

Provider Help Desk
Questions and Answers for September 2019

Customer Service	Other	When will the Medicaid Transformation Standard Plan become effective?	The Standard Plan Effective Date is 2/1/2020 for statewide implementation
Customer Service	Other	What is the deadline for providers to sign contracts for Medicaid Transformation?	The Provider contracts must be signed for inclusion in auto-assignment by 11/15/19
Customer Service	Other	What happen if the beneficiary does not select a health plan during open enrollment?	If members fail to pick a health plan, they will be auto assigned a plan.
Customer Service	Other	Can beneficiary keep the same mental health provider?	The beneficiary may keep their current provider by choosing a health plan that contracts with that provider.
Customer Service	Other	Will providers be automatically signed up with a health plan if they do not complete the enrollment?	No, providers must complete the enrollment to participate in the Medicaid Transformation Standard Plan
Customer Service	Other	Can the beneficiary change the health plan provider after enrollment?	Yes, the beneficiary can change the health plan in the first 90 days of enrollment.

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Customer Service	Other	Where can I get more information about Medicaid transformation?	<p>DHHS website:</p> <ul style="list-style-type: none"> • All providers should bookmark this site <ul style="list-style-type: none"> - https://medicaid.ncdhhs.gov/providers • Submit a question about <u>NC Medicaid Managed Care?</u> <ul style="list-style-type: none"> - medicaidSWAT@dhhs.nc.gov • If member has a question about enrollment and PHP selection: <ul style="list-style-type: none"> - Contact the NC Medicaid Enrollment Broker - 833-870-5500 (free call) - www.ncmedicaidplans.gov • Want to review Provider Trainings? <ul style="list-style-type: none"> - https://medicaid.ncdhhs.gov/providers • Want to review Medicaid Bulletins? <ul style="list-style-type: none"> - https://medicaid.ncdhhs.gov/documents/2019-medicaid-bulletins
Network	Other	How can I get added to the emails for events and trainings?	You can send an email to ProviderHelpDesk@sandhillscenter.org to receive emails from SHC about trainings and events.
Network	Credentialing	If I have completed the CAQH application, should I complete the LIP application?	If you have completed the CAQH application, you are only required to complete the CAQH addendum for credentialing.

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Network	Innovations Wavier	How can I access the Out of State Travel Request?	You can access the form by clicking the link below: https://www.sandhillcenter.org/for-providers/innovations-waiver-for-providers/
Network	Innovations Waiver	Where should I send the Out of State Travel Request?	Send form to: Network Operations Sandhills Center P.O Box 9 West End, NC 27376 Fax:910-673-7024 or email to RDSEprocess@sandhillcenter.org