



SANDHILLS CENTER

Managing Mental Health, Intellectual/Developmental Disabilities and Substance Abuse Services
910-673-9111 (FAX) 910-673-6202 www.sandhillscenter.org Victoria Whitt, CEO

Date: July 3, 2017

To: Sandhills Center Provider Network

Subject: Potential Payment Impact: Implementation of New Taxonomy Claim Edit

As we begin the 2017-2018 fiscal year, all LME-MCOs are subject to additional requirements and potential penalties by the State in regards to encounter data. As a result, a new taxonomy claims edit will be implemented.

This edit is performed in ALPHA and examines the billed claims against the taxonomy in ALPHA based upon the contract submitted.

Effective immediately, this edit will be a **pay and report** edit through the end of July. This means your Claims Specialist will send you a Pay and Report detail with taxonomy discrepancies that were approved and paid beginning with the July 5th Checkwrite. If taxonomy code discrepancies are not resolved in a timely manner, claims with the same type of discrepancies will begin denying after the edit is turned on.

Effective August 1, 2017, if the claim billing and rendering/attending taxonomy does not match ALPHA, **the claim will deny**.

Effective July 1, 2017, all SHC providers must submit proof of their enrollment with NC Tracks when submitting their credentialing applications or notice of change request forms. The credentialing process will not be implemented without this documentation.

What to Do

To prepare for the new taxonomy edit, members of the Provider Network are asked to:

- Review your taxonomy setup in ALPHA and ensure this matches the taxonomy setup in NCTracks.
- Review the Pay and Report detail sent to you by your Claims Specialist to determine corrections required.
- If changes to your ALPHA taxonomy are identified, contact your Credentialing Specialist for assistance in changing your ALPHA Taxonomy.
- If changes to your NCTracks taxonomy are identified, complete and file a *Managed Change Request* with NCTracks.
- Ensure the claims taxonomy matches the taxonomy setup in ALPHA prior to submission.

For any questions in regards to Sandhills Center claims processing, please contact your Claims Specialist. For any questions in regards to changing your ALPHA taxonomy, please contact your Credentialing Specialist. If you are unsure of your Credentialing Specialist or do not have their contact information, please contact the Provider Helpdesk at 855-777-4652. For questions in regards to NCTracks, please contact DMA Provider Services at 919-855-4050.

P.O. Box 9, West End, NC 27376
24-Hour Access to Care Line: 1-800-256-2452
TTY: 1-866-518-6778 or 711

Serving Anson, Guilford, Harnett, Hoke, Lee, Montgomery,
Moore, Randolph & Richmond counties

