PASRR Support

The North Carolina Medicaid PASRR Screening Tool is available 24 hour per day, 7 days a week for your online usage. Our help desk support staff is available Monday-Friday from 8am-4:30pm except observed state holidays. Please use the information below to contact the PASRR help desk.

Telephone and Email:

- To receive support, you may contact the **Helpdesk directly by calling 919-813-5603 or toll Free at 888-245-0179** .

- You may also **fax at 919-224-1072**

NCID Support

Contact NCID...

In order to gain access to the MUST system, users must establish a user ID and password with the North Carolina Identity Management Service (NCID). The NCID Service is the standard identity management and access service provided to State, local, business and citizen users by the State of North Carolina. NCID enables its customers to achieve an elevated degree of security and access control to real time resources such as the MUST application.

Business Users:

- Contact the ITS Customer Support Center if they have a problem getting an NCID ID

  ITS Customer Service Center
  (800) 722-3946
  ITS.Incidents@ncmail.net

- Contact DHHS Customer Service Center if they have a problem self-registering for the DHHS-LDAP-USP-USERS NCID application group

  DHHS Customer Service Center
  (919) 855-3200 option #2
  DHHS.Customer.Support.Center@ncmail.net

⊙ 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"