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"