FAQ: Do we have to fill out a NC Tracks form or does Barnestorm handle that?

Each agency (provider number) needs to fill one out, as the start of a new Trading Partner Agreement with NC Tracks.

Barnestorm will not complete these forms for you; you should complete your forms per the instructions.

If you have questions about the form, contact NC Tracks:

- Call Center - Fax Number: 866-844-1382
- Call Center - Toll Free Number: 866-844-1113

http://www.ncdhhs.gov/dma/provenroll/index.htm

Related answers: Barnestorm is not a clearinghouse or a billing agent; we are a a software vendor.

If you are using NC Tracks for manual entry but are now switching over to Barnestorm to do batch billing & eligibility:

You'll need to contact NC Tracks to change your settings with them so that you can send batch claims. Sometimes it can take them a while to change these settings (as you know), so contact them sooner rather than later. Contact them and let them know you need to modify your Trading Partner Agreement (TPA) to include the ability to send batches of claims. Specifically, you will need to send batches of claims (837P) and eligibility verification (270/271) and receive the electronic RA (835). They should help you with those modifications to your NC Tracks TPA.

You will not need to make any changes to the Billing Agent setting in NC Tracks. Barnestorm is not the Billing Agent for NC Tracks--since you file your own batch claims, you will remain your own billing agent. Barnestorm just creates the batch claims, and you file them.

If you have more than one NPI, NC Tracks will need to set you up with a Clearinghouse account, which will allow you to send claims for all your NPIs under one login for NC Tracks.

Contact info for NC Tracks (this may or may not still be accurate, check their website for main contact info):

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