

April Provider Training Schedule Now Available

Registration is open for the April 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.

Create and Submit a PA for DME and Home Health Supply using Electronic Physician Signature

Tuesday, April 14, 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: 161 794 1416
3. Press the # key
4. Enter meeting passcode: 7700193346
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1617941416?pwd=MzYWftcMebA1Pn5baCdQdb4kqNC0Ro.1>

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

How to Add or Update Credentials

Tuesday, April 14, 2026, 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. Upon completion of this course the user will be able to:

- Add credentials
- Update credentials

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: 161 464 1408
3. Press the # key
4. Enter meeting passcode: 8592734467
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1614641408?pwd=OZ8Soya2atK6XhDPPmsqo9L7ucz780.1>

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

Prior Approval Medical

Wednesday, April 15, 2026, 9:30 a.m. – 11:30 a.m.

Welcome to the Prior Approval submission training for the Medical providers. 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: 160 322 4513
3. Press the # key
4. Enter meeting passcode: 8411518717
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1603224513?pwd=jt2ztK2MXUbdO8RGQuNjXnrnqFCOE0.1>

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

Dental Helpful Hints

Wednesday, April 15, 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: 161 565 7176
3. Press the # key
4. Enter meeting passcode: 0280608440
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1615657176?pwd=AYtk2c7LjlhqX5ZeiwGkEJFSmuaJYI.1>

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

Provider Web Service Inquiries

Thursday, April 16, 2026, 9:30 a.m. – 11:30 a.m.

This course will guide authorized users through the process of submitting service inquiries for Eyeglasses and Refraction service history using the NCTracks Provider Portal. At the end of this training the user will be able to:

- Submit an Eyeglass Confirmation service request
- Submit a Refraction Confirmation service request
- DME/O&P Service History Service Inquiry

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: 161 568 8413
3. Press the # key

4. Enter meeting passcode: 7469604308
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1615688413?pwd=jcx0V4B7LnVrO7xryRyhxFwxC9bODM.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 16, 2026, 1:00 p.m. – 3:00 p.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: 161 042 5633
3. Press the # key
4. Enter meeting passcode: 3408529310
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1610425633?pwd=QbQopAhd0X36aGMavleD3IykmibS00.1>

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.