October Provider Training Schedule Now Available

Registration is open for the October 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.

Submitting an Institutional Claim

Tuesday, October 21, 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 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: 160 309 8359

3. Press the # key

4. Enter meeting passcode: 4456961470

5. From an internet browser, enter the URL

https://gdit.zoomgov.com/j/1603098359?pwd=0KVYTpNajUVNycRlHI8dUKdHTa1mAq.1

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

New Office Administrator

Tuesday, October 21, 1:00 p.m. – 3:00 p.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: 160 703 3721
3. Press the # key
4. Enter meeting passcode: 7604334488
5. From an internet browser, enter the URL

https://gdit.zoomgov.com/j/1607033721?pwd=ogpzEaxVMcdT8Nbl0lkEbTjGvfTOty.1

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

Prior Approval Medical

Wednesday, October 22, 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 Approval

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: 161 977 2322
3. Press the # key
4. Enter meeting passcode: 9463450482

5. From an internet browser, enter the URL

https://gdit.zoomgov.com/j/1619772322?pwd=ej4ZjLiHsfeaNxYmhj1HPdzJ64LbKb.1

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

Submitting a Time Limit Override

Wednesday, October 22, 2025, 1:00 p.m. – 3:00 p.m.

This course will guide authorized users through the Time Limit Override Request process using the Delay Reason Code (DRC), which is available to providers on the claim transactions using the NCTracks Provider Portal. At the end of this training the user will be able to:
- Indicate Time Limit Override request using the Delay Reason field on a claim.
- Explain the Delay Reason Code
- Attach an Explanation of Benefits (EOB) document to a claim
- Submit a 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: 161 568 7185

3. Press the # key

4. Enter meeting passcode: 2486399508

5. From an internet browser, enter the URL

https://gdit.zoomgov.com/j/1615687185?pwd=IvJBbG0rTG7umYOnItEgtLzG1YnbDc.1

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

Indicating Rendering, Ordering Provider on a Claim

Thursday, October 23, 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: 160 360 1454

3. Press the # key

4. Enter meeting passcode: 8589337266

5. From an internet browser, enter the URL

https://gdit.zoomgov.com/j/1603601454?pwd=pWyDRj4njptmLvYJWRe9LEmetPUM50.1

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

Medicare Lite Enrollment

Thursday, October 23, 2025, 1:00 p.m. – 3:00 p.m.

This course will guide users through the process of submitting a Medicare Lite enrollment application.

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: 160 700 3263

3. Press the # key

4. Enter meeting passcode: 9666529670

5. From an internet browser, enter the URL
https://gdit.zoomgov.com/j/1607003263?pwd=FN6jD0TrreUpFzfI59TwDWCZs3PycF.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.