



MEDICAID NORTH CAROLINA (NCXIX) PRE-ENROLLMENT INSTRUCTIONS

WHICH FORM(S) SHOULD I DO?

- To complete enrollment, the provider must have an NCTracks account
- Log in to [NCTracks](#) 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?

- 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)