



## NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

### PASRR Support

The North Carolina Medicaid PASRR Screening Tool is accessible online 24 hours a day, 7 days a week. For assistance, our help desk support team is here to help you during Regular State Business Hour

#### **Telephone and Email Support:**

Contact our Helpdesk directly for assistance by calling 919-813-5603 or toll-free at 888-245-0179. You can also reach us by fax at 919-224-1072.

#### **For PASRR Level II Inquiries:**

If you have any inquiries regarding the PASRR Level 2 evaluation process or require information about a Level 2 screen scheduled by Acentra, please don't hesitate to reach out to Acentra at 833-522-5429."

### NCID Support

#### **Contact MYNCID**

Provider and Recipient NCID users must manage their account, including password changes, on the new site: <https://myncid.nc.gov/>. In addition, new Provider or Recipient users must sign up at <https://myncid.nc.gov/>.

#### **Business & Individual Users:**

- For More information and training videos, visit [NCID Citizen Identify Project/](#) NCID Training Page

#### **Local Government Users:**

- Contact your local government security administrators if after requesting an NCID ID it is not approved in a day or two.
- Contact your local government security administrators if you have a problem self-registering for the LDAP-USP-USERS NCID application group

- To create your NCID, follow the instructions located on the [NCID](#) page.

**To contact your local government security administrator, please refer to the [ITS Customer Service Desk](#). Refer to the section "How to Contact your Agency's Service Desk"**