

Provider Help Desk
Questions and Answers for December 2018

Quality Management	Other	What is Global Continuous Quality Improvement Committee (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	How can I join Global Continuous Quality Improvement Committee (GCQIC)?	Please contact Monica Hancock for information about the GCQIC meeting time and place. monicah@sandillscenter.org or 910-673-7412
Quality Management	Other	What does the GCQIC do?	<ul style="list-style-type: none"> • It identifies barriers and implement interventions to improve quality of care in the provider community, and • Makes recommendations to the Quality Management Committee.
Quality Management	Other	What are the benefits of joining GCQIC?	<ul style="list-style-type: none"> • Networking with other providers and MCO • Input to all QIP plans for the MCO • Resource sharing • Keep updated with MCO changes • Opportunity to voice concerns and challenges • Collaboratively problem solve
Quality Management	Other	How often are meetings held for GCQIC?	Meetings are held bi-monthly on the 2 nd Thursday of the month in which meeting is scheduled (January, March, May, July September and November)
Care Coordination	Mental Health	What is the purpose of Referral and Screening Verification Process (formerly known as Diversion)?	To provide a more streamlined and effective process to screen Transition to Community Living Initiative (TCLI) target populations.

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Care Coordination	Mental Health	Who can make a referral for TCLI?	Consumers, family members, service providers, DSS, case managers, advocates, guardians, hospitals and LME-MCO.
Care Coordination	Mental Health	How do you make a referral for TCLI?	<ul style="list-style-type: none"> • Option #1: URL https://www.socialserve.com/nc/rsvp • Option #2: Paper version Both options above are available on Sandhills Center's website at sandhillscenter.org >For Consumers & Families >Transitions to Community Living >Scroll to bottom of screen
Care Coordination	Mental Health	What happens after a referral is submitted?	<ul style="list-style-type: none"> • RSVP referrals go into a queue where they are reviewed and screened for eligibility • Once eligibility confirmed, LME-MCO staff interview consumers to discuss housing/services options • If consumer agrees to participate in TCLI program, he/she is assigned to a Transition Coordinator to begin transitions process.
Care Coordination	Mental Health	If I have more questions about TCLI, can I contact SHC staff for answers?	Please contact Robin Kapp at 910-673-7360 or robink@sandhillscenter.org
Network	Credentialing	How can I receive a copy of my approval letter for becoming a provider with SHC?	You can contact the assigned Credentialing Specialist for the agency to receive a copy. Contact Provider Help Desk at providerhelpdesk@sandhillscenter.org to find out who the assigned Credentialing Specialist is.

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Network	Innovations Waiver	How can I access the Relative-Guardian as Provider Application?	Please use the link to access the form http://www.sandhillscenter.org/ providers/innovations-waiver-for- providers/
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