

May Provider Training Schedule Now Available

Registration is open for the May 2024 instructor-led provider training courses listed below. Slots are limited. 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.

Dental Helpful Hints

Tuesday, May 14, 2024, 9:30 a.m. – 11:30 a.m.

This course will provide guidance on commonly asked questions and frequently seen errors. The objectives that we will cover in this training include:

- Identify the three (3) methods of Prior Approval submission.
- Identify how to upload documents when submitting Prior Approval via NCTracks or to existing Prior Approval.
- Identify the most common errors when completing American Dental Association form. - Identify common errors that require requests for Prior Approval additional information. - Identify the common mistakes when submitting claims. Enter an institutional claim

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: 160 594 4005
3. Press the # key
4. Enter meeting passcode: 7628717173
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1605944005?pwd=N1hSOUZXMtI3cVhybDlMNjEvVStQUT09#success>

Submitting a Prior Approval Medical

Tuesday, May 14, 2024, 1:00 p.m. – 3:00 p.m.

This course covers the Prior Approval process for Medical providers. This course shows authorized users how to electronically submit and inquire about prior approvals for

different kinds of medical services. After completing this course, authorized users will be able to:

- Submit Prior Approvals electronically
- Save as a draft
- Conduct electronic inquiries about Prior Approvals

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: 160 484 7097
3. Press the # key
4. Enter meeting passcode: 0034007712
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1604847097?pwd=cmw5TTZtaURVZXdzVGtERU05MGpkQT09>

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

New Office Administrator

Wednesday, May 15, 2024, 9:30 a.m. – 11:30 a.m.

This course shows authorized users the process for changing the current Office Administrator (OA) to a new Office Administrator for an Individual Provider or Organization with a National Provider Identification (NPI) number or Atypical Provider. At the completion of training, authorized users will be able to:

- Update the Office Administrator for an Individual Provider
- Update the Office Administrator for an Organization
- Upgrade existing Users to Managing Relationships

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: 161 280 1096

3. Press the # key
4. Enter meeting passcode: 5665171558
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1612801096?pwd=VWxzUE02S1ErS2Z3MGoZnjFYRy9QUT09>

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

Create and Submit a PA for DME

Thursday, May 16, 2024, 9:30 a.m. – 11:30 a.m.

The PA request will be sent to the prescribing provider for review and the providing provider will sign an attestation statement saying that he/she is in agreement with the information entered by the requesting provider. At the end of training, you will be able to:

- Assign a user role to a provider Assign a DME PA request to the Prescribing Provider.
- Assign a Home Health Supply PA request to the Prescribing Provider Access the notification of the PA Request within NCTracks Provider Portal Message Center.
- Accept a PA Request and confirm with an electronic signature Reject a PA Request and send back to the Requesting Provider Revise a PA Request and re-assign to the Prescribing Provider.

Meeting Information

Follow the steps below for audio and visual access to the Zoom online training sessions:

1. Dial US Toll Free 833-568-8864
2. Enter meeting ID 160 845 7138
3. Press the # key
4. Enter meeting passcode 8140122729
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1608457138?pwd=alRka2w0b0JxVDF2SkgrMlhWQktBZz09>

Providers July choose to use the computer audio instead of dialing in

Recipient Eligibility Verification

Thursday, May 16, 2024, 1:00 p.m. – 3:00 p.m.

In this training we will learn to use the Eligibility Verification System (EVS) which provides information regarding a recipient's eligibility for services in real time. The provider and recipient must be enrolled in the same health plan or benefit plan for eligibility information to be returned. At the end of training, providers will be able to do the following:

- Submit an Individual Recipient Eligibility Inquiry
- Submit a Batch Eligibility Inquiry
- View an Eligibility Response

Meeting Information

Follow the steps below for audio and visual access to the Zoom online training sessions:

1. Dial US Toll Free 833-568-8864
2. Enter meeting ID 160 382 3478
3. Press the # key
4. Enter meeting passcode 4914215612
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1603823478?pwd=MnI5VkVWVaUjGQXl6Y2Y0ZlZnSnBsdz09>

Providers can choose to use the computer audio instead of dialing in

ES User Role_Abbreviated MCRs_Upload Documents

Tuesday, May 21, 2024, 9:30 a.m. – 11:30 a.m.

This course will guide you through the following enhancements to the provider enrollment application processes:

- Enrollment Specialist user role
- Upload supporting documents
- Abbreviated Manage Change Request (MCR) applications

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: 160 682 3829
3. Press the # key

4. Enter meeting passcode: 0185531988
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1606823829?pwd=cllXMytnNi9XM2U0bzdNU2NCT0Q4dz09>

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

Provider Re-Credentialing/Re-Verification Refresher

Thursday, May 23, 2024 1:00 p.m. - 3:00 p.m.

This course serves as a refresher for the steps taken by the provider to complete the Re-Verification process through NCTracks. At the end of training, you will be able to:

- Explain why provider Re-Verification is requested and what the process entails.
- Complete the Re-Verification process in NCTracks.
- Update Owners and Managing Relationships if necessary while completing the Re-Verification application process.

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: 161 565 7723
3. Press the # key
4. Enter meeting passcode: 5405833661
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1615657723?pwd=d3VlRmluZjE5d3lwSmFnNloxN3d4UT09>

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.