How to Obtain an NCID - For Providers

NCTracks, the multi-payer replacement Medicaid Management Information System (MMIS), uses the North Carolina Identity (NCID) Management system for authentication to the new NCTracks Provider Portal. NCID is the standard identity management service provided to state, local, business, and individual users by the State of North Carolina. NCID will be used by all NC Department of Health and Human Services (DHHS) providers accessing the NCTracks system.

Providers will need to obtain an NCID to be able to log on to the NCTracks Provider Portal. Each person in the provider office who will be accessing the NCTracks Provider Portal should have their own NCID. NCID will provide access to all integrated applications within the portal, based on the security profile, such as recipient eligibility inquiry, claims status inquiry, submission and inquiry of prior approvals and referrals, and review of remittance advices. NCID will also be required to take e-Learning (Computer Based Training) courses and to register for Instructor Led Training.

If a provider already has an NCID, they can use their existing NCID - no further action is required. Providers who cannot remember their NCID will need to go to the NCID website and use the "Forgot your User ID?" function. If a provider loses their NCID password, they will need to go to the NCID website to have their password reset. (This process invokes the challenge questions set up when they obtained their NCID.)

For providers who do not have an NCID, the following steps outline the process required to obtain an NCID:

1	Go to the NCID website at *ncid.nc.gov.*
2	Click on the link to "Register" for a new NCID account (in the blue bar).
3	Select the type of account from the drop down box. State-owned providers should select "State Government Account". All other providers should select "Business Account."
4	Click on the "Submit" button.
5	Fill in all of the required fields on the screen, starting with "Requested UserID" (which is your NCID). You can make up whatever NCID you want to use.
6	Once you have filled in all of the required fields on the screen, you will need to create a password for your NCID. It must adhere to the NCID password guidelines, which are displayed on the screen when you begin to type in the password field.
7	Next, key in the CAPTCHA words displayed below the password fields. This step prevents the NCID website from receiving automated spam entries.
8	Finally, select five challenge questions and provide the appropriate answers. The challenge questions will be used to verify your identity if you should ever need to reset your NCID password.
9	Click on the "Create Account" button.
10	You will receive an email shortly, sent to the email address you provided, to confirm your application. You must click on the link in the email to activate your NCID account. The account must be activated within 3 days of creation.

Passwords for Business Accounts do not expire, but passwords for State Government Accounts expire every 90 days. State Government Users will be prompted to change their password when required.

NCID registration and passwords are controlled by the NC Office of Information Technology Services (ITS). If you have any difficulties in obtaining your NCID, please read the NCID Frequently Asked Questions (FAQ) at *https://www.ncid.its.state.nc.us/NCID_FAQ2.asp* or contact the NCID Service Desk by clicking on the "Contact Us" link on the NCID website. Questions regarding the use of NCID for NCTracks should be sent to *NCTracksprovider@nctracks.com*.