1. Find your Trading Partner Agreement (TPA) from NC Tracks, as you'll need the information on this document to complete the setup. If you have your TPA, go to Step 2. If you do not have your TPA, here are some tips:

- If you don't have this document, call NC Tracks at 1-800-688-6696. You will need the Login name, password, and TSN from this document to be able to set up in Barnestorm--you cannot complete the Barnestorm setup unless you have this document.
- Another option for finding your TPA is to log into the NC Tracks portal at https://www.nctracks.nc.gov/ncmmisPortal/loginAction?flow=PP and look up your TPA agreement online, which has your TSN.
- If you can't find your Trading Partner Agreement from NC Tracks, then you will need to use the NC Tracks Portal to put in your claims one by one rather than Barnestorm. There is no other alternative for this without your TPA.
- Barnestorm does NOT have your NC Tracks TSN, user name, or password--this is confidential information from NC Medicaid that you should save for your reference in a secure file.

2. Click **Codes** > **Security** > **Logins**. If you see the NC Tracks login and password information on the upper right of the screen, then skip to Step 3. If you see the message "**Only Administrators can view passwords**," then you'll need to make sure your security settings are correct. To do this, go to **Admin** > **Employee Security** and click the **Administrator** button at the top and then click the **Save Complete Employee Security Profile** button.

Next, exit Barnestorm Office to reload your credentials. Log back in to Barnestorm Office.

3. In **Codes** > **Security** > **Logins**, click on the name of the billing employee who has an NCID and password. Fill in the information (NC

Tracks login and password) into the boxes provided on the top right, and then click the **Save** button. **IMPORTANT NOTE:** If the billing employee has more than one login, then you will need to do this for each login. Otherwise, you may get a message stating that the user or password is invalid. If you get that message, please check this step again to be sure you selected the correct user and saved the NC Tracks user and password on each login. Each billing employee will have login information, so repeat this step for each billing employee who has an NCID and password from NC Tracks.

4. Go to **Billing** > **HIPAA Transactions** > **Transmit to NC Medicaid** and complete these steps:

- Click the **Login Info** button.
- The NC Medicaid HP User Name should show your old, 4-digit HP password. Leave this the same, don't change it.
- The password should be the NC Tracks password. Fill that password in if it's not.
- Fill in your 4-character TSN that you got from NC Tracks on the Trading Partner Agreement.
- Click the button that says Update the SenderID in the HIPAA Payers From (old senderid) to (new TSN).
- Wait for the update to complete--it will give a message when it completes.
- Click the Save button.
- If you get an error message, exit the screen and come back to it. Check to see if the TSN is still there when you click the Login Info button.

5. If it doesn't connect, go back through each of these steps carefully and make sure you entered everything correctly. For example, make sure you check whether it's the letter O or a zero (the letter L and the number one also look alike). If you're not sure whether the TSN has a O or L, you can call NC Tracks at 1.866.844.1113 to check.

6. If it still doesn't connect after you checked your entries, go to the NC Tracks Portal and log in with the user name and password they gave

you:

https://www.nctracks.nc.gov/ncmmisPortal/loginAction?flow=PP

7. If you can log in to the portal but **cannot** log in via Barnestorm (Authentication Type 4 Failed SFTP Error 114), NC Tracks must not have set you up to send batched electronic claims. Call them at 1.866.844.1113 and find out why you can't send batched electronic claims.

Frequently Asked Questions

Q: I have a pin number, is that the same as my TSN?

A: No. The TSN is on your Trading Partner Agreement (TPA). Please refer to Step 1 above for tips on finding your TPA.

Q: I have more than one NPI, and I have a TSN for each NPI. How should I set that up?

A: If you have multiple NPI numbers and you completed a trading partner agreement for each one, you also should complete a billing agent application and set your agency up to be the billing agent for each of those NPIs. Barnestorm is not a billing agent, but your agency should be if you have more than one NPI. If you didn't do this, please contact NC Tracks to take care of it. 1.866.844.1113 Once you get the billing agent TSN, that is the TSN that you'll use for the Barnestorm setup. In the meantime, you can use the individual TSNs for each NPI.

Q: I sent a claim and I see a file on the right and tried to download it but it didn't pull over.

A: Go to your Claims folder and find the file. Open it up. If it has TA1 in the name or NCXIX in any part of the file, it's a rejection. Go back through all the steps above and make sure you entered everything

correctly.

Q: I have a rejection due to missing or wrong taxonomy code. How do I fix that?

A: The old taxonomy code for PCS and CAP aide services was 3747P1801X - Technician : Personal Care Attendant. For NCTracks, this code will be 253Z00000X - Agencies:In Home Supportive Care. When you clicked the **Update** button in the steps above, Barnestorm changed those taxonomy codes automatically. However, if you have been using 251E00000X as the taxonomy code for PCS and CAP Aide services, it was not automatically changed, and will need to be manually changed, one payer at a time, to 253Z00000X; if ALL payers need to be changed, and you have too many to change manually, start a chat and ask us to change all HIPAA payer taxonomy codes to 253Z00000X. You can print a list to check your codes at **Billing** > **HIPAA Transactions > Edit HIPAA Payers > Print Codes.**

Use the following website to verify that your NPI number used for billing is setup with the correct taxonomy codes. Enter the NPI and a list of assigned taxonomy codes will appear. If the taxonomy code you are using does not show up then you will need to make a requested change under NC Tracks to add that taxonomy code.
http://ncmmis.ncdhhs.gov/taxonomy.asp

Q: I have a rejection due to Transmitter Supplier Number (TSN) Errors. How do I fix that?

A: Go through steps 4-7 above again, keeping in mind that the letter O and a zero look alike, as do the letter L and the number one. Make sure your TSN is entered correctly.

Q: It seems like NC Tracks is down. Do you at Barnestorm know the status of NC Tracks?

A: Please use the NC Tracks Status page to check their status, as

Barnestorm cannot keep track of their status at all times:

https://www.nctracks.nc.gov/content/public/providers/nctracks-status-page.html

Q: The hold times for NC Tracks are more than an hour. Can Barnestorm just give me my TSN number?

A: Barnestorm does NOT have access to your NC Tracks TSN, user name, or password--this is confidential information from NC Medicaid that you should save for your reference in a secure file.

Click here for the link to **Getting Started with NC Tracks**. **NOTE: Make sure any office staff - that will be doing the billing- is granted permissions to NC Tracks Secure SFTP site to send claims, receive the responses, as well as receive the 835 payment files. This will need to be done, in NC Tracks, prior to successfully transmitting from Barnestorm.

*Commonly, email addresses/reference sites may get changed or deleted (by the author). Please go directly to the NC Tracks website for the most up-to-date info.