August Provider Training Schedule Now Available

Registration is open for the August 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 Institutional

Tuesday, August 12, 2025, 9:30 a.m. – 11:30 a.m.

This course will cover submitting Prior Approval Requests with a focus on Nursing Facilities, to help ensure compliance with Medicaid clinical coverage policy and medical necessity, inquiring about those requests to determine their status. After completing this course, authorized users will be able to:

- Submit Prior Approvals
- Inquire 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: 160 270 4793

3. Press the # key

4. Enter meeting passcode: 0147419677

5. From an internet browser, enter the URL
https://gdit.zoomgov.com/j/1602704793?pwd=aE2OBdkvhWKFVAdss9wyTaYJVsMTK4.1

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

Submitting an Institutional Claim

Tuesday, August 12, 1:00 p.m. – 3:00 p.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

1. Dial US Toll-Free: 833-568-8864

2. Enter meeting ID: 161 290 3681

3. Press the # key

4. Enter meeting passcode: 7506682510

5. From an internet browser, enter the URL
https://gdit.zoomgov.com/j/1612903681?pwd=WLJzN8PkVhtCIAH8U4QMjRYGVZwhJZ.1

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

Submitting a Professional Claim Provider NEMT

Wednesday, August 13, 2025, 9:30 a.m. – 11:30 a.m.

This course will review the process of submitting Non-Emergency Medical Transportation (NEMT) claims through NCTracks. At the end of training, users will be able to:

- Understand Claims Terminology
- Create a Professional Claim via NCTracks
- Save a Draft
- Use Claims Draft Search
- Submit a Claim
- View Results of a Claim Submission
- Claim Status and Claim Copy
- Resubmit a Claim
- Void Prior Claim or Replacement Prior Claims
- Understand How to Read a Remittance Advice
- Prior Authorization 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: 161 822 8744

3. Press the # key

4. Enter meeting passcode: 0647238517

5. From an internet browser, enter the URL
https://gdit.zoomgov.com/j/1618228744?pwd=4Awgw0YoJFqRlex1pPxt4BsXyXfcI5.1

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

Reverification

Wednesday, August 13, 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: 160 127 7995

3. Press the # key

4. Enter meeting passcode: 4422189425

5. From an internet browser, enter the URL
https://gdit.zoomgov.com/j/1601277995?pwd=LonyJ8kbBL9kxURuwrawxrjkVnccSE.1

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

Provider Web Service Inquiries

Thursday, August 14, 2025, 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: 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/1608435882?pwd=0Y6tkiQGg0niUKi9mxJritpfabybU0.1

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

How to Add or Update Credentials

Thursday, August 14, 2025, 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: 161 689 5656

3. Press the # key

4. Enter meeting passcode: 3397359687

5. From an internet browser, enter the URL
https://gdit.zoomgov.com/j/1616895656?pwd=EbACltF36L3rdaXvEqbuycebpsmVSP.1

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

Ortho Helpful Hints

Tuesday, August 19, 2025, 9:30 a.m. – 11:30 a.m.

This course discusses some helpful tips to remember when submitting a Orthodontic Prior Approval.
Note: This course will not provide instructions on how to submit an Orthodontic Prior Approval.
The objectives that we will cover are:

- Identify the three (3) methods of Prior Approval submission.
- Identify how to upload documents when submitting Prior Approvals via NCTracks or to existing Prior Approvals.
- Identify the most common errors when completing the American Dental Association form.
- Identify common errors that require requests for Prior Approval additional information.
- Requesting payment for orthodontic records.
- Submitting Prior Approval for orthodontic treatment requiring orthognathic surgery.
- Using the Orthodontic Prior Approval attachment forms

Meeting Information

1. Dial US Toll-Free: 833-568-8864

2. Enter meeting ID: 161 140 3298

3. Press the # key

4. Enter meeting passcode: 8117176148

5. From an internet browser, enter the URL
https://gdit.zoomgov.com/j/1611403298?pwd=LSaFTJ76M6bScPcv58igGDix98vHI2.1

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.