

Provider Enrollment Data Education

Background:

NCTracks is the “system of record” for provider enrollment data, which is then shared with health plans to inform contracting and provider directories. If provider information is not current, then the data that flows forward to the health plans and the enrollment broker will not be accurate. One of the more common inaccuracies among individual provider data is the individual to organization affiliation. Many Medicaid and NC Health Choice provider records seemingly contain active former employer affiliations or an excessive number of affiliations; or have affiliation data that has not been updated in over a year.

Update Provider Record:

- If provider/organization information in the online directory is out-of-date or inaccurate, the provider should complete a Manage Change Request (MCR) via the NCTracks Secure Provider Portal to correct it (inclusive of updates to demographic information, languages, and services).
- If the individual to organization Provider Affiliation information is incorrect, the provider for the affiliated individual provider must update the group affiliation on the individual provider's record.

Taxonomy Updates:

- Due to a recent update in the NCTracks system, providers may now select and terminate a taxonomy on their record in suspension status if the provider deems the taxonomy as no longer applicable to services rendered.
- To validate your taxonomy code, please use the NCTracks: How to view and update Taxonomy on the Provider Profile in NCTracks User Guide.

Any information that is updated on an Organization or Individual NCTracks Provider Record will be reflected in the provider directory after the NCTracks MCR is complete.

If assistance is needed, providers may contact the NCTracks Call Center at 800-688-6696.

If issues persist, providers may contact the Medicaid Provider Ombudsman at Medicaid.ProviderOmbudsman@dhhs.nc.gov or 919-527-6666

Resources:

- [Suspending Taxonomies via NCTracks](#)
- [How to view and update Taxonomy on the Provider Profile in NCTracks User Guide](#)
- [NC DHHS State Bulletin: Organizational Provider Records Without the Required Individual Provider Affiliation Risk Suspension/Termination](#)
- [Taxonomy Enrollment Requirement Reminders for Claim Payment](#)