

September Provider Training Schedule Now Available

Registration is open for the September 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, September 22, 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: 165 390 7080
3. Press the # key
4. Enter meeting passcode: 4530644206
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1653907080?pwd=cbt29YU6R3sGi9gnht1Qzt5O9ejadm.1>

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

Submitting an Institutional Claim

Tuesday, September 22, 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: 165 503 0789
3. Press the # key
4. Enter meeting passcode: 0466889672
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1655030789?pwd=aub6DAY1bRSJFuWYyPbEtSrBknQaDi.1>

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

Medicare Lite Enrollment

Wednesday, September 23, 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: 165 152 3501
3. Press the # key
4. Enter meeting passcode: 4465186386
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1651523501?pwd=nHqsbmHbKv9uCqBiG9AZau90aAScex.1>

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

Ordering Prescribing and Referring – Provider Enrollment

Wednesday, September 23, 2026, 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: 165 297 1202
3. Press the # key
4. Enter meeting passcode: 7737137170
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1652971202?pwd=dD85aJHwBSbtlynuKhpi5Ep1Ako5KC.1>

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

Recipient Eligibility Verification

Thursday, September 24, 2026, 9:30 a.m. – 11:30 a.m.

In this training we 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: 165 943 2124
3. Press the # key
4. Enter meeting passcode: 9240420229
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1659432124?pwd=01E350B2kRfkHOJDOHga517HLkUaqp.1>

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

Dental Helpful Hints

Thursday, September 24, 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: 165 608 2702
3. Press the # key
4. Enter meeting passcode: 7776116366
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1656082702?pwd=Qv0ncbbeTbbFMH2eZnVCRYAXqt768a.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.