How to Resolve the Claims Reject Edit 00431 for CAP Providers

Overview

North Carolina operates several programs to provide home and community care as a cost-effective alternative to institutionalization. This program is called the Community Alternatives Program (CAP). The programs have allowed those who otherwise would be institutionalized to remain with their family in familiar surroundings. All of these benefits accrued at a cost-saving to Medicaid in comparison with the cost of institutional care. There are four variations of the CAP program.

- Community Alternatives Program for Children (CAP/C)
- Community Alternatives Program – Choice
- Community Alternatives Program for Disabled Adults (CAP/DA)
- Community Alternatives Program for Mentally Retarded/Developmentally Disabled Individuals (CAP/MR-DD)

These various programs are otherwise known as "waiver" programs because standard program requirements are waived to allow the program to operate. These waiver programs provide some services that otherwise are not covered under Medicaid.

In order to bill for CAP services on a claim, the provider's profile must specifically list the appropriate taxonomy code as well as the applicable CAP service or endorsement. If the CAP service has not been added to the provider's profile in NCTracks, the claim will reject with error code 00431 PROCEDURE CODE IS NOT COVERED BY THE ASSIGNED BSG FOR THE DATES OF SERVICE

EDITS

Line	Edit	Edit Description	EOB	Status Description
1	00431	PROCEDURE CODE IS NOT COVERED BY THE ASSIGNED BSG FOR THE DATES OF SERVICE	02310	2-DENY

This user guide provides step-by-step instructions for adding CAP services to the provider profile in NCTracks.

Table of Contents

Overview 1
Logging into the Provider Portal 2
Accessing the Manage Change Request Application 3
Adding Services and Endorsements 6
Completing the Manage Change Request 9
Tips for Navigating the Mange Change Request Application 11

Logging into the Provider Portal

1. Navigate to www.nctracks.nc.gov

2. The following page will display. Click the **Providers** tab at the top of the page.

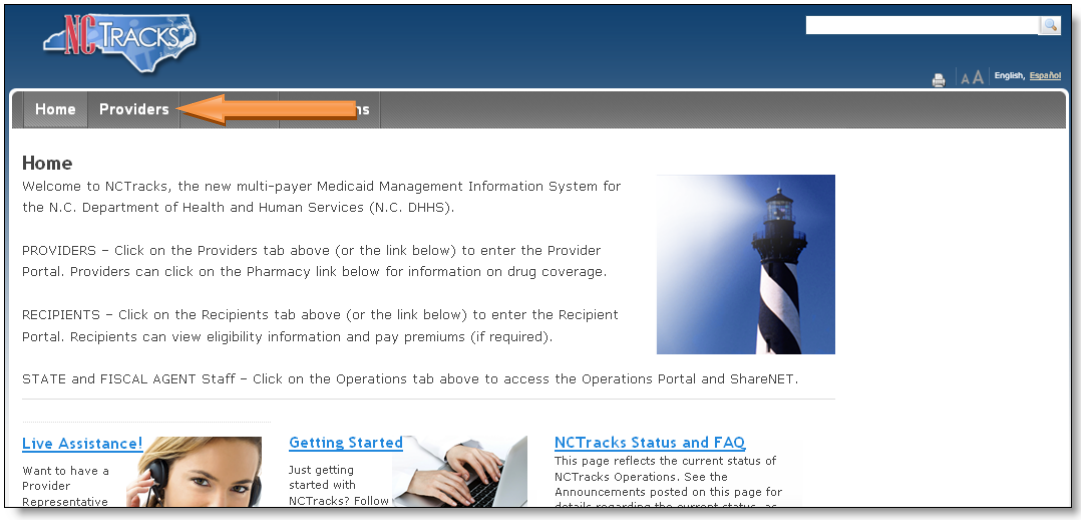

Figure 1: NCTracks Home

3. From the **Providers** page, click the NCTracks Secure Portal icon.

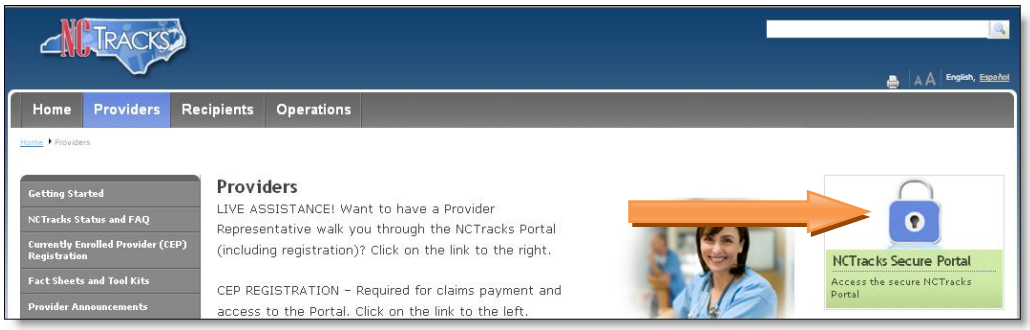

Figure 2: Providers Page

4. The following login screen will display. Enter the NCID and password and click the **Log in** button.

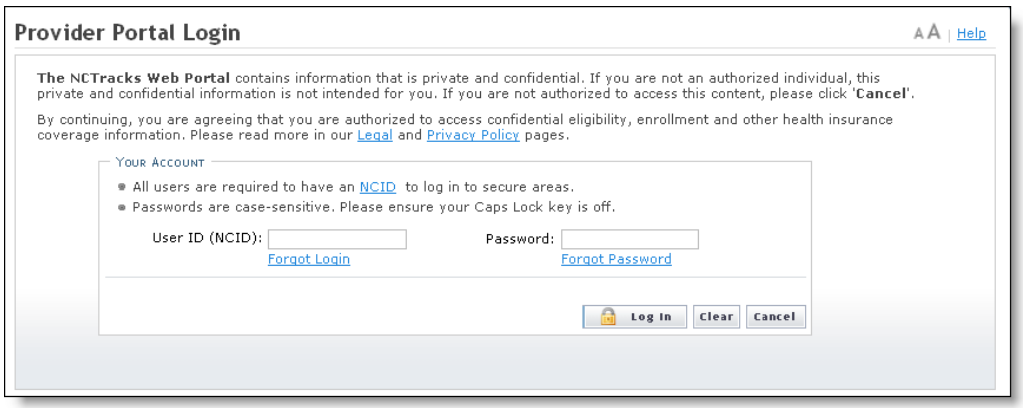

Figure 3: Provider Portal Login

Accessing the Manage Change Request Application

5. The following page will display. Click the **Status and Management** button.

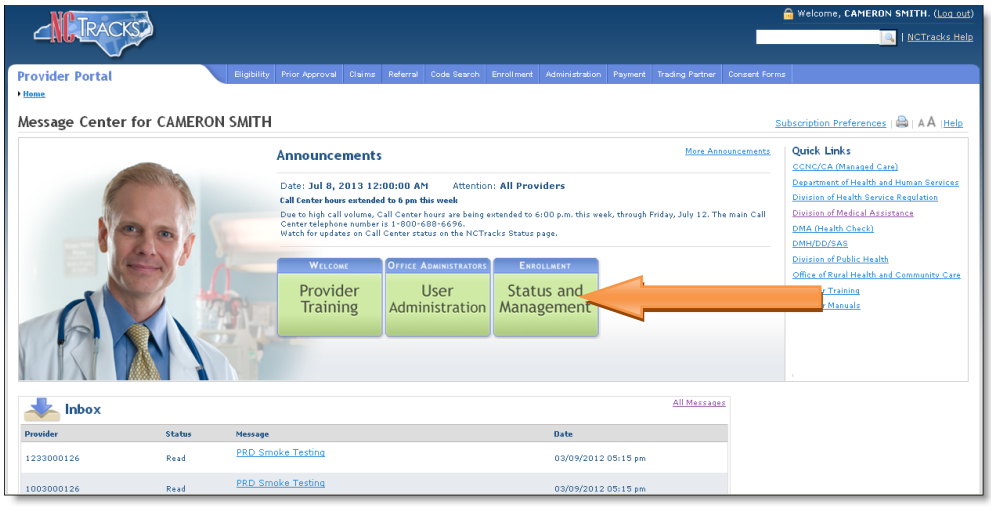

Figure 4: Select Status and Management

6. The **Status and Management** screen will display. The screen is divided into 6 sections.

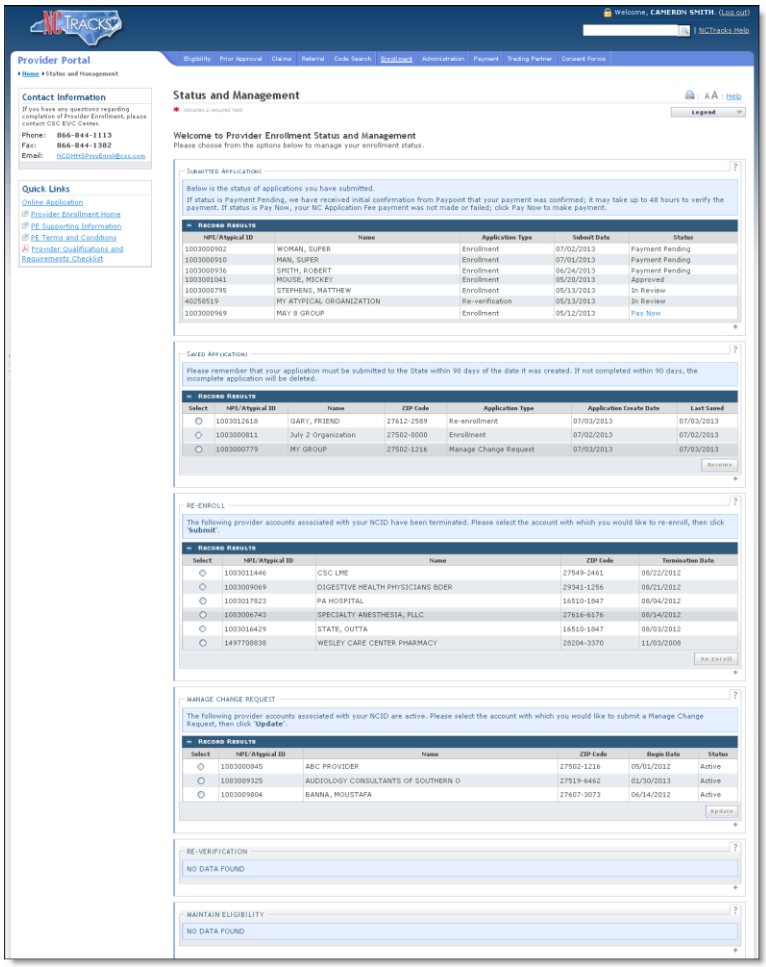

Figure 5: Status and Management Page

Status and Management Sections

1. **Submitted Applications**: Contains enrollment applications or change requests that have already been submitted and are currently in process.

2. **Saved Applications:** Contains enrollment applications or change requests that have been started but not yet submitted. Please remember that your application must be submitted to the State within 90 days of the date it was created. If not completed within 90 days, the incomplete application will be deleted.

3. **Re-enroll**: This section will list provider accounts associated with the user's NCID that have been terminated. The user can select the account to re-enroll, then click 'Submit'.

4. **Manage Change Request:** This section will list provider accounts associated with the users NCID that are active.

    5. **Re-verification:** This section allows the user to submit a required re-verification application for a provider enrollment account.

    6. **Maintain Eligibility:** This section allows the user to submit a required maintain eligibility application for a provider enrollment account.

7. To begin a new **Manage Change Request**, under the **Manage Change Request** Section, click the radio button next to the NPI to be changed. Next, click the **Update** button.

	If the Manage Change Request section reads **No Data to Display**, it is possible that a Manage Change Request has already been created and/or submitted, but not yet approved. Check the **Submitted Applications** and **Saved Application**s sections for a Manage Change Request/Enrollment that is already in process.

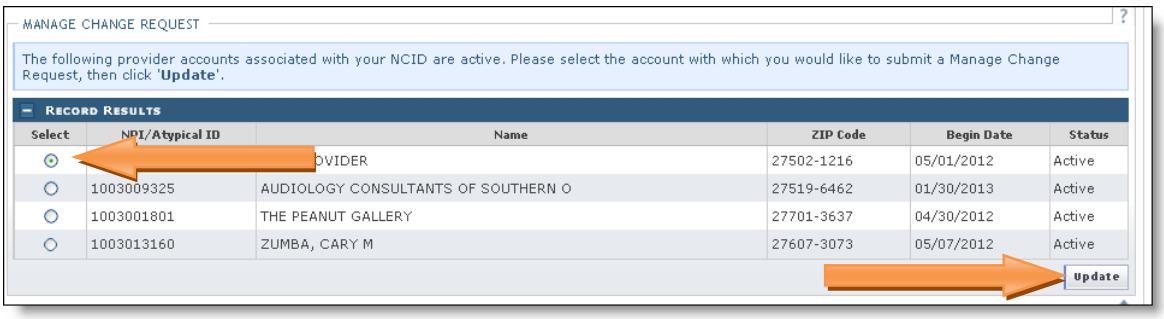

Figure 6: Select Manage Change Request

8. The **Organization Basic Information** screen will display. The left hand side menu will display a list of topics.

	Do NOT click the menu options on the left hand side of the screen, as each page must be accessed/reviewed before the **Manage Change Request** can be submitted. Instead, to navigate to appropriate section, click the **Next** button on the bottom right corner of the screen until you reach the **Addresses** screen.

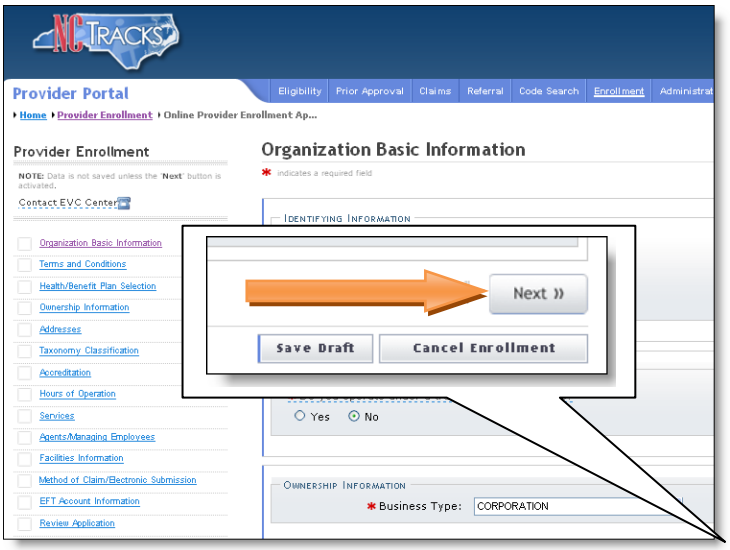

Figure 7: Organization Basic Information Page

9. On the Terms and Conditions page, to attest and accept Medicaid Terms and Agreements, click the check box and click the **Next** button.

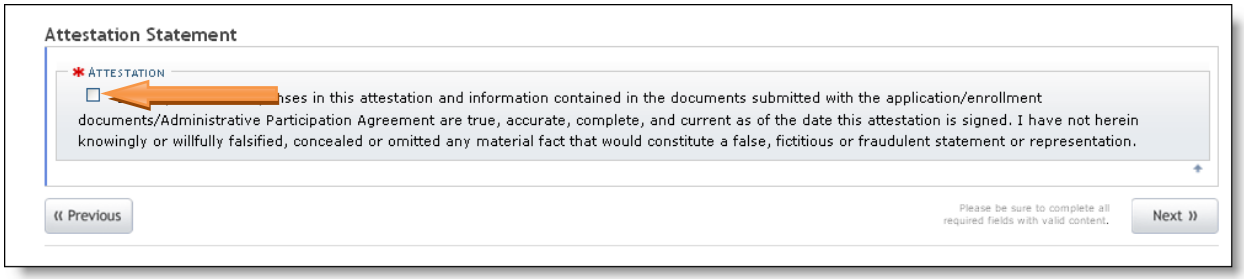

Figure 8: Attestation Statement

Adding Services and Endorsements

10. The following screen will display. The checkmark icon in the **Select** column indicates the service location to be edited. To select a different location, click the radio button next to the applicable location. Otherwise, click the **Edit Location** button to edit the selected location.

	The following screen will ONLY display for those organizations that have added specific taxonomy codes that require specific services and/or endorsements. If this screen does not display, it is recommended that you review the taxonomy codes on your profile and add the necessary taxonomy codes.
	These steps must be repeated for each taxonomy code assigned to each service area.

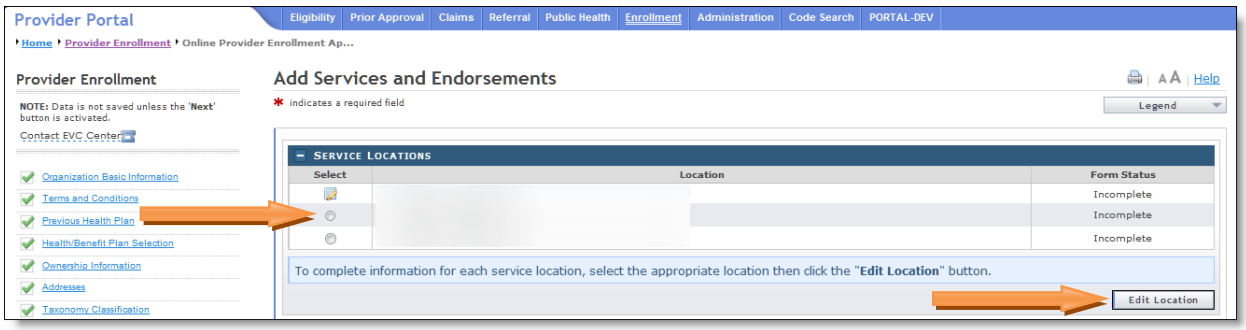

Figure 9: Add Services and Endorsements - Select Location

11. The following **Add Services and Endorsements** page will display. To view the services that are applicable to each taxonomy, click the "plus" (+) sign next to the taxonomy classification, on each dark blue bar.

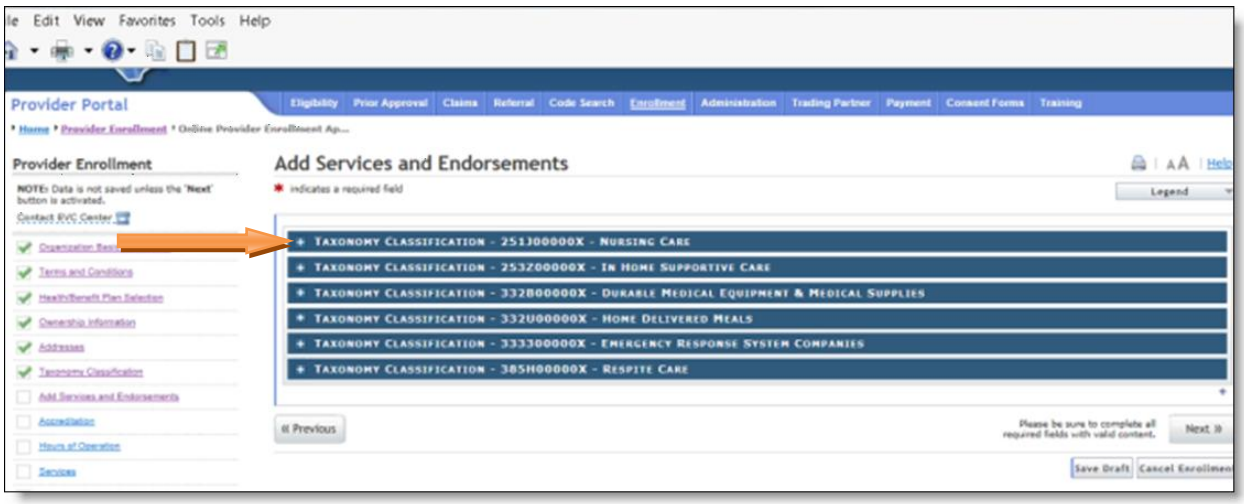

Figure 10: Add Services and Endorsements - Expand Taxonomy Classification

12. CAP service options will display for those taxonomies that apply to CAP.

   – **NEW** indicates that CAP services have not yet been added to the taxonomy.
   – **Active** indicates that the service has already been added, and is active.

   Click the **Add** icon next to the status column, to add that particular service to the taxonomy.

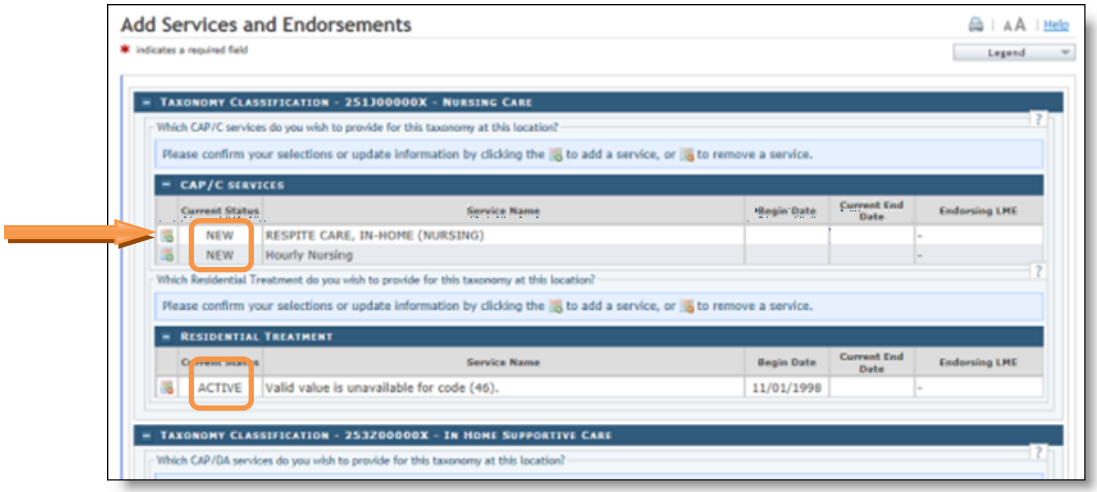

Figure 11: Add Services and Endorsements - Click Add

13. The following **Begin-date Info** screen will display. Select the **New Begin Date** and click the **Save** button to save the changes.

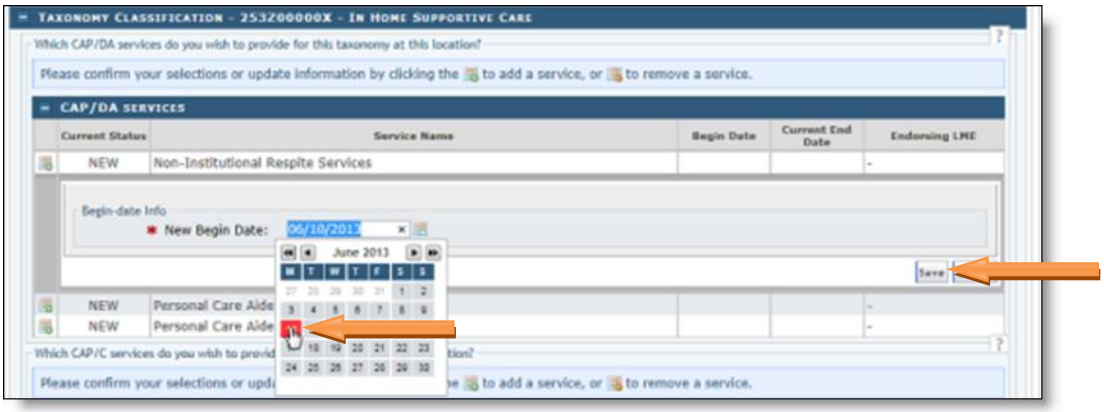

Figure 12: Select Begin Date

The new begin date CANNOT be dated prior to the date of the taxonomy or physical address. For example, if you have added the taxonomy code or the physical address today. You will need to select today's date for the CAP service. If you attempt to date the service prior to the date of the Taxonomy code or the physical address/service location, you will receive the following error message

Figure 13: New Begin Date Error

14. The following confirmation message will display.

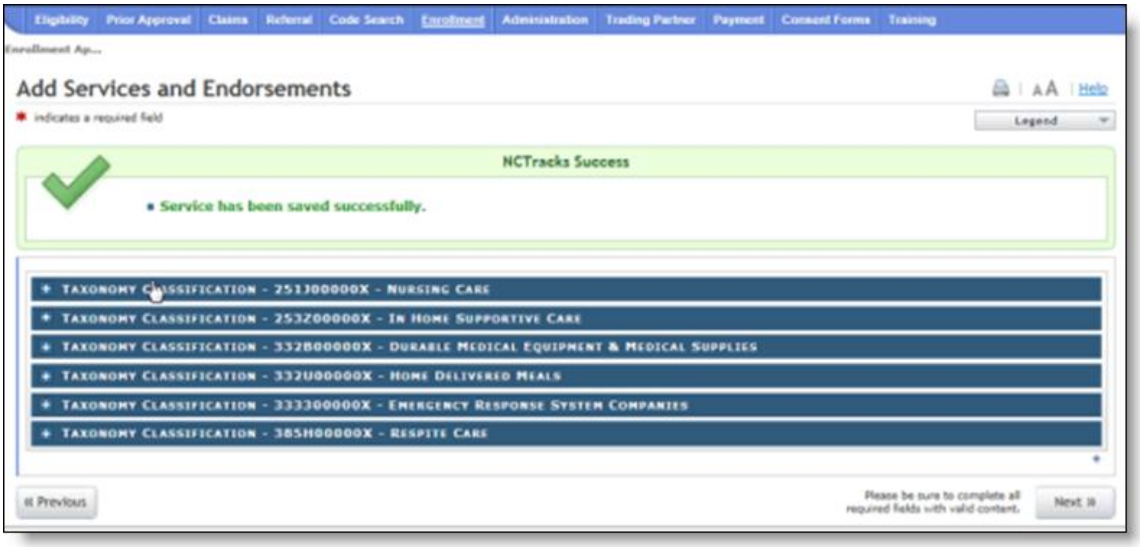

Figure 14: Services Added Confirmation Message

15. Once the service has been added, you may also click the plus sign next to the **Taxonomy Classification** code. The Current Status will read **NEWLY ADDED**.

Figure 15: Newly Added Status

Completing the Manage Change Request

16. Continue to click the **Next** button through the **Manage Change Request** application until you reach the **Terms and Conditions** page.

	The **Save Draft** button will only save your progress and will not submit the **Manage Change Request** for processing.

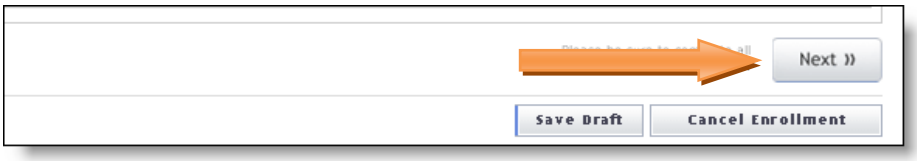

Figure 16: Click Next

17. The **Review Application** screen will display. On the left hand margin, verify that all application pages have a green check mark next to each page. In addition, verify the contact email address listed on the page. This can be updated on the **Basic Information** page.

    To review the application in Adobe PDF format, click the **Review Application** button. If you have successfully completed all required information for your provider enrollment application and are satisfied the information is complete and accurate, Click the **Next** button to proceed to the **Attachments/Submit Electronic Application** page.

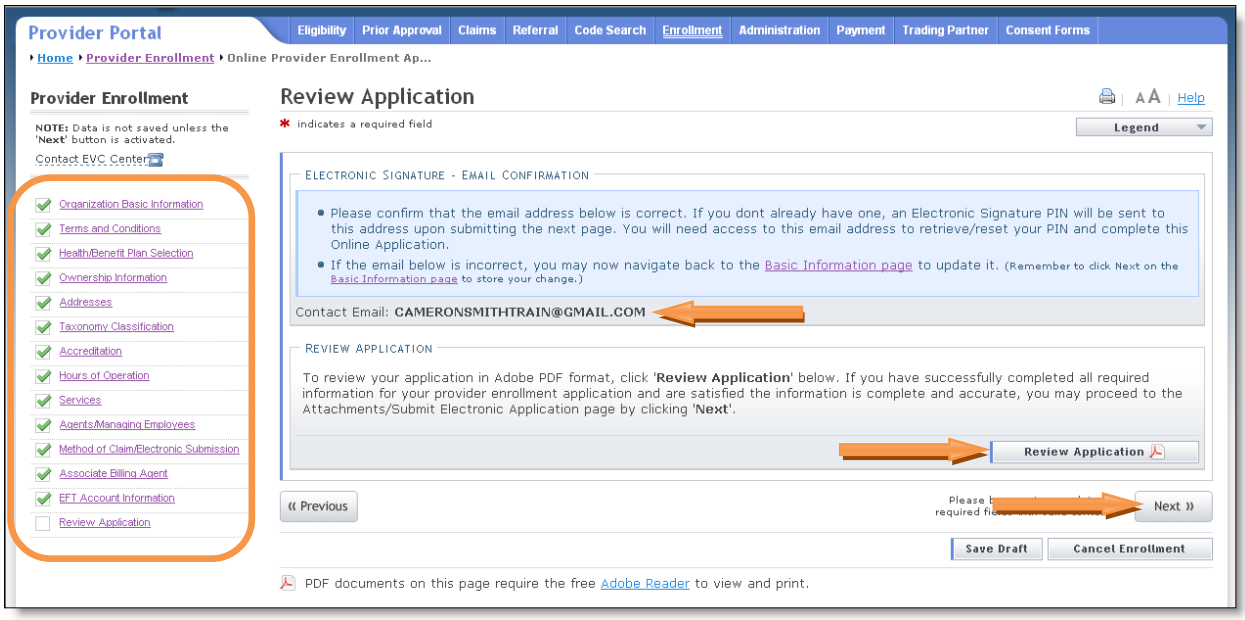

Figure 17: Review Application

18. The **Sign and Submit Electronic Application** page will display. Enter the NCID and password, as well as the PIN number and click the **Submit Now** button.

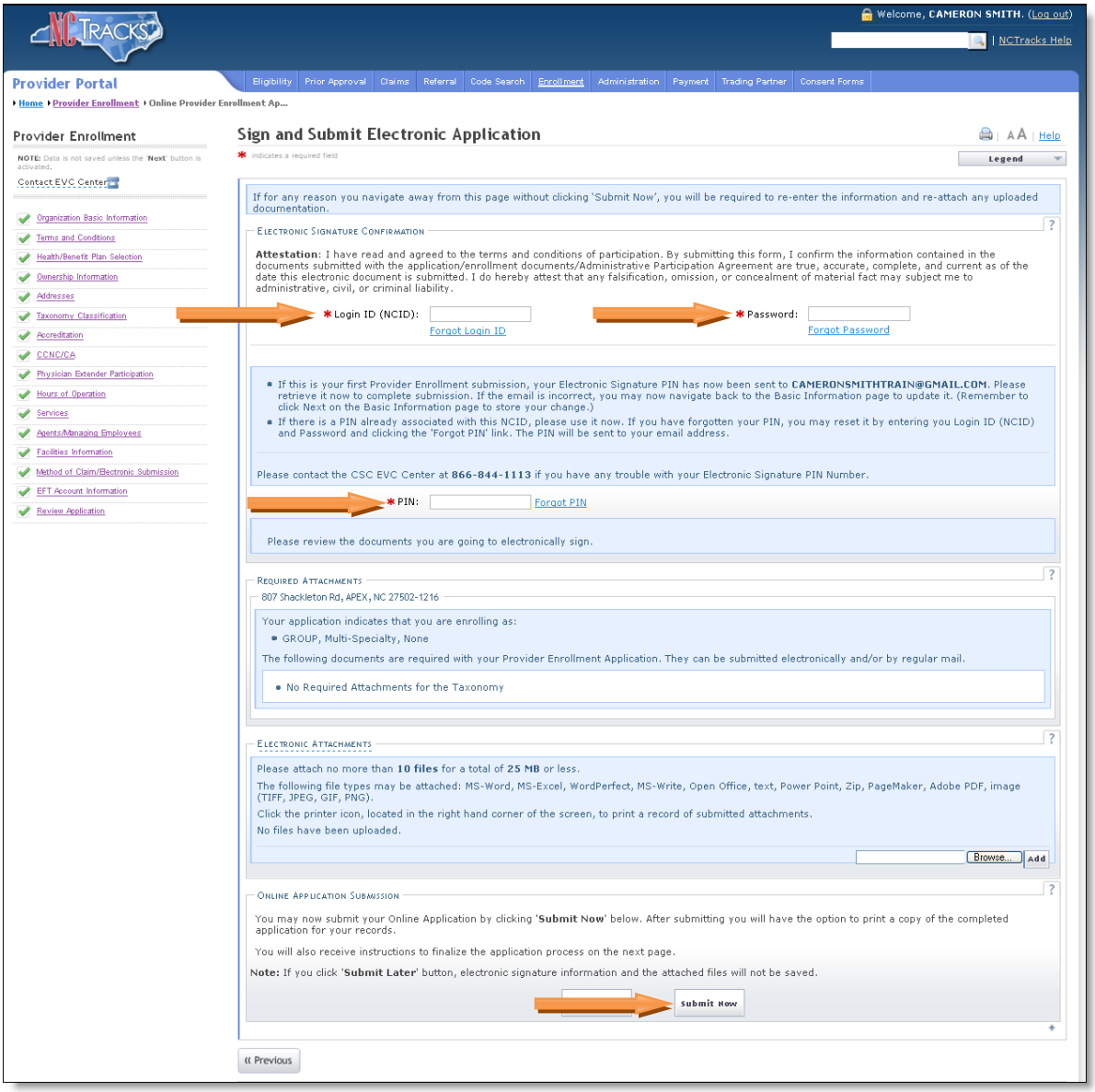

Figure 18: Sign and Submit

Tips for Navigating the Mange Change Request Application

All pages must be reviewed prior to continuing. If you receive the following error, click on the pages that do not have check marks next to the section and click **Next** through those sections.

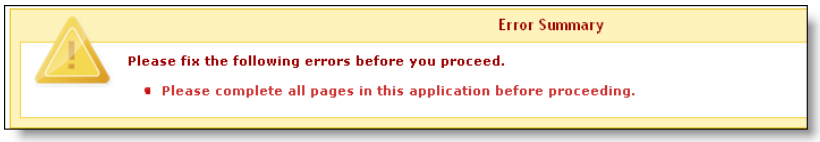

Figure 19 Error - Complete all Pages in the Application

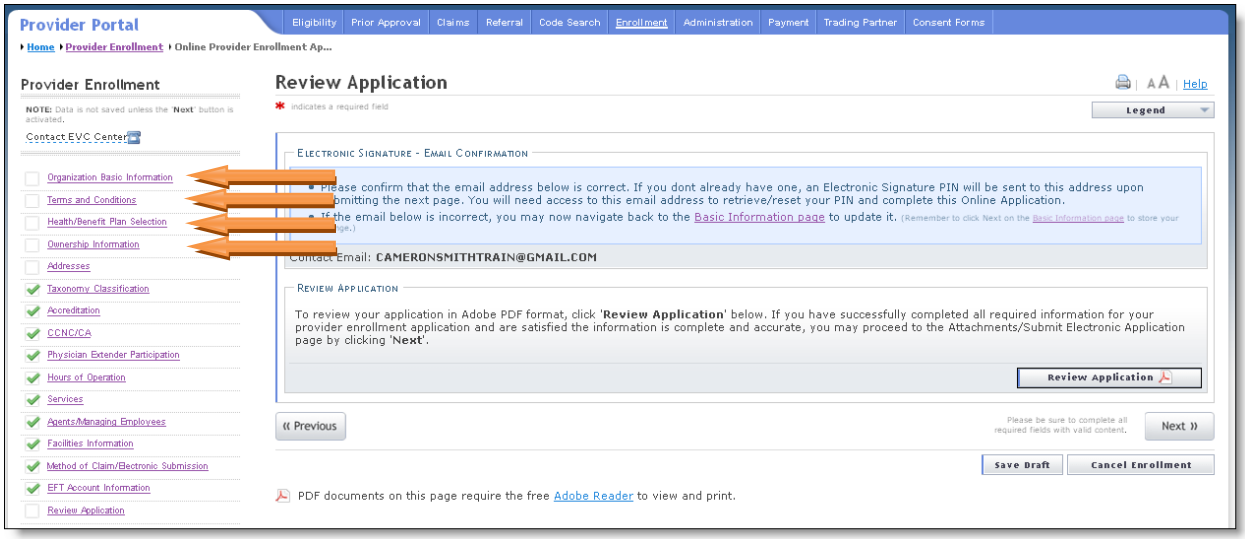

Figure 20: Review Application - Incomplete Pages