

MEDICAID NORTH CAROLINA (NCXIX) PRE-ENROLLMENT INSTRUCTIONS



WHAT FORM(S) SHOULD I DO?

- To complete enrollment, the provider must have an NCTracks account.
- Log into NCTracks ([click here](#)) and complete the “Currently Enrolled Provider NCTracks Registration”
 - Complete enrollment instructions can be found [here](#).
- On the **Methods of Claim and Electronic Transactions** page, select “Billing Agent”.
- On the **Associate Billing Agent** page, click search and from the drop down menu select “Office Ally” and Add.
- Under Select Transaction Type choose 837P, 837I, 999, and/or 835.

WHAT IS THE TURNAROUND TIME FOR ENROLLMENT?

- Standard processing time is 3-5 business days.

HOW DO I CHECK STATUS?

- Call (800) 688-6696 and ask if you have been linked to Office Ally’s TSN Number **QG9Q**.
- You can begin submitting claims as soon as the enrollment is complete (no need to notify Office Ally).