

Provider Help Desk  
Questions and Answers for October 2018

Utilization Management	SAR	How can I find required documentation for authorization?	Please use the Utilization Management grid below for assistance with required documentation needed for authorizations. Click <b>Care Management/Utilization Management&gt;UM Master Grid</b>  <a href="http://www.sandhillscenter.org/providers/provider-forms/">http://www.sandhillscenter.org/providers/provider-forms/</a>
Utilization Management	SAR	Who can complete the Locus and Calocus tools?	Licensed and provisionally licensed clinicians are not required to attend training prior to implementing the Locus and Calocus tool in their practices. However, Qualified Professionals are required to attend training prior to implanting the tools into their practice.
ME&E	Other	How can I find the Medicaid eligibility codes for Behavioral Health?	Please contact the Provider Help Desk at 855-777-4652 or <a href="mailto:providerhelp@sandhillscenter.org">providerhelp@sandhillscenter.org</a> to determine if the Medicaid code is eligible for behavioral health services.
ME&E	Enrollment	Can a provider complete an enrollment for Health Choice in AlphaMCS?	No, SHC does not manage Health Choice. The provider must contact Value Options.
Customer Service	Other	What is the Slot Scheduler?	The Slot Scheduler module is used to handle member referrals to providers. In this module, providers can set up time slots they are available so that the Call Center can schedule appropriately for consumers.

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Finance	Other	Have services for Innovation increased?	As of 7/1/2018, Innovations service rates increased by 3%. Please refer to the SHC 2018-2019 Reimbursement Rates on the website. Click <b>Finance, Billing and Claims&gt; 2018-2019 Reimbursement Rates</b>  <a href="http://www.sandhillscenter.org/providers/provider-forms/">http://www.sandhillscenter.org/providers/provider-forms/</a>
Communication	Training	How can a provider get on the waiting list for a training that is full?	The provider should contact Sandra Dunlap at <a href="mailto:SandraD@sandhillscenter.org">SandraD@sandhillscenter.org</a> or 336-389-6219 to get on the waiting list for training.
Communication	Other	Can paperwork be completed with blue ink?	No, all paperwork must be completed with black ink according to Medicaid standards.
Communication	Other	What is the health information exchange?	A health information exchange is a secure electronic network that gives authorized health care providers the ability to access and share patient information across a statewide information network. It improves health care quality, enhances patient safety, improves health outcomes, and reduces overall health care costs by making health information available to participating health care providers.
IT	Zixmail	How can I setup a zixmail account with Sandhills Center?	Contact the Provider Help Desk at 855-777-4652. We can send a secure email that will prompt the provider to setup an account.