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## North Carolina Medicaid 837 and 835

### EDI Enrollment Instructions:

- The billing provider must have an **EDInsight customer record**.
- To link with your clearinghouse for claims and ERA, **the provider is to log into the Payer's website**. Use the link below to access the NCTracks Provider Portal.
- **Within EDInsight Enrollment Manager:**
  - Go to, or **[ADD Payer Enrollment]** record for this payer.
  - Select record, click **[ADD Action Taken]** select "Enrolled on Payer website".  
Enter any notes, **then save**.
- EDI enrollment processing timeframe is approximately **20 business days**.
- To check status of EDI enrollment or for assistance with the NCTracks website, you may send your questions via email to [NCTracksprovider@nctracks.com](mailto:NCTracksprovider@nctracks.com) or contact the Call Center at **800-688-6696**.

### 837 Claim Transactions and 835 Electronic Remittance Advice:

Access the [NCTracks Provider Portal](#).

Enter your login credentials.

Select Status and Management.

Select Manage Change Request.

At Method of Claim and Electronic Transactions:

Select the check box for **Billing Agent**.

Select the 'Yes' radio button for "Will a billing agent receive any electronic transactions?" and click **Next**.

At Associate Billing Agent:

Select the 'Yes' radio button for "Would you like to search for new Billing Agents to add?" and click **Next**.

At Search Billing Agents:

Enter # **50300449** in Billing Agent ID field and click **search**.

When the Search Results displays **50300449 Practice Insight**

Select check box for eSolutions and click **Add**.

At Receive Electronic Transactions drop down menu:

Select **All Transactions** and select # **50300449**, in Billing Agent ID field and click **Next**.

Click through the remaining screens, using the **Next** button until you reach the Sign and Submit Electronic Application page. Use your NCID, password and PIN to electronically sign the request and submit your application by selecting the **Submit Now** button.