CAP Claims Not Getting Paid with S5125 by NC Tracks

If you are receiving rejections and not able to get any CAP claims to pay using the S5125 code, try the following instructions:

- Log into NCTracks
- Scroll over the Enrollment tab
- Click on Status and Management
- Scroll down to Manage Change Request
- Under select click on the circle then click on update (to the right) Once in this screen click on Add Services and Endorsements (on the left side of the screen)
- This will then bring you to a screen with all the Taxonomy Classification codes listed. You will then need to click on the + sign and make sure each one says Active under Current Service for each service name. This will need to be done for all Taxonomy Classifications listed on this screen.
- Recreate the claims and send them again.

Knowledgebase
http://kb.barnestorm.biz/KnowledgebaseArticle51008.aspx