

Provider Help Desk
Questions and Answers for July 2018

Network	Innovations Waiver	How can I access the Relative-Guardian as Provider Application?	Please access the form by clicking the link below: http://www.sandhillscenter.org/providers/innovations-waiver-for-providers/
Network	Alpha	Can I fax the request form for AlphaMCS?	You can fax the completed form to 910-673-7015.
Network	Innovations Waiver	Where should I send the Relative-Guardian as Provider application for 40 hours or less?	The form must be submitted to RDSEprocess@sandhillscenter.org
Network	Innovations Waiver	How can I access the Out of State Travel Request?	You can access the form by clicking the link below: - http://www.sandhillscenter.org/providers/innovations-waiver-for-providers/
Network	Innovations Waiver	Where should I send the Out of State Travel Request?	Send form to: Network Operations Sandhills Center P.O Box 9 West End, NC 27376 Fax:910-673-7024 or email to RDSEprocess@sandhillscenter.org
Utilization Management	Other	Where can I find service definitions?	For a full listing of all Medicaid Plan Service Definitions and Clinical Coverage Criteria, follow the link https://medicaid.ncdhhs.gov/providers/clinical-coverage-policies/behavioral-health-clinical-coverage-policies
Utilization Management	Other	What's the ratio of team to family for Intensive In-Home services?	The team-to-family should not exceed 1:12 for each IIH team.

Provider Help Desk
 Questions and Answers for July 2018

Utilization Management	Other	Can a consumer have two providers for the same service?	Medicaid does not allow the same services to be provided by the same or different attending providers on the same day for the same beneficiary. https://files.nc.gov/ncdma/documents/files/8C_0.pdf
Network	Other	I need to update my email to receive information for training. How can I update the email?	You can email Sharon McBride at SharonM@sandhillscenter.org to update the email.
IT	Alpha	How can I view a list of all the active users attached to my agency in AlphaMCS?	You can view the users by going to Menu>Download Q>Current Portal Users SHC