

A background image showing a smiling man in a wheelchair in the foreground and a smiling woman behind him, both appearing to be outdoors. The image is overlaid with a blue-to-orange gradient.

# North Carolina Payer Overview

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# North Carolina Payer Overview



Contract Name	Billing Method	EVV State Aggregator Status	Notes
NC Medicaid Direct	NC Medicaid Direct will be billing through NC Tracks. <ul style="list-style-type: none"><li>- Manually Entry</li><li>- Electronic 837 Submission</li></ul>	EVV data will be submitted to the State Aggregator, Sandata. Providers must schedule and confirm visits under NC Medicaid Direct payer.	<ul style="list-style-type: none"><li>• As of 07/01 providers must schedule and confirm visits under NC Medicaid Direct payer.</li><li>• Unique contract type will need to be assigned to your NC Medicaid Direct payer.</li><li>• For an electronic 837 submission, providers must enroll through NCTracks.</li></ul>

# NC Medicaid Direct EVV Integration Process



# EVV Integration Requirements



- Providers are responsible for the following:
  - Patient Management (Medicaid ID number is required)
  - Authorization Management (Providers must add and maintain authorization information)
  - Patient Diagnosis Code Management (Providers must add the Dx code to each authorization)
  - Billing Rate Management (Providers must add each procedure code's rate)
  - Caregiver Management (Social Security Number is required)
  - Schedule Management (Providers must schedule and confirm visits under NC Medicaid Direct)
  - Contract Type (Providers must assign contract type, **DHBFFS**, to your NC Medicaid Direct payer)
  
- On an overnight basis, HHAeXchange will submit the EVV information to the State Aggregator, Sandata.

# Assigning Contract Type to NC Medicaid Direct



- Admin → Contract Setup → Search Contract → NC Medicaid Direct
- Select the Contract Type dropdown and assign the type, DHBFFS.
- If DHBFFS is not apart of your dropdown list, you can add the type under Admin → Reference Table Management → Contract Type.
- Please note, if Contract Type is not assigned or, removed, HHAExchange will not submit EVV records.
- Once Contract Type has been assigned, reach out to HHAX Support to enable EVV integration.

The screenshot displays the 'Contract Setup' interface for 'NC Medicaid Direct (DO2)'. The 'Contract Details' section includes fields for Contract Name (NC Medicaid Direct (DO)), Contract Type (DHBFFS), Effective Date, Source of Admission (Other), NPI No., and Provider ID (33b). Below this is the 'Reference Table Management' section with a search bar set to 'Contract Type'. The search results table lists various Contract Type IDs. An inset window shows the 'Contract Type Details' for 'DHBFFS', with a description of 'NC Medicaid Direct EW' and a status of 'Active'.

Contract Type ID
9686
24323
9691
9693
9692
9694
9687
9688
9689

# Review NC Medicaid Direct EVV Responses



- HHAX recommends you run our State Aggregation Report.
  - Report → Exception Reports → State Aggregation Report.
- Providers must select the following options:
  - State: NC
  - Report Type: FFS
  - Report Section: Caregiver / Patient / Visit
  - Record Status(es): All Selected
- For instructions on how to resolve failed records, please refer to our [NC State FFS EVV Most Common Failed Responses: Job Aid](#)
  - Once failed records have been resolved, HHAX will re-process failed records.

State Aggregation Report

TF1XWebRP01 Report No. 1090 HHA Reports - Version 2.08

State Aggregation Report

1 • State: NC

Report Type:  MCOs  FFS 2

Report Section:  Caregiver  Patient  Visits 3

Office(s): All

Contract Type(s): All

Caregivers:

Procedure Code(s): All

Visit From Date:

Visit To Date:

Last Export From Date: 07/14/2021

Last Export To Date: 07/14/2021

Patient:

Medicaid Number:

Record Status(es): All selected 4

Note: If user is logged in via support user "Medicaid Number" filter won't be Report will show data from visit date 12/15/2020 and forward.

[Select all]  
 Pending  
 Failed  
 Success

# NC Medicaid Direct 837 Billing Process



# NCTracks 837 Enrollment and Requirements



- TSN (Transmitter Supplier Number) is a requirement needed for 837 submissions.
- If you do not have access to your TSN number, you are able to locate it under your NCTracks portal.
  - Once logged in, select the enrollment option and satisfy all required fields to continue.

**Provider Portal**

Home • **Provider Enrollment** • Online Provider Enrollment Ap...

Contact Information  
If you have any questions regarding completion of Provider Enrollment, please contact CS&A Call Center.  
Phone: 800-688-6696  
Fax: 855-710-1965  
Email: [NCTracksprovider@nctracks.com](mailto:NCTracksprovider@nctracks.com)

Quick Links  
[Status and Management](#)  
[Provider Enrollment Home](#)  
[PE Supporting Information](#)  
[PE Terms and Conditions](#)

**Online Provider Enrollment Application**

Eligibility Prior Approval Claims Referral Code Search **Enrollment** Administration Payment Consent Forms Training

Welcome, (Log out) | [NCTracks Help](#)

Legend

**PROVIDER LOCATION**

Please enter the 9-digit ZIP Code (ZIP +4) of your primary practice location for determination of **In-State, Border, or Out-of-State** enrollment.

\* ZIP Code:

\* **PROVIDER ENROLLMENT APPLICATION TYPE**

**Individual**

An individual provider is a person enrolled directly who may have an affiliation with an organization or may bill independently for services. When you are completing the Individual Provider Enrollment application, you will be given the opportunity to also enroll as a Primary Care Provider (PCP) in the CCNC/CA program if your provider type qualifies you to be a PCP.

**Organization**

An Organization is an entity, facility, or institution that may be an affiliation of individual providers. When you are completing an Organization Provider Enrollment application, you will be given the opportunity to also enroll as a PCP in the CCNC/CA program if your provider type qualifies you to be a PCP.

**Atypical Organization**

Are you an atypical organization? As defined by CMS: Atypical providers are providers that do not provide health care, as defined under HIPAA in Federal regulations at 45 CFR section 160.103. Taxi services, home and vehicle modifications, and respite services are examples of atypical providers reimbursed by the Medicaid program. Even if these atypical providers submit HIPAA transactions, they still do not meet the HIPAA definition of health care and therefore cannot receive an NPI.

**Billing Agent**

Billing Agents and Clearinghouses are third party entities—businesses—that submit information directly to CSRA as the NC DHHS Fiscal Agent on behalf of an enrolled provider.

Please be sure to complete all required fields with valid content. **Next >**

About Legal Privacy Accessibility Contact Us System Requirements Report Card

Presented by CSRA and TRANSCEND

NC Department of Health and Human Services

Info: <http://ncdhhs.gov/it/it> at 4/21/14 3:00 pm, portal: 0000



# NCTracks 837 Enrollment and Requirements



- Once the enrollment process has been completed and TSN number has been obtained, providers must fill out the Trading Partner Agreement form.
  - <https://www.nctracks.nc.gov/content/public/providers/provider-trading-partners.html>
  - This form can be located under your NCTracks portal labeled “Trading Partner Contact Document”

The screenshot shows the NCTracks website interface. At the top, there is a navigation menu with 'Home', 'Providers', 'Recipients', and 'Operations'. Below the menu, the page title is 'Trading Partner Information'. The main content area is divided into three columns. The left column contains a sidebar with various links such as 'Getting Started With NCTracks', 'Provider Communication', 'ICD-10', 'Frequently Asked Questions', 'Currently Enrolled Provider (CEP) Registration', 'Claims', 'Prior Approval', 'Provider Enrollment', 'Provider Re-credentialing/Re-verification', 'Provider Policies, Manuals, Guidelines and Forms', 'Provider User Guides & Training', 'Dental Services', 'Pharmacy Services', and 'Pharmacy Claim Service Limits'. The middle column is titled 'Trading Partner Information' and contains a paragraph explaining that a Trading Partner Agreement (TPA) is a contract between parties who have chosen to exchange information electronically. It also states that TPAs are used by all entities that wish to establish an electronic relationship with the NC DHHS programs supported by NCTracks. Below this paragraph, there is a section titled 'Trading Partner List' which includes a link to 'List of NCTracks Trading Partners' and a link to 'Trading Partner Contact Document'. A red arrow points to the 'Trading Partner Contact Document' link. The right column is titled 'Quick Links' and contains several links: 'X12 List of ICD Qualifiers (XLSX - 11 KB)', 'Centers for Medicare and Medicaid Services', 'HIPAA Health Information Privacy Standards', 'NC DHHS Medicaid Home Page', and 'NPI Registry Home Page (National Provider Identifier)'. Below the 'Quick Links' section, there is a section titled 'Trading Partner FAQs' which states that the list reflects answers to frequently asked questions regarding Trading Partners in NCTracks.

# NCTracks 837 Enrollment and Requirements



o Trading Partner Contact Information Form requires the following:

- o Trading Partner Name: Agency name
- o National Provider Identifier: NPI #
- o Transmitter Supplier Number (TSN): TSN # obtained after online enrollment application
- o Contact Name: Your first/last name
- o Physical Address: Agency address
- o Contact Phone Number: Contact phone number
- o Contact Email Address: Email address
- o Type of Sender: Always choose Provider
- o Select Transaction that will be tested: Always select 837I or, 837P and 835
- o Once they complete the form, please email [NCMMIS\\_EDI\\_Support@csra.com](mailto:NCMMIS_EDI_Support@csra.com)

**Trading Partner Contact Information Form**

*Trading Partner Name	
National Provider Identifier (unless not applicable)	
*Transmitter Supplier Number (TSN)	
*Contact Name: (First/Last)	
Physical Address (Street, City, State, ZIP Code)	
*Contact Phone Number	( ) _____ Ext. _____
*Contact E-mail Address	
*Type of Sender	<input type="checkbox"/> Provider <input type="checkbox"/> Clearinghouse <input type="checkbox"/> Billing Service
<b>Additional User &amp; Electronic Transactions</b>	
Name (First/Last)	
*E-mail Address	
*Select Transactions that will be tested	Institutional Claims 837I <input type="checkbox"/> Professional Claims 837P <input type="checkbox"/> Dental Claims 837D <input type="checkbox"/> Eligibility Inquiry 270/271 <input type="checkbox"/> Claims Inquiry 276/277 <input type="checkbox"/> Benefit Enrollment and Maintenance 834 <input type="checkbox"/> Electronic Remittance 835 <input type="checkbox"/> (Testing is not required)

Please complete this form to begin the process for HIPAA Compliance Testing. Only those entities that send ASC X12 transactions are required to test.

If you wish to receive the 835 only, please complete the form. Testing is not required for the 835 Remittance Advice.

# NCTracks 837 Enrollment and Requirements



- Once the application has been submitted and approved by, **[NCOMMIS.EDI.Support@csra.com](mailto:NCOMMIS.EDI.Support@csra.com)**, providers should receive an encrypted email containing login credentials for NCTracks Ramp Management.
- Attached to the email, you will receive two attachments:
  - NCTracks Trading Partner Connectivity Guide
  - NCTracks Trading Partner Testing Portal User's Guide-v2\_052020
- The attached documents will explain a series of steps required to perform to finalize the enrollment process.
- Once all enrollment steps have been completed, you will be able to submit 837 files into the NCTracks portal.



## Ramp Management User's Guide



### 3 Getting Started

1. Gain access the NCTracks Trading Partner Testing Portal by navigating to the following URL: <https://sites.edifecs.com/?NCTracks>. The following page displays.



Exhibit 1. NCTracks Trading Partner Testing Portal

2. CSC EDI Support will e-mail you an invitation to the NCTracks Trading Partner Testing portal, along with your Ramp Management user ID and system-generated password.

Dear Trading Partner,  
You have been added as a member of the Test Partner 2012 on Ramp Management.  
To access this community, go to <https://sites.edifecs.com/?nctracks>.  
Thank you!  
Account Summary  
=====

Username =	bunny_b
Password =	Q3cpDvvy

Exhibit 2. Example of an Invitation E-mail



## 3.1 Logging On and Off the NCTRACKS Trading Partner Testing Portal

1. Enter your user name and password.
2. Confirm your own the profile (when first logging in).
3. Select **Next**.

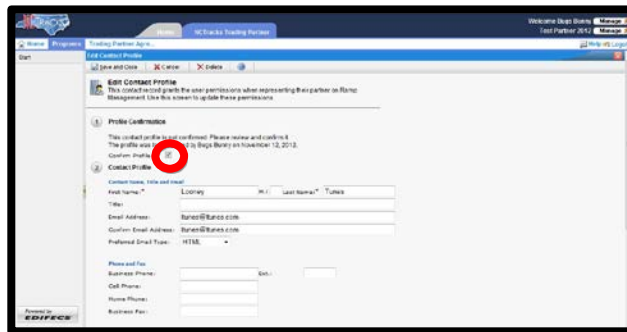


Exhibit 3. Logon  
Wizard

4. Click **Logoff** on the Action Bar



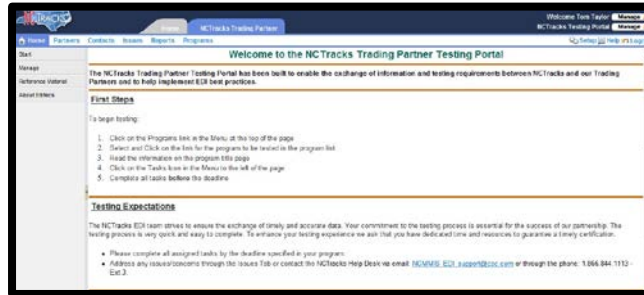
Exhibit 4. Action Bar

5. The NCTRACKS Trading Partner Testing portal displays.



## 6 Home Program (Home Tab)

Once the user has successfully logged into the community, the user is defaulted to the **Home** tab for the community. This tab is where welcome messages or community updates and information are kept. The view also provides a quick glance and confirmation that a specific user of a specific Submitter is signed on to the site.



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Exhibit 13. NCTracks Trading Partner Testing Portal Home Page



## 7 Programs

The **Program** tab displays the list of programs that the user is currently enrolled to use.

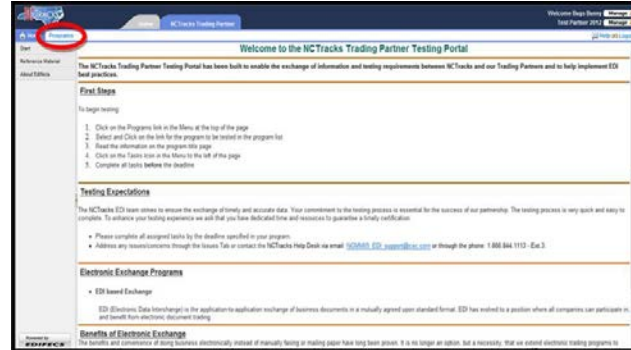


Exhibit 14. Programs Tab

### 7.1 Trading Partner Agreement Signature

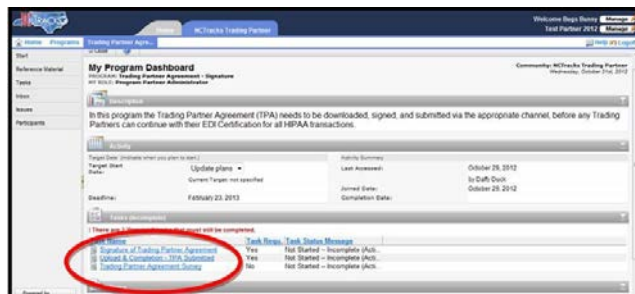
1. Complete the first program, which is called **Trading Partner Agreement – Signature**.
2. Select the **Trading Partner Agreement – Signature** link to access the program dashboard.



**Exhibit 15. Trading Partner Agreement – Signature Link**

3. By selecting the program link, the user will be taken to the list of tasks that are listed for the specific program. Select the links of the Trading Partner Agreement Program to complete each task.
4. Download and sign the Trading Partner Agreement (required).
5. Upload the signed Trading Partner Agreement (required).
6. Complete the Trading Partner Agreement Survey (optional).

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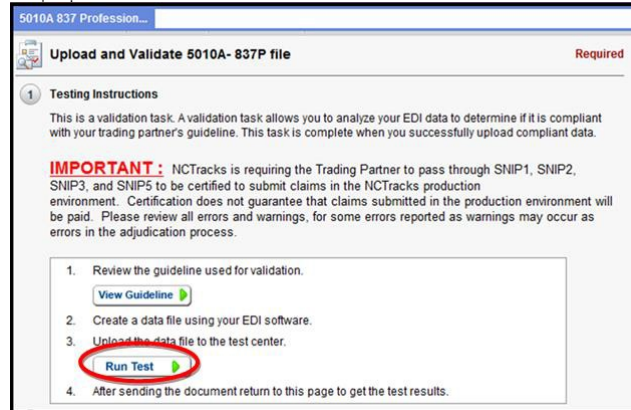


**Exhibit 16. Trading Partner Agreement Program**



## 8 How to Test the Data File

1. Select **Upload and Validate 5010A 837P file**.
2. To validate a test file, select choice 3 **Run Test** and follow the testing



5010A 837 Profession...

**Upload and Validate 5010A- 837P file** Required

1 Testing Instructions

This is a validation task. A validation task allows you to analyze your EDI data to determine if it is compliant with your trading partner's guideline. This task is complete when you successfully upload compliant data.

**IMPORTANT :** NCTracks is requiring the Trading Partner to pass through SNIP1, SNIP2, SNIP3, and SNIP5 to be certified to submit claims in the NCTracks production environment. Certification does not guarantee that claims submitted in the production environment will be paid. Please review all errors and warnings, for some errors reported as warnings may occur as errors in the adjudication process.

1. Review the guideline used for validation.  
[View Guideline](#)
2. Create a data file using your EDI software.
3. Upload the data file to the test center.  
**Run Test**
4. After sending the document return to this page to get the test results.

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Exhibit 18. Upload and Validate 5010A 837P file Page

3. Once the file has been analyzed, the results of the last test will display under **Test Results**.



2 Test Results

**Your last test PASSED.**  
Click for [details](#).

Task Status: Completed - Complete

Exhibit 19. Test Results





## Ramp Management User's Guide



- To view the results of previously submitted data files, select the link listed under **Test History**.

Edit	File Name	Submission Time	Status	Error Count
	837P_Pass.dat	11/07/2012 12:00:46 AM	Passed	0

Exhibit 20. Test History

- There are five views that allow the user to choose the error report that best fits their needs. Reports can be printed or saved in order to send to the vendor that will assist in resolving errors.

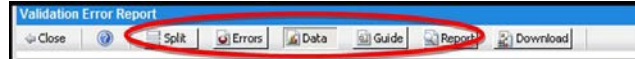


Exhibit 21. Validation Error Report



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## 9 NCTracks Approval for Production

After successful completion of all the tasks in your program, you will be approved for submitting transactions into the NCTracks system. CSC EDI Support will review testing results and will email a Production Approval Notification.

Dear Trading Partner,

Congratulations! Your organization has been approved to submit 837 Professional claims in the NCTracks production system. We will provide instructions soon regarding submission of inbound ASC X12 transactions into the production environment.

If you have any questions, please feel free to contact us at [NCMMIS\\_EDI\\_support@csc.com](mailto:NCMMIS_EDI_support@csc.com) or 1.866.844.1113 - Option #3. We look forward to hearing from you.

Sincerely,

NCTracks Testing Portal  
[NCMMIS\\_EDI\\_support@csc.com](mailto:NCMMIS_EDI_support@csc.com)  
1.866.844.1113 - Option #3

Exhibit 22. Production Approval Email

# NC Medicaid Direct Billing Walkthrough





# NC Medicaid Direct Billing Walkthrough

- How to generate claim file in HHAeXchange:
  - Prebilling Review
  - New Invoice Internal Process
  - Billing Review
  - Creating Electronic Billing File
  - Save and Export 837 File

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[NCSupport@hhaexchange.com](mailto:NCSupport@hhaexchange.com)

(866) 242-2465

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