

August Provider Training Schedule Now Available

Registration is open for the August 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.

New Office Administrator/ Backup Office Administrator

Tuesday, August 25, 2026, 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 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: 165 360 9687
3. Press the # key
4. Enter meeting passcode: 9343886155
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1653609687?pwd=a1xkwobC8b3oYhDXyLBz5W9VbZR2Fu.1>

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

How to Add or Update Credentials

Tuesday, August 25, 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.

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: 165 455 8035
3. Press the # key
4. Enter meeting passcode: 8497607611
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1654558035?pwd=DowLOSPP1chIuOPTpD1L922oc5D8XQ.1>

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

Private Duty Nursing Prior Approval

Wednesday, August 26, 2026, 9:30 a.m. – 11:30 a.m.

This course will cover:

- Submitting PDN Prior Approval requests, to help ensure compliance with Medicaid clinical coverage policy and medical necessity
- Inquiring about Prior Approval requests to determine their status
- Voiding a PDN 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: 165 847 3319
3. Press the # key
4. Enter meeting passcode: 8566738094
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1658473319?pwd=k73msExv8ss0VZNs6qdn96Z1S8YDxe.1>

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

Submitting an Ambulance Claim

Wednesday, August 26, 2026, 1:00 p.m. – 3:00 p.m.

This course describes the process of submitting an ambulance claim using the Professional (CMS-1500/837P) or Institutional (UB-04/837I) claim form. At the completion of training, you will be able to:

- Create a Professional or Institutional claim
- Submit a Professional or Institutional claim
- View results of a claim submission

Meeting Information

Follow the steps below for audio and visual access to the Zoom online training session:

Dial US Toll-Free: 833-568-8864

Enter meeting ID: 165 826 2111

Press the # key

Enter meeting passcode: 7311688571

From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1658262111?pwd=YQHicfWueo737DeaqJ8udUERo8gd2m.1>

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

Create and Submit a PA for DME and HH Elec Signature

Thursday, August 27, 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:

Dial US Toll-Free: 833-568-8864

Enter meeting ID: 165 603 5916

Press the # key

Enter meeting passcode: 5441261397

From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1656035916?pwd=qau9WkisDNndOjC6emBaxDnLT6Gq1B.1>

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

Dental Helpful Hints

Thursday, August 27, 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: 165 373 3939
3. Press the # key
4. Enter meeting passcode: 1517260128
5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1653733939?pwd=wqawa1nBg588hDPaDP6q9d9KkjtQvK.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.