

Provider Help Desk  
Questions and Answers for August 2018

Utilization Management	SAR	If the patient does not use all the OPT unmanaged visits from fiscal year 2017-2018, can the visits be transferred to the next fiscal year?	No, the visits will expire after 6/30/2018. The patient will be given 24 unmanaged visits for the new fiscal year.
Utilization Management	SAR	How many days before the end-date should a new SAR be submitted?	A routine SAR should be submitted 14 days before the end-date of the previous SAR.
Utilization Management	Other	Where can I find the service definitions?	Please use the link below to access the service definition for Medicaid  <a href="https://medicaid.ncdhhs.gov/providers/clinical-coverage-policies/behavioral-health-clinical-coverage-policies">https://medicaid.ncdhhs.gov/providers/clinical-coverage-policies/behavioral-health-clinical-coverage-policies</a>
Network	Alpha	How can I find a list of clinicians linked to my agency?	The list can be accessed by going to <b>Menu &gt; Provider Maintenance &gt; Details &gt; Clinicians</b> in AlphaMCS. You can use the filter option for a quick search.
Network	Other	Where can I find the Cultural Competency Presentation?	Please use the link below to access the Cultural Competency Presentation  <a href="http://www.sandhillscenter.org/for-providers/trainings-events/provider-orientation/">http://www.sandhillscenter.org/for-providers/trainings-events/provider-orientation/</a>
Network	Other	Whom should I contact for questions about my Health and Safety visit?	You can contact Crystal Cheek at 336-389-6350 or CrystalC@sandhillscenter.org
ME&E	Other	If I have not provided services to a client in 60 days, do I have to complete the discharge form?	Yes, the provider must complete the discharge when the agency is no longer serving the client.

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ME&E	Enrollment	Where can I find the target population section in the new Alpha MCS+?	The target population is listed on the “Clinical Page” as NC Tracks Benefit Plans.
Finance	Other	How can I access the new reimbursement rates for OPT?	Please use the link below to access the updated 2018-2019 Reimbursement Rates. The form will be located under the category “ <b>Finance, Billing, and Claims.</b> ”  <a href="http://www.sandhillscenter.org/for-providers/provider-forms/">http://www.sandhillscenter.org/for-providers/provider-forms/</a>
Finance	Other	How can I find my Claims Specialist contact information?	Please contact the Provider Help Desk at <a href="mailto:providerhelpdesk@sandhillscenter.org">providerhelpdesk@sandhillscenter.org</a> or 855-777-4652.
Customer Service	Other	Does SHC provide a template for notes?	SHC does not provide a template for notes. While there is no specific format for the documentation of notes, service notes shall include, but are not limited to the following:  <a href="https://files.nc.gov/ncdhhs/documents/files/rm%26dm-manual8-1-14.pdf">https://files.nc.gov/ncdhhs/documents/files/rm%26dm-manual8-1-14.pdf</a>
Customer Service	Other	How can I access the template for PCP?	Please use the link below to access the Person Centered Plan form. The form will be located under the category “ <b>Care Management/ Utilization Management.</b> ”  <a href="http://www.sandhillscenter.org/for-providers/provider-forms/">http://www.sandhillscenter.org/for-providers/provider-forms/</a>
IT	Alpha	What’s the password complexity requirements for AlphaMCS?	On July 25, 2018, AlphaMCS implemented password complexity requirements.  Password requirements include: <ul style="list-style-type: none"> <li>• 8 character minimum</li> <li>• At least 1 capital letter</li> <li>• At least 1 lowercase letter</li> <li>• At least 1 number</li> <li>• At least 1 symbol</li> </ul>