

## **September Provider Training Schedule Now Available**

Registration is open for the September 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.

### **Provider Web Portal Applications**

*Tuesday, September 16, 2025, 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: 160 962 3419
3. Press the # key
4. Enter meeting passcode: 1167321159
5. From an internet browser, enter the URL  
<https://gdit.zoomgov.com/j/1609623419?pwd=R8RG6h9l1jLUZwfUs4OHCWWD9bKL4b.1>

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

### **Submitting a Dental /Ortho Claim**

*Tuesday, September 16, 1:00 p.m. – 4:00 p.m.*

This course will focus on how to submit a Dental and Orthodontic Claims. At the end of training, as an authorized user, you will be able to manage the following:

- Create a Dental Claim via the NCTracks web portal
- Submitting a Dental Claim
- Save a Draft Claim
- Use Claims Draft Search -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: 161 680 8250
3. Press the # key
4. Enter meeting passcode: 9283560590
5. From an internet browser, enter the URL  
<https://gdit.zoomgov.com/j/1616808250?pwd=1kzRMnzgzZaegTLfb8rWyOgN1bzAaR.1>

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

### **Prior Approval for DME**

*Wednesday, September 17, 2025, 9:30 a.m. – 11:30 a.m.*

At the end of this 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

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.

### **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: 160 221 5145
3. Press the # key
4. Enter meeting passcode: 8047341586
5. From an internet browser, enter the URL  
<https://gdit.zoomgov.com/j/1602215145?pwd=l1umv04eEcWDB1Df195htVf0laaGbQ.1>

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

## **Enrollment Specialist User Role and MCR**

*Wednesday, September 17, 2025, 1:00 p.m. – 3:00 p.m.*

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

- Enrollment Specialist user role
- Upload supporting documents
- Abbreviated Manage Change Request (MCR) applications

## **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: 160 913 8585
3. Press the # key
4. Enter meeting passcode: 4422189425
5. From an internet browser, enter the URL  
<https://gdit.zoomgov.com/j/1609138585?pwd=dHlgzGtaObCxEkQa9aMKyVBwaFNSjt.1>

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

## **Fingerprinting Required Application Process**

*Thursday, September 18, 2025, 9:30 a.m. – 11:30 a.m.*

This course will guide the user on completing the Fingerprinting Required application process in NCTracks.

At the end of training, you will be able to:

- Identify the provider types that are required to complete the fingerprinting application
- Understand the notification process
- Navigate NCTracks Provider Portal to complete and submit a fingerprinting 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: 160 973 9300
3. Press the # key
4. Enter meeting passcode: 9547608333
5. From an internet browser, enter the URL  
<https://gdit.zoomgov.com/j/1609739300?pwd=ba7fkmoVAstEpx3etLsbdMZYBwYbUv.1>

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

### **Out of State Provider Enrollment**

*Thursday, September 18, 2025, 1:00 p.m. – 3:00 p.m.*

This course will guide the user through the process of submitting an Out of State (OOS) Full and and Lite provider enrollment applicaiton. Upon completion of this course the user will be able to:

- Understand the differences between OOS Full and OOS Lite provider enrollment.
- Submit as OOS Lite enrollment application
- Convert from an OOS Lite provider to an OOS Full provider with a Manage Change Request.

### **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: 161 084 7566
3. Press the # key
4. Enter meeting passcode: 1408028618

5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1610847566?pwd=edum2LbflgEehWYTlobHATwqbhE2B.1>

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

## **Submitting a Professional Claim**

*Tuesday, September 23, 2025, 1:00 p.m. – 3:00 p.m.*

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 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: 161 503 6384

3. Press the # key

4. Enter meeting passcode: 8661298593

5. From an internet browser, enter the URL

<https://gdit.zoomgov.com/j/1615036384?pwd=UpeSKDbiE0Va9wMKxPrgTxQgMC4PnA.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.