Agency Registration for the CAP/DA 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/DA 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/DA** 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/DA** agency registration.   If you provide services only to CAP/C beneficiaries (individuals under age 21), go to the CAP/C log-in page located at https://www.ncecap.net/CAPCProd/.

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/DA log-in page.
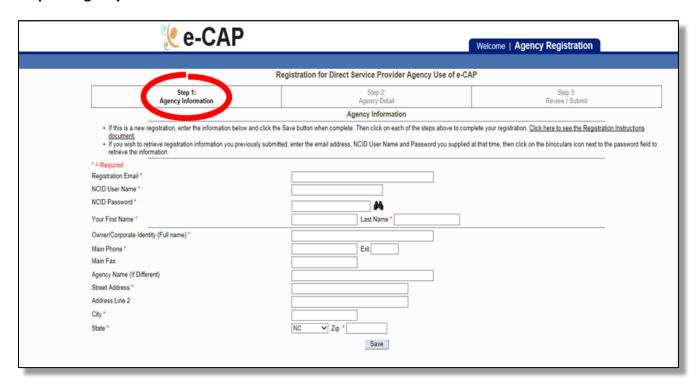

Note: if you cannot complete all three steps of the registration process in one session, simply save whatever information you entered by clicking on the Save button at the bottom of the screen. When you are ready to complete the

registration, come back to this Log-in page and click on Agency Registration. When the step 1 screen appears, simply 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/DA waiver program involves a simple three step process.
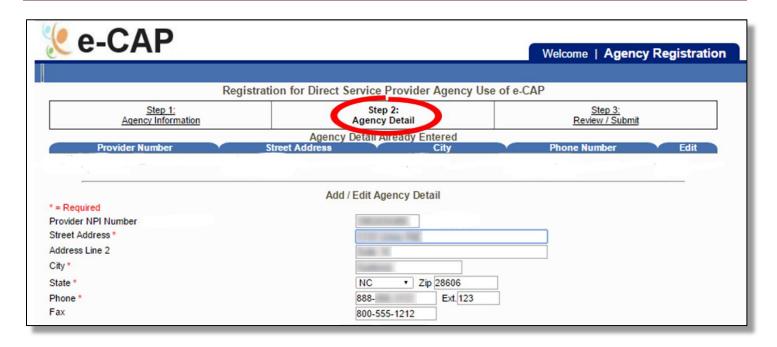
Step 1 - Agency Information

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 13th, 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:

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.

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.

Confirmation of Agency Registration

Once you have successfully completed and submitted your registration, you will receive an e-mail notification from 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