On July 1, Medicaid providers will switch from using the 35-year-old Medicaid Management Information System to “NCTracks,” the new system managed by Computer Sciences Corp. (CSC).

- On or after July 1, 2013, providers will go to www.nctracks.nc.gov to submit a Medicaid claim. If providers try to access the old system to submit a claim, they will automatically be redirected to the new system.
  - The new system will increase efficiency by switching providers from a paper to a digital submission process and will allow them to check the status of a claim at any time.

- DHHS has reached out to providers via all available channels with information on how to prepare for the launch. Additionally, the Department has hosted in-person, instructor-led training sessions around the state.
  - Online training is available 24/7 through www.nctracks.nc.gov. After July 1, field training representatives around the state will provide training in person, if needed. Providers can request training after July 1 by going to nctracks.nc.gov, or by calling 1-866-844-1113.

- With the change in the fiscal year, there is typically a delay in checkwrite payments to providers. Because of the system change, this year’s delay will be extended slightly. The last checkwrite payment in the old system will be June 27 and the first checkwrite in the new system for most providers will be July 16 (pharmacies will have an initial checkwrite payment of July 9).
  - NOTE: With the new NCTracks system, checkwrite payments will occur more frequently (50 times a year, up from the current 42).

Potential issues:

Because higher than normal volumes of providers will access NCTracks at the same time, initial response time may be longer.
- Our Fiscal Agent, CSC, will be monitoring the situation in real time and optimizing system performance.

Because of increased call volume to the call center, providers may experience longer than normal wait times.
- The call center is being staffed to support high call volume and will open early at 7:30 a.m. and stay open until 6 p.m. during the first week of go-live. Hold messaging will direct providers to the website, where Frequently Asked Questions may help. For those who wish to speak with someone, subject matter expert staff also will be on hand to answer more complicated questions.

Callers may give up waiting on hold and call DHHS contacts directly.
- DHHS staff will be ready to answer calls, but providers will be encouraged to use the call center.

Some provider claim payments may be delayed due to incomplete or inaccurate claim or provider information.
- There may be several reasons for these delays. For instance, some providers may need to update their NCTracks profiles. Providers will be able to make corrections online at any time to ensure errors do not delay payments.

Providers may notice they are receiving small differences in payments per claim.
- NCTracks will pay more accurately—for example, to the penny instead of rounding to the dollar, as the old system did for some claims. These scenarios have been communicated to providers.