

Provider Help Desk  
Questions and Answers for June 2019

Network	Monitoring	How can I access the HCBS Provider Self-Assessment?	You can access the link below  <a href="https://www.hcbs.ncdhs.gov/assessment.html">https://www.hcbs.ncdhs.gov/assessment.html</a>
Network	Monitoring	We need to correct our corporate self-assessment. How can we access the assessment previously submitted?	Once an assessment has been submitted, you must contact the LME-MCO to request changes to the assessment. You can contact the Provider Help Desk to be transferred to a specialist.
Network	Monitoring	After clicking submit for the HCBS self-assessment, I did not receive the email with the link for the completed survey. Is there a way to track the assessment?	To ensure the self-assessment was submitted, the following information can be sent to <a href="mailto:HCBSTransPlan@dhhs.nc.gov">HCBSTransPlan@dhhs.nc.gov</a> <ul style="list-style-type: none"> <li>• LME-MCO</li> <li>• Provider name</li> <li>• Site Name</li> <li>• Address</li> </ul>
Network	Monitoring	How can I access the saved HCBS self-assessment?	If an assessment is saved, you will receive an email with a link from <a href="mailto:HCBSTransPlan@dhhs.nc.gov">HCBSTransPlan@dhhs.nc.gov</a> .
IT	Alpha	If I am receiving the error message “Invalid session data” when printing an authorization, how can I resolve the issue?	You must delete the browser history. You can delete the history by clicking CTRL+SHIFT+DEL on the keyboard.

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Network	Credentialing	If I need to submit my re-credentialing, can I fax the information?	No, you are not able to fax the application. You can submit the re-credentialing application to <a href="mailto:Recredentialing@sandhillscenter.org">Recredentialing@sandhillscenter.org</a>
Network	Credentialing	How can I access the application addendum to CAQH?	You can access the addendum to the CAQH application below <a href="https://www.sandhillscenter.org/uploads/addendumtocaqhqmcapd32619ffr.pdf">https://www.sandhillscenter.org/uploads/addendumtocaqhqmcapd32619ffr.pdf</a>
Utilization Management	Clinical Coverage	Can Community Support Team be provided with Outpatient Services?	Under the direction of the team leader, CST services are delivered to beneficiaries, with a team approach, primarily in their living environments and include but are not limited to the following interventions as clinically indicated: a. Individual therapy; b. Behavioral interventions such as modeling, behavior modification, behavior rehearsal; c. Substance use disorder treatment interventions; d. Development of relapse prevention and disease management strategies to support recovery; e. Psychoeducation for the beneficiary, families, caregivers, or other individuals involved with the beneficiary about the beneficiary's diagnosis, symptoms, and treatment; f. Psychoeducation regarding the identification and self-management of the prescribed medication regimen, with documented communication to prescribing practitioner(s);  <a href="https://files.nc.gov/ncdma/documents/files/8A_3.pdf">https://files.nc.gov/ncdma/documents/files/8A_3.pdf</a>
Utilization Management	Clinical Coverage	What is the CST caseload for beneficiaries per team?	The CST maintains a maximum caseload of 45 beneficiaries per team. The beneficiary-to-staff ratio is no more than 15:1. The team caseload shall be determined by the level of acuity and the needs of the beneficiaries

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			<p>served. CST is designed to provide services through a team approach, and not individual staff caseloads. Factors to consider in determining the number of beneficiaries to be served include but are not limited to the needs of special populations (persons who are homeless, those involved in the judicial system, etc.), the intensity of the needs of the beneficiaries served, individual needs requiring services during evening and weekend hours, and geographical areas covered by the team.</p> <p><a href="https://files.nc.gov/ncdma/documents/files/8A_3.pdf">https://files.nc.gov/ncdma/documents/files/8A_3.pdf</a></p>
Finance	Billing	<p>If I am billing Psychological Testing for unmanaged visits, will the additional 30 minutes be counted as a visit?</p>	<p>Yes, each additional 30 minutes will be (1) unmanaged visit.</p>