

July Provider Training Schedule Now Available

Registration is open for the July 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, July 28, 2026, 9:30 a.m. – 11:30 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: 165 692 6132
3. Press the # key
4. Enter meeting passcode: 5539137659
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1656926132?pwd=VkfXAbmoLumLoJehLhKC0i0baBNifg.1>

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

Submitting a NEMT Claim

Tuesday, July 28, 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: 165 151 0298
3. Press the # key
4. Enter meeting passcode: 4260102170
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1651510298?pwd=jRSEcqHgpg0iT06T3qEKoFiFb8fnsC.1>

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

Medicare Lite Enrollment

Wednesday, July 29, 2026, 9:30 a.m. – 11:30 a.m.

This course will guide the user through the process of submitting an Out of State (OOS) Full and Lite provider enrollment application. Upon completion of this course the user will be able to:

- Understand the differences between OOS Full and OOS Lite provider enrollment.
- Submit as OOS Lite enrollment application
- Convert from an OOS Lite provider to an OOS Full provider with a 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: 165 161 9393
3. Press the # key
4. Enter meeting passcode: 0139970513
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1651619393?pwd=Z52CEcxBN6v2WWqIDWBC0BZ6zzW0YW.1>

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

Submitting a Professional Claim

Wednesday, July 29, 2026, 1:00 p.m. – 3:00 p.m.

Welcome to Provider training on submitting Professional 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 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: 165 852 4058
3. Press the # key
4. Enter meeting passcode: 8572349486
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1658524058?pwd=WQtdxrRnnjqiy9U9Bxt42shtEMbmY.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, July 30, 2026, 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: 165 276 2244

3. Press the # key
4. Enter meeting passcode: 8626361689
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1652762244?pwd=ex2K64G6Cjq1StidsVjzQc6NlbzbwH.1>

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

Dental Helpful Hints

Thursday, July 30, 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: 165 603 9036
3. Press the # key
4. Enter meeting passcode: 1167248651
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1656039036?pwd=zcbpUxnrRpiV7JWa0oHuQ7paXlf1dC.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.