

**Provider Help Desk
Questions and Answers for November 2018**

ME&E	Insurance	If a consumer has pregnancy Medicaid that does not cover mental health services, can the consumer apply for IPRS?	Yes, the consumer can enroll in IPRS. Note: The consumer must receive services from a provider with an IPRS contract.
ME&E	Discharge	Should a discharge be completed for a consumer requesting to receive services from another clinician within the agency?	If a consumer is receiving the same services from a different clinician, the agency is not required to complete a discharge.
ME&E	Enrollments	Can Sandhills Center complete enrollments on the provider behalf?	As a provider, it is your responsibility to complete enrollments/client updates for the consumer. ME&E and Provider Help Desk can assist with helping complete the information.
Finance	Billing	How can I obtain a payer ID number?	You can contact the Provider Help Desk at ProviderHelpDesk@sandhillscenter.org or Claims Specialist for the agency.
IT	AlphaMCS	The message “Invalid Session” continues to populate when trying to access AlphaMCS.	AlphaMCS is more compatible with Internet Explorer. Please use the IE browser to see if the issue is resolved.
Quality Management	Other	What is Global Continuous Quality Improvement Committee (GCQIC)?	GCQIC focuses on systems and processes to improve overall satisfaction, care and services to generate better outcome for consumers.

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Quality Management	Other	Who can join GCQIC?	The GCQIC utilizes a team approach by working with Sandhills Center staff, practitioners, specialty providers, mental health providers, intellectual/developmental disability providers, substance abuse providers, consumers, and other stakeholders.
Quality Management	Other	What does the GCQIC do?	<ul style="list-style-type: none"> • Identify barriers and implement interventions to improve quality of care in the providers community • Make recommendations to the Quality Management Committee
Quality Management	Other	How can you join the GCQIC team?	Please contact Monica Hancock monicah@sandhillscenter.org or 910-673-7412 for information about the GCQIC meeting time and place.
Network	Credentialing	Should I submit the W-9 form with my application?	The W-9 form should be submitted by solo practitioners and agencies. The form is not required to be submitted by LIP working for the agency.
Finance	Billing	How can I obtain the check write schedule for 2019?	Please use the link below for access to the 2019 check write schedule Finance, Billing, and Claims > 2019 Check-Write Schedule http://www.sandhillscenter.org/providers/provider-forms/
ME&E	Other	How can I find my ME&E Specialist for my agency?	You can contact the Provider Help Desk at 855-777-4652 for assistance with finding ME&E Specialist.