April Provider Training Schedule Now Available

Registration is open for the April 2025 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.

New Office Administrator

Tuesday, April 22, 2025, 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 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: 161 512 3188
3. Press the # key
4. Enter meeting passcode: 9459318416
5. From an internet browser, enter the URL
   https://gdit.zoomgov.com/j/1615123188?pwd=8Dr77tUGMROegQZzVxEoZE7a5h7kcG.1

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

Submitting a Professional Claim

Tuesday, April 22, 2025, 1:00 p.m. – 3:00 p.m.

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 a Professional Claim. At the end of training, as an authorized user, the user will be able to do the following:

- Submitting a Professional claim
- Save a Draft
- Use Claims Draft Search
- Submit a claim
- View results of a claim submission
- Void and replace paid 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: 161 846 4225
3. Press the # key
4. Enter meeting passcode: 8126367214
5. From an internet browser, enter the URL
   https://gdit.zoomgov.com/j/1618464225?pwd=IVp6yazeARJbDhWo6W2lPxtfbhWv9w.1

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

Submitting a Dental and Orthodontic Claim

Wednesday, April 23, 2025, 9:30 a.m. – 11:30 a.m.

This course will focus on how to submit a Dental and Orthodontic Claims. At the end of training, as an authorized user, you will be able to manage the following:

● Create a Dental Claim via the NCTracks web portal
● Submitting a Dental Claim
● Save a Draft Claim
● Use Claims Draft Search
● 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: 161 290 7522
3. Press the # key
4. Enter meeting passcode: 8411959213
5. From an internet browser, enter the URL
   https://gdit.zoomgov.com/j/1612907522?pwd=S5aGX8aAtWy8XFOIvBIvkqGVt6FWpE.1

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

Ordering, Prescribing, & Referring (OPR) Provider Enrollment

Wednesday, April 23, 2025, 1:00 p.m. – 3:00 p.m.

This course will guide the user through the process of submitting an Ordering, Prescribing and Referring (OPR) Provider Full and Lite enrollment application. At the end of the course, the user will be able to:

- Understand the differences between a Full Provider Enrollment and an OPR Lite Provider Enrollment.
- Submit an OPR Lite Application.
- Upgrade from an OPR Lite provider to a fully enrolled provider via Manage Change Request.

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: 161 714 9806
3. Press the # key
4. Enter meeting passcode: 9018181209
5. From an internet browser, enter the URL
   https://gdit.zoomgov.com/j/1617149806?pwd=ja1BIwpYyBWVvb8dmzXoNa61xyjUeQ.1

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

Indicating a Referring and/or Ordering Provider on a Professional Claim
Thursday, April 24, 2025, 9:30 a.m. – 11:30 a.m.

This course will guide the authorized user through the process of indicating a Referring and or Ordering provider on a Professional Claim submission. At the end of the training the user will be able to:
- Identify the enhancements of indicating the referring, and/or ordering provider.
- Indicate referring and/or ordering provider when submitting a Professional claim.
- Submit a Professional 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: 160 830 7437
3. Press the # key
4. Enter meeting passcode: 7413380441
5. From an internet browser, enter the URL
   https://gdit.zoomgov.com/j/1608307437?pwd=et1YZaPewscCTERB03BK2UPyVo7GDF.1

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

Re-Verification Overview
Thursday, April 24, 2025, 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. It also covers the steps to enter information and submit a Manage Change Request (MCR) in the event the user is prompted to complete an MCR during Re-Verification/Re-Credentialing. The terms Re-Credentialing and Re-Verification are used interchangeably in NCTracks. At the end of training, you will be able to:

- Explain what provider Re-Verification is all about and why it is required.
- Explain each phase of Re-Verification.
- Complete the Re-Verification process in NCTracks.

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: 161 092 9656
3. Press the # key
4. Enter meeting passcode: 4571481358
5. From an internet browser, enter the URL
   https://gdit.zoomgov.com/j/1610929656?pwd=jYbJO9tj1KPRJjFRXgZ3Agb0t70w0Q.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 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