How to View or Update Provider Taxonomy

Overview: This job aid provides step-by-step instructions for viewing and changing Taxonomy codes for provider profiles. Only authorized users can view or update provider taxonomy in NCTracks.

As part of the transition to NCTracks, NC DHHS reviewed all providers and pre-selected new taxonomy codes for each provider based the provider specialty. Many of these new codes are considerably different from the previous taxonomy codes. However, these new codes have been approved for use by the state and should be used when submitting claims or prior approvals.

The taxonomy code on the claim or prior approval must match the taxonomy code on the provider's record or the claim will deny.

To view the state selected taxonomy code for your NPI, with a complete description, please visit the current website:

http://ncmmis.ncdhhs.gov/taxonomy.asp

Please note that adding a new taxonomy code via the manage change request is not an immediate process, and can take several weeks to complete, as licensing and accreditation must be reviewed by CSC and approved by the state.

Viewing or Updating Taxonomy Codes in NCTracks

Viewing and changing taxonomy codes can be completed in the Manage Change Request section of NCTracks.

1. To log into NCTracks navigate to www.nctracks.nc.gov

2. The following page will display. Click the Providers tab at the top of the page.
3. From the providers page, click the NCTracks Secure Portal icon.

4. The following login screen will display. Enter the NCID and password and click the Log in button.

5. The following Providers page will display.
6. The **Status and Management** screen will display. There are 5 sections of the screen. Reference the next page for descriptions of each section.

**Status and management**

- **Submitted Applications**: Contains enrollment applications or change requests that have already been submitted and are currently in process.

- **Saved Applications**: Contains enrollment applications or change requests that have been started but not yet submitted. Please remember that your application must be submitted to the State within 90 days of the date it was created. If not completed within 90 days, the incomplete application will be deleted.

- **Re-enroll**: This section will list provider accounts associated with the user’s NCID that have been terminated. The user can select the account to re-enroll, then click 'Submit'.

- **Manage Change Request**: This section will list provider accounts associated with the users NCID that are active.
7. To begin a new Manage Change Request, under the Manage Change Request Section, click the radio button next to the NPI to be changed. Next, click the Update button.

If the manage change request section is blank, it is possible that a manage change request has already been create and/or submitted, but not yet approved. Check the Submitted Applications and Saved Application sections for a current change request/enrollment that is already in process.

8. The Organization Basic Information screen will display. The left hand side menu will display a list of Change Request Topics.

If you are planning on making changes to your profile, do NOT click the menu options on the left hand side of the screen, as each page must be accessed/reviewed before the Manage Change Request can be submitted. Instead, to navigate to the Taxonomy Classification section, click the Next button on the bottom right corner of the screen until you reach the appropriate screen.
9. On the Terms and conditions page, to attest and accept Medicaid Terms and Agreements, click the check box and click the **Next** button.
10. The **Taxonomy Classification** screen will display. The assigned taxonomy codes will be listed on the dark blue bars, as illustrated below. To view the taxonomy details, click the + (plus) sign to expand the taxonomy.

![Taxonomy Classification Screen](image)

11. The **Taxonomy Classification** detailed view will display. The Provider Type (Level I), Classification, (Level 2), and Area of Specialization (Level 3) will be listed, along with the status and Begin Date.

![Detailed Taxonomy View](image)

12. New taxonomy codes can be added under the Add Taxonomy Classification section.

![Add Taxonomy Classification](image)
IMPORTANT: To select a new taxonomy, users will first need to select the Provider Type, then the Classification, and then the Area of Specialization, in that order. The Provider Type selection determines the available options for Classification. The Classification selection determines the available options for Area of Specialization.

In the above example, no options are available under Area of Specialization because no Provider Type or Classification has been selected.

Note, Some Provider Types and Classification combinations do not have an Area of Specialization. Reference the example below.

Taxonomy codes are a national code set managed by the National Uniform Claim Committee (NUCC). Many of the new taxonomy codes are very different from the previous codes. Providers may visit the NUCC website to view NUCC taxonomy code options.

Visit http://www.nucc.org/
The Code Lookup screen will display. To expand the list of Taxonomy Codes, click the + (plus) sign next to each option. To view the definition, click the [definition] link next to the code.

If you have Questions about the Health Care Provider Taxonomy code set, please contact the NUCC by clicking the Submit a Question link on the right hand side of the screen. Complete the form to receive an email response. Questions will be answered within 24 to 72 hours.

13. Once the Provider Type, Classification and Area of Specially fields have been populated, add the Begin Date by selecting the Calendar Icon. Click the Add button to add the taxonomy.
14. The new taxonomy will be added at the bottom of the list with NEWLY ADDED indicated next to the header.

15. Click the Next button. Continue to click the next button through the Change Request application until you reach the Terms and Conditions page.

The Save Draft button will only save your progress and will not submit the Change Request for processing.

16. The Accreditation page will display. Taxonomy codes must be verified based on licenses and certifications. Verify the current licensing and certifications to ensure they align with the taxonomy codes to be added. To add an accreditation, make the appropriate selection from the drop down menu, enter the accreditation number, and Effective/Expirations dates, then click the Add button. Click the Next button at the bottom of the page, to continue.
17. Click **Next** through the next several sections of the form until you reach the Sign and Submit Electronic Application page. The office administrator will enter the NCID and password, as well as the **PIN** number and click the **Submit Now** button.
All pages must be reviewed prior to continuing. If you receive the following error, click on the pages that do not have check marks next to the section and click Next through those sections.