

March Provider Training Schedule Now Available

Registration is open for the March 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.

Prior Medical Approval

Tuesday, March 18, 2025, 9:30 a.m. – 11:30 a.m.

This course shows authorized users how to electronically submit and inquire about prior approvals for different kinds of medical services. After completing this course, authorized users will be able to:

- Submit Prior Approvals electronically.
- Conduct electronic inquiries 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: 161 342 3601
3. Press the # key
4. Enter meeting passcode: 0559434419
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1613423601?pwd=jhnjiDuXEzDanzXJcL3hMdMbPZz8Pp.1>

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

Submitting an Ambulance Claim

Tuesday, March 18, 2025, 1:00 p.m. – 3:00 p.m.

This course describes the process of submitting an ambulance claim using the Professional (CMS-1500/837P) or Institutional (UB-04/837I) claim form. At the completion of training, you will be able to:

- Create a Professional or Institutional claim
- Submit a Professional or Institutional 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: 160 436 4560
3. Press the # key
4. Enter meeting passcode: 8717369341
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1604364560?pwd=T6BAc8b28l7xCZ2gWt7dCyjQdkrck3.1>

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

Submitting an Institutional Claim

Wednesday, March 19, 2025, 9:30 a.m. – 11:30 a.m.

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 to 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: 160 060 7029
3. Press the # key
4. Enter meeting passcode: 5410639666
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1600607029?pwd=qnk29HTENclSwyRg3qCHvxXh84fLfc.1>

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

Provider Web Portal Applications

Wednesday, March 19, 2025, 1:00 p.m. – 3:00 p.m.

This course will guide you through the process of submitting all types of provider applications found on the NCTracks Provider Portal. This course will also detail what to expect once your applications have been submitted. At the end of this training, you will be able to:

- Understand the Provider Enrollment Application processes
- Navigate to the NCTracks Provider Portal and complete the following Provider Enrollment Application processes:

- Provider Enrollment, Manage a Change Request (MCR), Re-Enrollment, Re-verification and Maintain Eligibility –
- Track and submit applications using the Status and Management page

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: 160 430 5942
3. Press the # key
4. Enter meeting passcode: 1060670346
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1604305942?pwd=w3L14acFsGHDZ4ncEZJ4Vp5R0H7QTA.1>

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

Recipient Eligibility Verification

Thursday, March 20, 2025, 9:30 a.m. – 11:30 a.m.

In this training you will learn to use the Eligibility Verification System (EVS) which provides information regarding a recipient's eligibility for services in real time. The provider and recipient must be enrolled in the same health plan or benefit plan for eligibility information to be returned. At the end of training, providers will be able to do the following:

- Submit an Individual Recipient Eligibility Inquiry
- Submit a Batch Eligibility Inquiry
- View an Eligibility Response

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: 161 124 5324
3. Press the # key
4. Enter meeting passcode: 8592858537
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1611245324?pwd=nlOt2ZHaaaED4MKnW4MatJ7siluTVL.1>

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

How to Add or Update your Credentials

Thursday, March 20, 2025, 1:00 p.m. – 3:00 p.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: 160 247 2297
3. Press the # key
4. Enter meeting passcode: 8336965182
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1602472297?pwd=Fsa4aYt5biLG14bVhE2Lc11wkbWTpl.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