

Tips for Updating Practice Address

Effective Aug. 25, 2024, providers can no longer modify an existing service location address in NCTracks. Instead, a **new** service location must be created for address changes. The Begin and End date of the new service location must represent the dates services are rendered at that location. This will not impact the ability to edit Pay-to or Correspondence addresses with a MCR. For more information, please refer to [NCDHHS Announcement](#).

Recommended Actions

- [Download a copy](#) of your NCTracks AMH Medicaid Direct/Managed Care PCP Enrollee Report before initiating an address change request and save to refer back to.
- Submit MCR for address/location change in NCTracks.
 - For assistance in completing this step, please refer to the NCTracks Job Aid titled '[How to Manage Your NCTracks Addresses](#).'
- If the practice is a medical home, apply for Carolina Access (CA)/Advanced Medical Home (AMH) in NCTracks at the new location.
 - For assistance in completing this step, please refer to the NCTracks Job Aid titled '[How to Enroll, Update, or Terminate CCNC/CA Managed Care Plans](#).'
 - CA effective date is typically the first of the month after approved.
 - **This step is essential to a smooth transition of member assignments from the old address to the new address.**
 - For more information about the state-mandated basic requirements to participate as a Medical Home click [here](#).
- Once the practice's CA/AMH Tier 2 status is active, attest to AMH tier 3 in NC Tracks. Job Aid link [here](#).
 - Practice should log in to NCTracks to access the most up to date Job Aid titled 'Advanced Medical Home (AMH) Tier Attestation.'
- Once the new location is active and is a CA/AMH tier 2, end-date CA/AMH status on the old location in NCTracks. **It is very important that you do not end-date CA/AMH for the old location until the new location is CA/AMH. Otherwise, your practice will lose members.**
- For assistance in completing this step, please refer to the NCTracks Job Aid titled '[How to Enroll, Update, or Terminate CCNC/CA Managed Care Plans](#).'
- Practice will need to notify CCPN of location change through the [CCPN/Practice Clinician Change Form](#). Please notify CCPN prior to making any updates in NCTracks.
- CCPN will notify the health plans of location change during the monthly roster process.
 - We recommend the practice also notify their contracted Medicaid plans of the location change.
- Practice should track attribution.
 - Please be advised that the process of member movement between locations occurs over several months. To ensure accurate tracking, please download a copy of your NCTracks AMH Medicaid Direct/Managed Care PCP Enrollee Report before initiating an address change request. Please allow four months for changes to show on the NCTracks Enrollee Report. If at that time changes are not reflected, please notify your PRR for further assistance.