

September 27, 2017

Dear Provider,

N.C. Medicaid has discovered that the Social Security Number (SSN) listed on your provider record is not valid and requires an update in NCTracks. If you were initially enrolled or requested updates to your provider record prior to July 1, 2017 through your contracted Local Management Entities-Managed Care Organizations (LME-MCOs) your record was updated incorrectly during the Provider Upload Process. A valid SSN is required by the State and Federal Law for all practitioners enrolled in the N.C. Medicaid and N.C. Health Choice (NCHC) program to adhere to guidelines for the screening and enrollment of providers.

Providers will have 30 days from the date of this letter to update their record with the correct SSN. ***If your record is not updated, your participation in the N.C. Medicaid or NCHC program will be terminated.*** Providers who are terminated will be required to re-enroll if he/she wishes to continue to participate in the N.C. Medicaid and NCHC Program.

To update your provider record, please submit the following document to NCTracksProvider@nctracks.com or fax # 855-710-1965:

1. Letter on company letterhead signed by the provider or an authorized individual attesting to the correct:
 - NPI
 - Name of Provider
 - Date of Birth
 - Social Security Number and Employer Identification Number (EIN)
 - Authorized Individual's contact information (full name, address, phone number, and e-mail address)
 - Request to remove the EIN/Tax ID if it is not your individual EIN (if applicable)

The words "SSN UPDATE LETTER" should be in all caps at the top of the letter.

Once the information is received and processed, the provider record will be updated and no further action is required.

If you have questions regarding this, please contact the NCTracks Operations Center at 800-688-6696 or email the NCTracks Operations Center at NCTracksprovider@nctracks.com.

Sincerely,

NCTracks Operations Center