

October Provider Training Schedule Now Available

Registration is open for the October 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 Medical

Tuesday, October 27, 2026, 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: 8400569157
3. Press the # key
4. Enter meeting passcode: 165 612 8617
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1656128617?pwd=HqlqAugjlbz71TIFBxhyJm22Fu2qA6.1>

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

Submitting a Professional Claim

Tuesday, October 27, 2026, 1:00 p.m. – 3:00 p.m.

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: 165 398 9523
3. Press the # key
4. Enter meeting passcode: 5376019366
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1653989523?pwd=47MC2Ufo4GH9UrRySXGXoaJaiV863a.1>

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

Submitting a NEMT Claim

Wednesday, October 28, 2026, 9:30 a.m. – 11:30 a.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: 165 730 8240
3. Press the # key
4. Enter meeting passcode: 8037389186
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1657308240?pwd=JqdjaHU9FhdnONZAV4zkRqLXj8Ak0P.1>

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

New Office Administrator/ Backup Office Administrator

Wednesday, October 28, 2026, 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: 165 811 0216
3. Press the # key
4. Enter meeting passcode: 411888299
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1658110216?pwd=O3Hh342vooECVNqYGoOaMR7x6aBhjv.1>

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

Provider Web Portal Applications

Thursday, October 29, 2026, 9:30 a.m. – 11:30 a.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: 165 171 2006
3. Press the # key
4. Enter meeting passcode: 8360450554
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1651712006?pwd=Fb8MYb1j10icSRgb6AtI48i14yKGeY.1>

Dental Helpful Hints

Thursday, October 29, 2026, 1:00 p.m. – 3:00 p.m.

This course shows authorized users how to electronically submit and inquire about prior approval requests for dental and orthodontic procedures. At the end of this training the user will be able to:

- Submit dental prior approvals requests
- Inquire about dental prior approval requests

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: 165 162 4107
3. Press the # key
4. Enter meeting passcode: 1677603417
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1651624107?pwd=5mQOpF0LxL4867tbNN77KulZoLCYqj.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.