



## North Carolina Department of Health and Human Services

Pat McCrory  
Governor

Richard O. Brajer  
Secretary DHHS

Division of Mental Health, Developmental  
Disabilities and Substance Abuse Services  
3001 Mail Services Center  
Raleigh, North Carolina 27699-3001  
Tel 919-733-7011 Fax 919-508-0951  
Courtney M. Cantrell, Ph.D.  
Director

Division of Medical Assistance  
2501 Mail Services Center  
Raleigh, North Carolina 27699-2501  
Tel 919-855-4100 Fax 919-733-6608  
Dave Richard  
Deputy Secretary of Medical Assistance

### LME-MCO Communication Bulletin #J157

Date: September 10, 2015

To: LME-MCOs

From: Kathy Nichols, Clinical Program Manager, Behavioral Health Section, DMA and Mabel McGlothlen, I/DD, TBI, and System Performance Section Chief, DMH/DD/SAS

Subject: Submission of Encounter Claims Not Matching Those in NCTracks

The purpose of this bulletin is to clarify submission of encounter claims not matching those in NCTracks.

LME-MCOs need to submit Provider Upload files when they cannot match their claims' system to the known providers in NCTracks based on NPI, taxonomy, and zip +4 combination. The providers will be marked as an LME-MCO provider and allow encounters to pass the provider verification edits.

If you have any questions, please contact: Kathy Nichols at [Katherine.a.nichols@dhhs.nc.gov](mailto:Katherine.a.nichols@dhhs.nc.gov) or 919-855-4289.

*Previous bulletins can be accessed at: <http://jtcommunicationbulletins.ncdhhs.gov/>*

Cc: Dave Richard, DMA  
Dale Armstrong, DHHS  
DMA Leadership Team  
DMH/DD/SAS Leadership Team  
Mary Hooper, NCCCP