy • 3336C0004X – Compounding Pharmacy • 3336L0003X – Long Term Care Pharmacy
7	Enter Member Medicaid ID#
8	Enter Date of Service
9	Select Verify

10	Enter Member Address
11	Enter Member City
12	Enter Member State
13	Enter Member ZIP Code

14	Patient Account: Enter Internal # Established by the Pharmacy
15	Claims Frequency Type: 1-ADMIT-DISC
	• 1-ADMIT-DISC: Means New Day Claim [Patient seen in pharmacy > assessment completed > intervention completed > patient leaves pharmacy].
16	Assignment of Benefits: Y-YES
17	Provider Accept Assignment Code: A-Assigned
18	Place of Service: 01-Pharmacy
19	Provider Signature on File: YES
20	Release of Information: I-Informed C

21	Provider Type: Non-Person Entity
22	NPI: Enter Pharmacy NPI#
23	Address: Select Pharmacy Address
24	Taxonomy Code: Select Pharmacy Taxonomy Code
25	Federal Tax ID: Enter Pharmacy Tax ID#
26	Is Rendering Provider Same as the Billing Provider: YES
27	Would you like to Add Referring Provider: NO

28	Select ICD-10 radio button
29	Enter: Applicable Diagnosis Code ***Applicable Diagnosis Codes:** • Z30.011: Encounter for initial prescription of contraceptive pills • Z30.016: Encounter for initial prescription of transdermal patch hormonal contraceptive device • Z30.41: Encounter for surveillance of contraceptive therapy pills • Z30.45: Encounter for surveillance of transdermal patch hormonal contraceptive therapy

30	Procedure Code: Enter Applicable CPT Code
	* Applicable CPT Codes:
	    • 99202: Office/outpatient new
	    • 99212: Office/outpatient visit established

31	Quantity: 1.0
32	Quantity Type: UN-Units
33	Service Date: Enter Service Date
34	Modifiers: FP
35	Pointers: 1
36	Amount: Enter Usual & Customary (U&C) charge • **Note: If U&C is less than the fee schedule rate, payment will be reimbursed at the U&C amount entered. If U&C is more than the fee schedule rate, payment will be reimbursed in accordance with the Physicians Services Fee Schedule Rate.** • **To Download Fee Schedules, See https://ncdhhs.servicenowservices.com/fee_schedules** From Select Program Dropdown – Choose Physician Services From Select Fee Schedule Dropdown -Choose Physician Services > Apply filters **OR** Find Physicians Services Program and Physician Services Fee Schedule downloadable list from the menu Download Fee Schedules Select Program Select Fee Schedule Apply Filters Clear Filters <table><tr><th>Program</th><th>Fee Schedule</th><th>Excel</th><th>Created</th></tr><tr><td>Nursing Facility Rates*</td><td>Medicaid Direct Long Term Care Skilled Nursing Facility*+</td><td>Download File</td><td>02-02-2024 15:40:19</td></tr><tr><td>Dialysis</td><td>Dialysis+</td><td>Download File</td><td>10-25-2022 14:54:04</td></tr><tr><td>Physician Services*</td><td>ACA Physician Services*</td><td>Download File</td><td>01-05-2024 14:52:33</td></tr><tr><td>Hospice*+</td><td>Hospice*+</td><td>Download File</td><td>01-03-2024 09:40:40</td></tr><tr><td>Targeted Case Management</td><td>HIV Case Management</td><td>Download File</td><td>10-27-2022 16:05:07</td></tr><tr><td>Hearing Aid Program</td><td>Hearing Aid Program</td><td>Download File</td><td>01-23-2023 05:38:20</td></tr><tr><td>Physician Services*</td><td>Physician Services*</td><td>Download File</td><td>02-02-2024 13:15:41</td></tr></table>
37	Place of Service: 01-PHARMACY
38	Would you like to add Additional Line-Item Information: YES

39	Would you like to add Ordering Provider? : YES
30	Enter: Last Name, First Name
41	Enter: Pharmacist NPI#
42	Click: Save Service Line
43	Click: Next

OTHER PAYORS TAB: OPTIONAL

Only applicable when pharmacist is aware that a member has another form of insurance in addition to Medicaid.

Note: Medicaid is always considered a secondary payor (payor of last resort) in instances where a member may have multiple plans.

ATTACHMENTS TAB: NOT REQUIRED FOR STATEWIDE PROTOCOL CLAIMS

IF YOU RECEIVE A REJECTION CODE YOU DON'T UNDERSTAND...

Call NCTracks Main Call Center Number @ 1-800-688-6696

- Press 1 > Enter Pharmacist NPI #
- Follow prompts to be connected directly to the individual PHP Plans
(i.e Amerihealth Caritas, Healthy Blue, Carolina Complete Health, United Health Care, or WellCare)
OR
- Press 6 > to be connected to a NCTracks Call Center Representative

- Make sure the Call Center understand you are asking for assistance with a rejected Medical claim.

Created: 2/20/2024