

May Provider Training Schedule Now Available

Registration is open for the May 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.

Submitting an Institutional Claim

Tuesday, May 13, 2025, 9:30 a.m. – 11:30 a.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 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 to 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: 161 516 9572
3. Press the # key
4. Enter meeting passcode: 2463210184
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1615169572?pwd=nwNhZldH0uJYfHSblHW1sCuO6PCjz7.1>

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

Prior Approval Institutional

Tuesday, May 13, 2025, 1:00 p.m. – 3:00 p.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: 160 965 2498
3. Press the # key
4. Enter meeting passcode: 4618437110
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1609652498?pwd=L2NnLCnpdklXXXgKATt7buyFzoR6vc.1>

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

Medicare Lite Enrollment

Wednesday, May 14, 2025, 9:30 a.m. – 11:30 a.m.

This course will guide the user through the process of submitting an Out of State (OOS) Full and Lite provider enrollment application. 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: 160 296 8819
3. Press the # key
4. Enter meeting passcode: 1007535645
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.

Prior Approval Medical

Wednesday, May 14, 2025, 1:00 p.m. – 3:00 p.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: 160 767 1088
3. Press the # key
4. Enter meeting passcode: 8613818436
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1607671088?pwd=v6terhVPWYApDb3cBtMr8gUyuMu3fc.1>

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

How to Add or Update Credentials

Thursday, May 15, 2025, 9:30 a.m. – 11:30 a.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. Upon completion of this course the user will be able to:

- Add credentials
- Update credentials

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: 160 892 1524
3. Press the # key
4. Enter meeting passcode: 4066944357
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1608921524?pwd=r3i0LBHf0t2oYWmdoyH7lITy2YFODH.1>

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

Submitting a Professional Claim Provider NEMT

Thursday, May 15, 2025, 1:00 p.m. – 3:00 p.m.

This course will review the process of submitting Non-Emergency Medical Transportation (NEMT) claims through NCTracks and understand the Prior Approval Process. 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: 160 982 2062
3. Press the # key
4. Enter meeting passcode: 9717322779
5. From an internet browser, enter the URL
<https://gdit.zoomgov.com/j/1609822062?pwd=y5PzEP4ucKY08fe37GrfxMbc8HA2bC.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