November Provider Training Schedule Now Available

Registration is open for the November 2026 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 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.

Prior Approval Institutional

Tuesday, November 17, 2026, 9:30 a.m. – 11:00 a.m.

This course will cover submitting Prior Approval Requests with a focus on Nursing Facilities, to help ensure compliance with Medicaid clinical coverage policy and medical necessity, inquiring about those requests to determine their status. After completing this course, authorized users will be able to:

- Submit Prior Approvals
- Inquire 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: 165 846 4381
3. Press the # key
4. Enter meeting passcode: 9665156022
5. From an internet browser, enter the URL

https://gdit.zoomgov.com/j/1658464381?pwd=i0bg7YJkaZbCSqgWGwXHuETlGny2Cb.1

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

Submitting an Institutional Claim

Tuesday, November 17, 2026, 1:00 p.m. – 3:00 p.m.

Welcome to Provider training on submitting Institutional Claims. The NCTracks Provider Portal uses your NCID username and password to gain access to a secure online environment for submitting claims. This course will focus on how to submit an Institutional claim with emphasis on Long Term Care and Secondary Claims. At the end of training, as an authorized User, you will be able do the following:

- Enter an institutional claim -Save a draft
- Use the Claims Draft Search tool
- Submit a claim -View results of a claim submission

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: 165 545 7219
3. Press the # key
4. Enter meeting passcode: 1187267169
5. From an internet browser, enter the URL https://gdit.zoomgov.com/j/1655457219?pwd=vZZk1geAWs9DYxma41MQ2BHnk3K50b.1

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

How to Add or Update Credentials

Wednesday, November 18, 2026, 9:30 a.m. – 11:00 a.m.

This course will provide instructions for adding and updating licensing or certifications to the provider's record in NCTracks. Some taxonomy codes require the provider to be licensed, accredited, and/or certified according to the specific laws and regulations that apply to their service type.

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: 165 138 8025
3. Press the # key
4. Enter meeting passcode: 7219500589
5. From an internet browser, enter the URL https://gdit.zoomgov.com/j/1651388025?pwd=qGIocHAbkwWG0Yc7XrYoF9BDsnfIpC.1

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

Re-verification

Wednesday, November 18, 2026, 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: 165 425 3413
3. Press the # key
4. Enter meeting passcode: 0043355031
5. From an internet browser, enter the URL

https://gdit.zoomgov.com/j/1654253413?pwd=5XYVaHZfT3YE3OU8jOyUb2enaYSRN8.1

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

Create and Submit a PA for DME and HH Elec Signature

Thursday, November 19, 2026, 9:30 a.m. – 11:30 a.m.

The e-signature process allows the requesting provider to answer all of the questions related to the recipient's medical status when they enter a PA request on the Provider portal. The PA request will then 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 session:

1. Dial US Toll-Free: 833-568-8864
2. Enter meeting ID: 165 445 4761
3. Press the # key
4. Enter meeting passcode: 0629256397
5. From an internet browser, enter the URL

https://gdit.zoomgov.com/j/1654454761?pwd=hmyWUO46LSXPWYUkoChE2aZuQoPQTF.1

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

Dental Helpful Hints

Thursday, November 18, 2026, 1:00 p.m. – 3:00 p.m.

The objectives that we will cover today are:

- 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.

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: 165 667 2595

3. Press the # key

4. Enter meeting passcode: 7182182416

5. From an internet browser, enter the URL

https://gdit.zoomgov.com/j/1656672595?pwd=vupcFjovaKaEgyGqDb7y00yQDBFj9b.1

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 subfolder 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.