June Provider Training Schedule Now Available

Registration is open for the June 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 Approval for Dental/Ortho Providers
Thursday, June 19, 2025, 9:30 a.m. – 11:30 a.m.

This course shows authorized users how to electronically submit and inquire about prior approvals for dental procedures and drugs as well as how to submit Managed Care Referrals and inquire about Managed Care Referrals and Overrides.

After completing this course authorized users will be able to:
- Submit Prior Approvals and Managed Care Referrals electronically
- Conduct electronic inquiries about Prior Approvals and Managed Care Referrals and Overrides

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: 161 050 1827
3. Press the # key
4. Enter meeting passcode: 0547412559
5. From an internet browser, enter the URL
   https://gdit.zoomgov.com/j/1610501827?pwd=3SuuP2cQEvPagEX2DxpvbQRUvZMoMF.1

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

Prior Approval for Private Duty Nursing
Tuesday, June 24, 2025, 9:30 a.m. – 11:30 a.m.

This course will cover submitting Prior Approval Effective July 28, 2024, the review of Private Duty Nursing (PDN) prior approval (PA) services will transition from DHB to NCTracks. After completing this course, authorized users will be able to:

- Submit Prior Approvals for PDN
- Understand the requirements for submitting PDN 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: 160 448 5631
3. Press the # key
4. Enter meeting passcode: 5206539205
5. From an internet browser, enter the URL
    https://gdit.zoomgov.com/j/1604485631?pwd=lbpCeQQzZmYc6rTycUx0eU2XjvGNVC.1

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

Reverification
Tuesday, June 24, 2025, 1:00 p.m. – 3:00 p.m.

This course serves as a refresher for the steps taken by the provider to complete the Re-Verification process through NCTracks. At the end of training, you will be able to:

- Explain why provider Re-Verification is requested and what the process entails.
- Complete the Re-Verification process in NCTracks.
- Update Owners and Managing Relationships if necessary while completing the Re-Verification application process.

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: 161 438 8383
3. Press the # key
4. Enter meeting passcode: 5289828586
5. From an internet browser, enter the URL
    https://gdit.zoomgov.com/j/1602968819?pwd=KzhqbrVHPmfXrTPpoAPk7a7oP7hVyp.1

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

New Office Administrator
Wednesday, June 25, 2025, 9:30 a.m. – 11:30 a.m.

This course shows authorized users the process for changing the current Office Administrator (OA) to a new OA 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 OA 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: 161 882 6390
3. Press the # key
4. Enter meeting passcode: 6333401206
5. From an internet browser, enter the URL
   https://gdit.zoomgov.com/j/1618826390?pwd=B2KrkyboDtpyGmKCl1E6mGW8pjY63c.1

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

Submitting a Time Limit Override
Wednesday, June 25, 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: 160 263 5299
3. Press the # key
4. Enter meeting passcode: 8399926416
5. From an internet browser, enter the URL
   https://gdit.zoomgov.com/j/1602635299?pwd=HbH3bMLAMbd2INRJSNgcykrQhT5G1a.1

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

ES User Role_Abbreviated MCRs_Upload Documents
Thursday, June 26, 2025, 1:00 p.m. – 3:00 p.m.

This course will guide users through the following enhancements to the provider enrollment application processes:

- Enrollment Specialist user role

- Upload supporting documents
- Abbreviated Manage Change Request (MCR)

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: 160 330 5400
3. Press the # key
4. Enter meeting passcode: 9278234389
5. From an internet browser, enter the URL
   https://gdit.zoomgov.com/j/1603305400?pwd=034r4xdFa51TGjbk2J0kpDEba6wLHB.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.