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News Release

Date: January 16, 2014

FOR IMMEDIATE RELEASE

NCMS Supports Doctors in Lawsuit Over NCTracks Defects

From Robert W. Seligson, CEO/Executive Vice President of the North Carolina Medical Society:

“The North Carolina Medical Society (NCMS) strongly supports the doctors bringing this lawsuit. NCTracks has inflicted real damage on Medicaid patients and providers across the State for the last seven months. We understand, from our own tireless efforts to help our members overcome the system defects, that legal action may be the only remaining option to remedy the harm to the Medicaid system and get NCTracks to function as advertised.

Since the July 1 launch, the NCMS has been in constant communication with CSC, the Department of Health and Human Services (DHHS), the General Assembly and other health care organizations on behalf of our members, who continue to struggle with NCTracks defects and poor customer service. Multiple state oversight agencies also have identified problems and urged system improvements. Despite these efforts, progress is slow and problems remain pervasive.

We believe that NCTracks is a poorly tested, defective and very expensive software product. The resulting problems for the State of North Carolina and its citizens have no doubt been a huge challenge for the DHHS and required additional resources that the department was not expecting to incur. So far none of us received what we were promised.”

About the North Carolina Medical Society

The North Carolina Medical Society is the largest and oldest professional member organization in North Carolina, representing approximately 12,500 physicians and physician assistants who practice in the state. Founded in 1849, the Society seeks to promote access to quality health care for all citizens in North Carolina and champions initiatives that seek to improve quality of care and promote patient safety.