

\*\*\*\*\*How To Contact Medicaid\*\*\*\*\*

Important Contacts/References For Billing Staff

Barnestorm Knowledgebase is a great resource for Barnestorm issues and billing issues. However, Barnestorm support does not cover Medicaid issues, so you will need to contact Medicaid to resolve issues. If you cannot find what you are looking for in our Knowledgebase, listed below are some useful references.

**Medicaid:**

Verifying Eligibility: 1-800-723-4337

Inquiring about claim status: 1-800-688-6696 (NC Tracks Call Center)

Medicaid website: <https://medicaid.ncdhhs.gov/providers>

[NC Tracks Contact Information](#)

**Tip:** *Always verify, with the patient, that they have given you all their insurance information, as the system may not always be up-to-date. The best resource for getting “real time” information is the patient.*

If you need to verify a physician NPI number:

<https://npiregistry.cms.hhs.gov/>

Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle50851.aspx>