

Provider Help Desk
Questions and Answers for August 2019

Utilization Management	Clinical Coverage Policy	If we have 12 beneficiaries for SACOT, how many Qualified Professionals should be on staff?	Maximum face-to-face staff-to-beneficiary ratio is not more than 10 adult beneficiaries to one QP based on an average daily attendance. https://files.nc.gov/ncdma/documents/files/8A_4.pdf
Quality Management	Medical Records	What should I do with medical records if I am terminating my contract with Sandhills Center?	If an agency or LIP terminates their contract with Sandhills Center, the agency or LIP must submit a Retention Plan with Sandhills Center. "LME/PIHP shall also require Contractor to submit a plan for maintenance and storage of all records for approval by the LME/PIHP or transfer copies of medical records of Enrollees served pursuant to this Contract to LME/PIHP in the event that the Contractor closes its North Carolina business operations , whether the closure is due to retirement, bankruptcy, relocation to another state or any other reason."
Quality Management	Medical Records	What's part of the Retention Plan?	<ul style="list-style-type: none"> • How the records will be stored • Designated records custodian • Contract information • List of individuals served within the catchment area. https://www.ncdhhs.gov/divisions/mhddsas/reports/records-management-and-documentation-manual-rmdm
Customer Service	Other	Will providers automatically be enrolled in the Medicaid Managed Care process?	The LME-MCOs or DHHS will not be responsible for credentialing providers for enrollment. The North Carolina State Medicaid Program will share your information with the Health Plans that participate in the NC Medicaid Managed Care. The provider should contact the Health Plan for credentialing information.

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Customer Service	Other	How can I make sure to stay in compliance and in-network with the health plans?	NC Medicaid is sharing your information with the health plans daily. Please make sure your information is properly submitted to NCTracks. Complete a Managed Change Request to update your information.
Customer Service	Other	How do I change my information in NCTracks?	Go to www.nctracks.nc.gov and use your login credentials to complete a Managed Change Request to update your information.
Customer Service	Other	How can I obtain a list of the Health Plan Contact Information?	You can click on the link below to access a list of health plans in NC https://medicaid.ncdhhs.gov/health-plan-contact-information .
Customer Service	Other	Should I enroll in all of the Health Plans?	The Health Plans will be state wide. The plans will not be based on county. If you are not enrolled in all health plans, you may not be able to bill for a member that is not enrolled in the plan you are enrolled in.
Customer Service	Other	How can I obtain an interpreter for a member?	You can email Wendy Shepheard at WendyS@sandhillscenter.org for information about an interpreter.
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.