

# MEDICAID NORTH CAROLINA (NCXIX) PRE-ENROLLMENT INSTRUCTIONS



## WHAT FORM(S) SHOULD I DO?

- To complete enrollment, the provider must have an NCTracks account.
- Log into NCTracks ([click here](#)) and complete the “Currently Enrolled Provider NCTracks Registration”
  - Complete enrollment instructions can be found [here](#).
- On the **Methods of Claim and Electronic Transactions** page, select “Billing Agent”.
- On the **Associate Billing Agent** page, click search and from the drop down menu select “Office Ally” and Add.
- Under Select Transaction Type choose 837P, 837I, 999, and/or 835.

## WHAT IS THE TURNAROUND TIME FOR ENROLLMENT?

- Standard processing time is 3-5 business days.

## HOW DO I CHECK STATUS?

- Call (800) 688-6696 and ask if you have been linked to Office Ally’s TSN Number **QG9Q**.
- You can begin submitting claims as soon as you complete your enrollment . Follow instructions on the “Note to My Clients Plus users” page and FAX info requested. We will forward to our clearinghouse and notify you by email when your registration is complete.

## **Note to My Clients Plus Users:**

Once you have confirmed with the Insurance Payer your billing NPI/Provider number is linked to Office Ally, please fax the following information to 888-653-7115.

- **Please label with “My Clients Plus” on top**
- **Provider/Practice Name as pre-enrolled with the insurance payer**
- **Fed Tax ID**
- **Billing NPI**
- **Insurance Payer (including State if BCBS, Medicare or Medicaid).**
- **The statement “I have verified my provider ID has been linked to Office Ally with the Insurance Payer”.**
- **Provider email address where you can be notified of setup completion.**
- **For EDISS or Noridian Pre-Enrollments Please Also Include:  
Providers Submitter number**

**REVISED 9/29/16**