

# e-CAP Agency Registration Instructions

## Agency Registration for the CAP/C Version of e-CAP

### Introduction

The e-CAP system is used to support the operations and management of the CAP/C waiver program and the CAP/C waiver programs administered by the NC DHHS, Division of Medical Assistance. There are two versions of e-CAP, one for CAP/C and one for CAP/DA. These agency registration instructions cover agency registration in the **CAP/C** version of e-CAP.

A separate e-CAP interface for direct service providers will be available to facilitate communication and collaboration between direct service provider agencies and the case management agencies. **All service provider organizations/agencies** that provide Medicaid funded services to CAP beneficiaries **must register and use e-CAP** to communicate with the CAP case management entities.

If your agency provides services to both CAP/C beneficiaries and CAP/DA, you will need to register in both versions of e-CAP. Make sure you are on the right version of e-CAP if you provide services to only one of the two CAP programs. These instructions will lead you through **CAP/C** agency registration. If you provide services only to CAP/DA beneficiaries (individuals under age 21), go to the CAP/DA log-in page located at <https://www.ncecap.net/CAPDAProd/>.

### Registration of Individual Agency Staff as e-CAP Users

Once your agency is registered in e-CAP, a **designated agency representative** will need to register the individual agency staff that will access and use e-CAP. You will register agency staff through the e-CAP Direct Service Provider interface itself once it becomes available for you to access on **March 13th, 2017**.

### Before registering your agency, you will need:

- A list of agency NPI numbers, address(es) and phone numbers.
- Your own personal North Carolina Identity Management (NCID) username and password. Many systems supported by the State of North Carolina, including e-CAP, require an NCID username and password for access. If you do not have a NCID account set up already, go to <https://it.nc.gov/ncid/> to register and create your NCID user name and password.

Once you have assembled the required agency information, click on the agency registration tab at the top of the CAP/C log-in page.



Note: if you cannot complete all three steps of the registration process in one session, simply save whatever information you entered by clicking on the Save button at the bottom of the screen. When you are ready to complete the registration, come back to this Log-in page and click on Agency Registration. When the step 1 screen appears, simply

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enter your registration email, NCID user name and password in the Step 1 screen above and click on the binoculars symbol. All of your previously entered information will display.

Agency registration in e-CAP for the CAP/C waiver program involves a simple three step process.

## Step 1 - Agency Information

The screenshot shows the 'Step 1: Agency Information' registration form. It includes a progress bar at the top with three steps: Step 1: Agency Information (circled in red), Step 2: Agency Detail, and Step 3: Review / Submit. Below the progress bar, there are instructions: 'If this is a new registration, enter the information below and click the Save button when complete. Then click on each of the steps above to complete your registration. Click here to see the Registration Instructions document.' and 'If you wish to retrieve registration information you previously submitted, enter the email address, NCID User Name and Password you supplied at that time, then click on the binoculars icon next to the password field to retrieve the information.' The form fields include: Registration Email \*, NCID User Name \*, NCID Password \* (with a binoculars icon), Your First Name \*, Last Name \*, Owner/Corporate Identity (Full name) \*, Main Phone \* (with an Ext. field), Main Fax, Agency Name (If Different), Street Address \*, Address Line 2, City \*, and State \* (with a dropdown menu showing 'NC'). A 'Save' button is located at the bottom right of the form.

If this is your first visit to the registration page, please complete the fields in the Step 1 screen (Email, NCID user name and password, your name, company name, Address and Phone number) and then click the SAVE button on the bottom of the screen. Make sure you have completed all required fields indicated with a red (\*) asterisk.

The individual named here in the Agency Information section becomes the “designated agency representative” with authority to add/register agency staff members to e-CAP beginning March 13<sup>th</sup>, 2017.

## Step 2 – Agency Detail

Once you completed Step 1, you can now click the link for Step 2 Agency Detail at the top of the display screen to complete Step 2. A new screen will appear. See below:

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The screenshot shows the e-CAP logo in the top left and a navigation bar with "Welcome | Agency Registration". Below this is the title "Registration for Direct Service Provider Agency Use of e-CAP". A progress bar at the top indicates three steps: "Step 1: Agency Information", "Step 2: Agency Detail" (which is circled in red), and "Step 3: Review / Submit". Below the progress bar, a summary table titled "Agency Detail Already Entered" lists fields: "Provider Number", "Street Address", "City", "Phone Number", and "Edit". The main form area is titled "Add / Edit Agency Detail" and includes a legend "\* = Required". The form fields are: "Provider NPI Number" (text input), "Street Address\*" (text input), "Address Line 2" (text input), "City\*" (text input), "State\*" (dropdown menu with "NC" selected), "Zip" (text input with "28606" entered), "Phone\*" (text input with "888-" and "Ext. 123" entered), and "Fax" (text input with "800-555-1212" entered).

On the Step 2 screen add your agency's NPI number(s) and all related office contact information. Click "Save". If you have another NPI, enter the information for that NPI code as well. After you save your data for each NPI, the information will display in the summary listing called "Agency Detail Already Entered". See below.

This screenshot is similar to the one above but shows the "Save" button at the bottom of the "Add / Edit Agency Detail" form. A blue curved arrow on the left side of the form points towards the "Save" button. The "Agency Detail Already Entered" summary table now shows two rows of data, each with an "Edit" button next to it. The form fields are mostly empty, with "NC" selected in the State dropdown and "28606" in the Zip field.

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## Step 3 – Review and Submit

After you have entered Agency Details for each NPI in Step 2, click on Step 3 at the top of the screen. Confirm that all the information is correct. If so, indicate the registration is complete by choosing “Yes” and clicking on the Submit button. If you are not ready to complete the registration, indicate No as your response and click on the Submit button.

**e-CAP** Welcome | Agency Registration

Registration for Direct Service Provider Agency Use of e-CAP

Step 1: Agency Information | Step 2: Agency Detail | **Step 3: Review / Submit**

**Agency Information**

Registration Email	NCID Username
Company Name	Your name
Phone	Fax
Agency Name	Address
City, State Zip	

**Agency Detail**

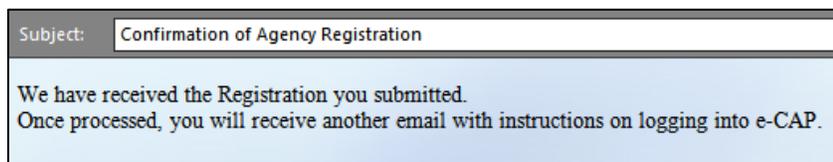
Provider Number	Street Address	City	Phone Number
	1776 Independence Ave.	Durham	888-555-1212

• Review the information you have entered so far. If it is accurate and complete, please mark the registration complete below and press the Submit button. You will receive an email indicating the successful completion of this registration.

Is Registration Complete? \*  Yes  No

## Confirmation of Agency Registration

Once you have successfully completed and submitted your registration, you will receive an e-mail notification from [support@ncecap.net](mailto:support@ncecap.net). See sample email below. We urge you to check to make sure your email does not block this email or consider it to be junk mail.



## Have Questions or Need Assistance?

If you need additional assistance, feel free to contact the e-CAP Support Center at 888-705-0970 or email us at: [support@ncecap.net](mailto:support@ncecap.net)