Submitting a Professional Claim Provider NEMT *(Zoom)*

Tuesday, December 05, 2023, 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 the Prior Approval Process
- 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 sessions:

1. Dial US Toll Free 833-568-8864
2. Enter meeting ID 160 061 7900
3. Press the # key
4. Enter meeting passcode 4740603762
5. From an internet browser, enter the URL

https://gdit.zoomgov.com/j/1600617900?pwd=Y0RIZ0xtZU5TZXJ1eHgxQytuYWJTQT09

QR code for Professional Claims for NEMT

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

New Office Administrator (Zoom)

Wednesday, December 06, 2023, 1:00 p.m. – 3:00 p.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 sessions:

1. Dial US Toll Free 833-568-8864
2. Enter meeting ID   160 909 4140
3. Press the # key
4. Enter meeting passcode 1506338165

From an internet browser, enter the URL

https://gdit.zoomgov.com/j/1609094140?pwd=b2VQWW9NZzhOUXNQTElaRStZV2I2dz09

QR code for New Office Administrator
Providers may choose to use the computer audio instead of dialing in

Recipient Eligibility Verification (Zoom)

Thursday, December 07, 2023, 1:00 p.m. – 3:00 p.m.

In this training we will learn to use the Eligibility Verification System (EVS) which provides information regarding a recipient's eligibility for services in real time. The provider and recipient must be enrolled in the same health plan or benefit plan for eligibility information to be returned. At the end of training, providers will be able to do the following:

- • Submit an Individual Recipient Eligibility Inquiry
- • Submit a Batch Eligibility Inquiry
- • View an Eligibility Response

Meeting Information

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

1. Dial US Toll Free 833-568-8864
2. Enter meeting ID 160 131 7135
3. Press the # key
4. Enter meeting passcode 7449735780

From an internet browser, enter the URL

https://gdit.zoomgov.com/j/1601317135?pwd=N3pDQmp0TGYzajZkYWhyKzBiWm5iQT09

QR code for Recipient Eligibility

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

Prior Approval Medical (Zoom)

Tuesday, December 19, 2023, 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 sessions:

1. Dial US Toll Free 833-568-8864
2. Enter meeting ID 160 575 0787
3. Press the # key
4. Enter meeting passcode 3861147575

From an internet browser, enter the URL

https://gdit.zoomgov.com/j/1605750787?pwd=TUxjaXZvMlVDUFVQOHdqVHpZUXd6Zz09

QR for Prior Approval Medical

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

Submitting Professional Claims (Zoom)

Wednesday, December 20, 2023, 9:30 a.m. – 11:30 a.m.

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 sessions:

1. Dial US Toll Free 833-568-8864
2. Enter meeting ID   161 663 3820
3. Press the # key
4. Enter meeting passcode 5667707913

From an internet browser, enter the URL

https://gdit.zoomgov.com/j/1616633820?pwd=dWZnOHZrWTErYUwxdVBxK2JZOVYzUT09

QR code for Professional Claim

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

Dental Helpful Hints (Zoom)

Thursday, December 21, 2023, 9:30 a.m. – 11:30 a.m.

The objectives covered in this course are:
- Identify the three (3) methods of Prior Approval submission.
- Identify how to upload documents when submitting Prior Approval via NCTracks or to existing Prior Approval.
- Identify the most common errors when completing American Dental Association form.
- Identify common errors that require requests for Prior Approval additional information.
- Identify the common mistakes when submitting claims.

Meeting Information

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

1. Dial US Toll Free 833-568-8864

2. Enter meeting ID 160 510 0584
3. Press the # key
4. Enter meeting passcode 4768475061
5. From an internet browser, enter the URL
https://gdit.zoomgov.com/j/1605100584?pwd=YVdSdEpOZFkwWHE3eXkxWTUwaFNQUT09

QR code for Dental Helpful Hints

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.