

Provider Help Desk
Questions and Answers for September 2018

Customer Service	Other	I need a Sign Language interpreter for a client. Can Sandhills Center assist with finding an interpreter?	You can contact Wendy Shephard at 910-673-7321 or WendyS@sandhillscenter.org for assistance.
Customer Service	Other	My agency will be closing due to inclement weather. Should I contact SHC to inform the LME about the closing?	You can contact Customer Service at 800-256-2452 to inform Sandhills Center about the closing.
Network	Other	How can I access the Provider Manual for IPRS funds?	You can access the manual by clicking on the link below http://www.sandhillscenter.org/provider-manuals/
Network	Other	Can SHC send a hard copy of the Provider Manuals for IPRS and Medicaid?	The preferred method is to download the Provider Manuals from our website at http://www.sandhillscenter.org/provider-manuals/ , however upon written requests, hard copies of the Provider Manuals can be made available to providers. Written or electronic requests should be sent to cheryls@sandhillscenter.org or call (910) 673-7545. Please be sure to include your mailing address and contact information.
IT	Alpha	If I am unable to access the website, how can I access the AlphaMCS link?	Providers may access the Alpha Login webpage by going to Sandhills Center website OR by typing the following link into their home or default webpage. Then save the link into your favorites. https://login.alphamcs.com/portallogin
ME&E	Medicaid	How can a member's insurance be updated in NC Tracks?	The provider can fill out a 2057 to update the information. The form can be sent directly to NC Tracks. You can find the form by clicking the link below. https://pierweb.hms.com/pierOnlineApp/tpl/FUSREFNC/memberPortal.htm

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Customer Service	Other	As a member, how can I learn more about my mental health benefits?	You can dial 800-256-2452 at any time to speak with the Sandhills Center staff. The staff can answers questions and assist in connecting you with providers in your community.
Network	Other	Where can I find a need list on the website?	<p>Sandhills Center is a closed network. Exceptions to join the network are considered on a case by case basis determined by current geographical and clinical area of needs.</p> <p>The following services are exceptions identified through our gaps analysis:</p> <ul style="list-style-type: none"> • Hospitals • Medically-Assisted Opioid Treatment (Methadone/Suboxone) • Sex Offender Treatment Specialists • Credentialed professionals to develop behavioral health plans • I/DD psychological testing • ICF-MRs <p>Interested providers are strongly advised to contact Network Operations at ProviderJoin@SandhillsCenter.org to determine Sandhills Center’s current identified needs. If you feel your request meets exception criteria, please fill out the Request to Join Network form and submit to: ProviderJoin@SandhillsCenter.org.</p>
Network	Credentialing	Should I complete a full credentialing application as a CAQH?	<p>If a LIP/LP enrolls in CAQH (Council for Affordable Quality Healthcare) and completes the CAQH application, they must also complete SHC “Addendum to CAQH NC Uniform LIP Credentialing/Re-Credentialing Application” in order to be considered as a participant in the network.</p> <p>Link: http://www.sandhillscenter.org/providers/provider-regulations/provider-enrollment-credentialing/</p>
ME&E	Enrollment	Should I complete the section for “drug of choice” on the enrollment?	If the member has a substance abuse (SA) diagnosis and target pop, you should complete the section.