N.C. Department of Health and Human Services

NC Tracks

Prepared by:
The North Carolina Department of Health and Human Services
Joe Cooper, Chief Information Officer
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Overview of Project: A Decade in the Making

- 2004: Contract awarded to Affiliated Computer Systems
- 2006: Contract terminated
- December 2008: Computer Sciences Corporation awarded contract to go-live August 2011
- July 2011: Granted extension for 18-22 months
- December 2012: Reaffirm July 1st as new target to go live
- February 28, 2013: HP notified of contract termination
- July 1, 2013: Go Live

- All the providers using NCTracks (77,000) would fill the Bank of America Stadium (73,778 seats) with some left to stand

Key Issues Still Being Addressed

- Conversion issues
- Deferred functionality
- Working as originally designed, but needing redesign
  – Medicare crossover claims
  – Relaxing address edits
  – Managed Change Request feature
  – Office Administration
- Computer Sciences Corporation provider escalation team

Key Issue: Prior Authorization

- Thousands of prior authorizations brought forward from conversion
- Many providers continued to use legacy system paper forms through August
- Requires medical professionals to review
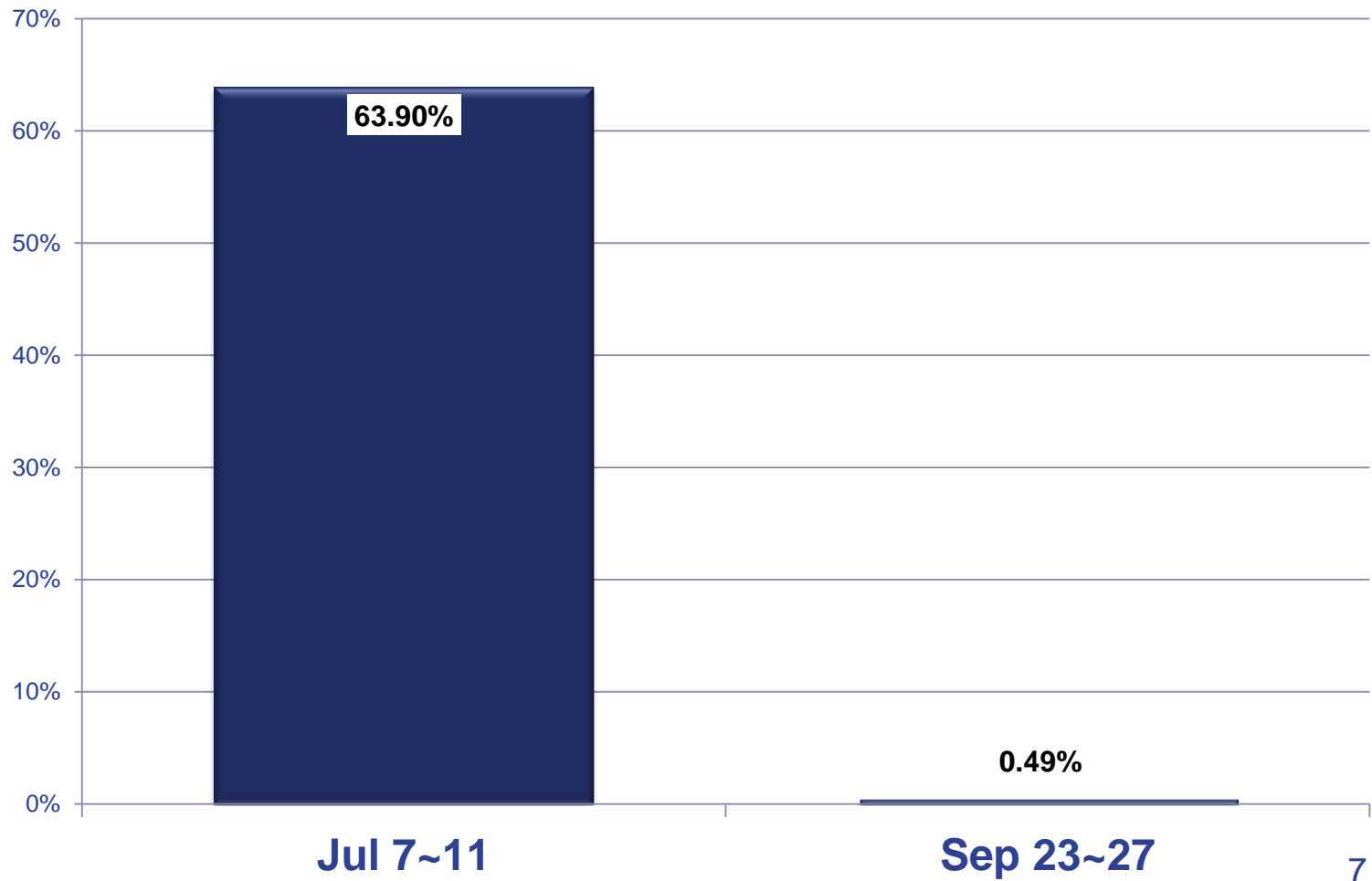- After 90 days, caught up to contractual levels

The Go Live Decision

- Independent Consultant's Review

- CSC Concurrence

- Federal Center for Medicaid and Medicare Services

- Secretary Wos's Management Team

- System Acceptance Criteria Met

- NCTracks Executive Steering Committee Approval
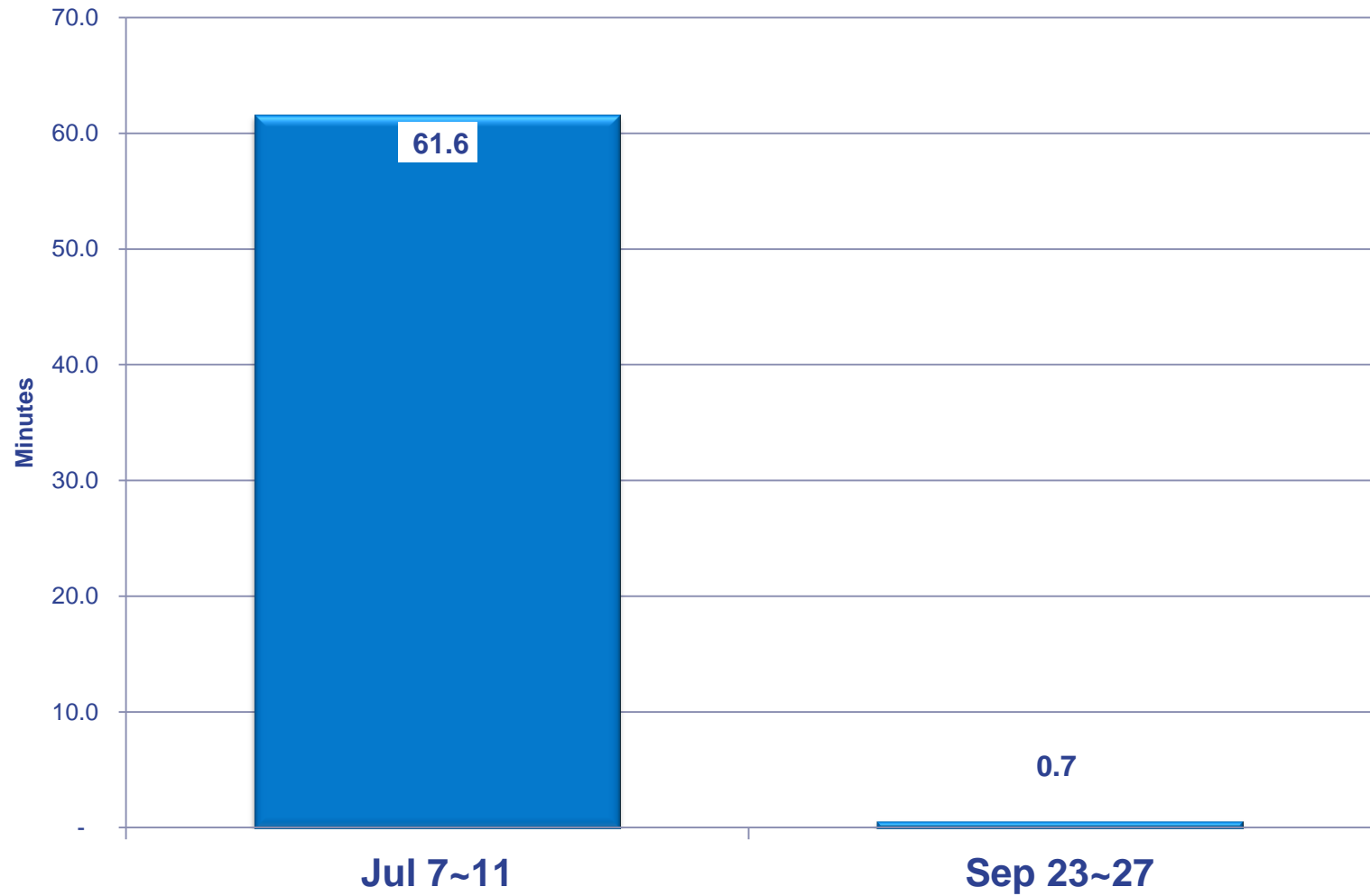
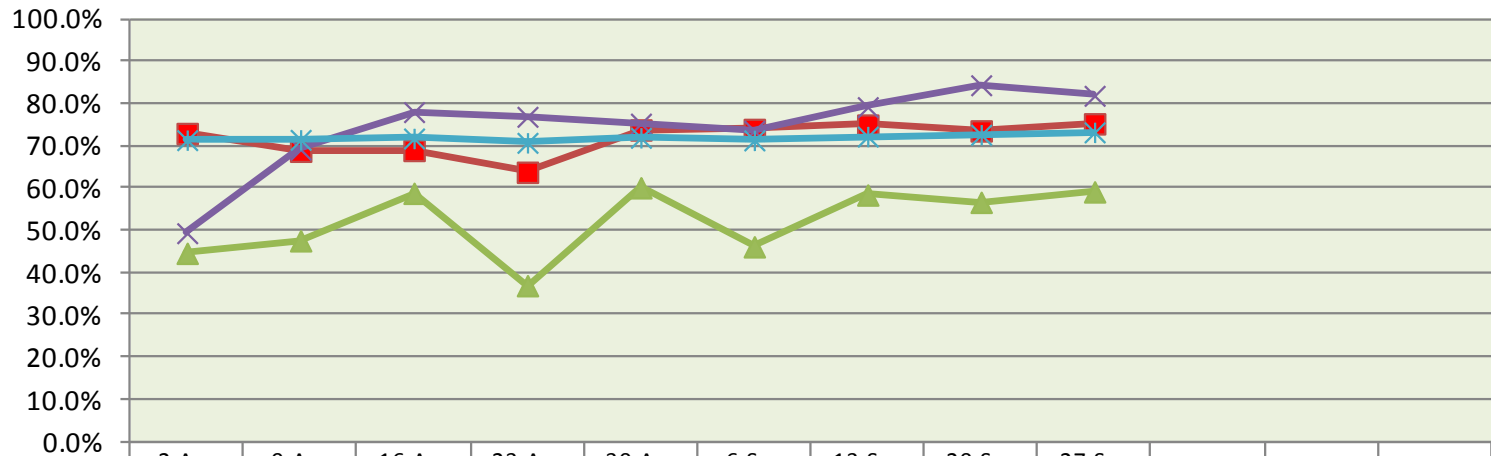- Secretary Wos Final Approval

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Call Abandon Rate

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Answer Time

Claims Adjudication - Paid % Trend

	2-Aug	9-Aug	16-Aug	23-Aug	30-Aug	6-Sep	13-Sep	20-Sep	27-Sep			
Institutional	72.9%	68.8%	68.9%	63.8%	73.8%	73.9%	74.9%	73.6%	75.2%			
Professional	44.6%	47.5%	58.8%	36.9%	60.1%	46.1%	58.4%	56.6%	59.1%			
Dental	49.3%	69.2%	78.0%	76.9%	75.3%	73.6%	79.2%	84.4%	81.9%			
Pharmacy	71.4%	71.4%	71.8%	70.7%	71.9%	71.3%	72.2%	72.7%	73.2%			

October 1st
Claims Adjudication

Claim Type	Total Claims	Approved		HP Actual
Institutional	29,692	23,907	**80.5%**	75.2%
Professional	128,902	88,100	68.3%	78.0%
Dental	10,591	9,167	86.6%	97.2%
Pharmacy (POS)	138,353	103,240	**74.6%**	60.1%
Total Claims:	307,538	224,414	73.0%	

Challenge: Taxonomy

Legacy/HP Provider Type	Legacy/HP Specialty	Level 1: Provider type	Level 2: Classification	Level 3: Area of Specialization
Individual physician	Pediatrician	Allopathic & Osteopathic Physicians	Pediatrics - 208000000X	Pediatric Cardiology - 2080P0202X

Challenge: Training

- In April, 20 attended the Raleigh session; in July, more than 400
- Provider choices: regional sessions, online courses, webinars, user guides
- Meetings with associations and societies
- Teams at DHHS and Computer Sciences Corporation created to deal with providers one-on-one

Timeline to Resolve Issues

- **October:** Call Center service commitment goals
- **November:** Virtually all active providers successfully submitting claims
- **December :** Claims data warehouse fully operational (Truven)
- **December :** Rationalize/achieve claims adjudication goals
- **December:** Remaining backlogs within contractual agreement
- **2nd Quarter, 2014**: Implement Top 10 enhancements
- **October, 2014:** Implement ICD 10, a federal Medicaid procedure code upgrade
- **December, 2014**: Federal Center of Medicaid and Medicare Services - Certification

Why NCTracks?

- Legacy system could not meet current or future needs of State
- New solution is first multi-payer solution in the nation
- Virtually paperless, at least 57 paper forms have been eliminated
- Real time adjudication
- Pays providers 50 times a year, almost weekly; up from 42
- Electronic submissions for claims, prior authorization, enrollment, inquiry options, and attachments - saving money and time
- More precise adjudication will increase effectiveness in identifying fraud and abuse
- Saves NC taxpayers $3 million a month