

Provider Help Desk  
Questions and Answers for October 2019

AlphaMCS	SAR	Can I delete a SAR that I submitted in AlphaMCS?	You are unable to delete the submitted Service Authorization Request (SAR). You must contact the Utilization Management assigned specialist to mark the SAR as "Unable to Process."
Network	Innovations Relative/Legal Guardian	How can I submit a Relative as Guardian application?	You can submit the form to <a href="mailto:RDSEprocess@sandhillscenter.org">RDSEprocess@sandhillscenter.org</a>
Finance	Claims	What is the timely filing for hospitals?	<ul style="list-style-type: none"> <li>• 180 days from date of service timely filing requirement for Hospital/Institutional claims</li> <li>• 180 days to refile for Hospital/Institutional claims from date of denial</li> </ul>
Customer Service	Clinical Coverage	What is the team ratio for Intensive In-Home services?	The team-to-family ratio shall not exceed 1:12 for each IIH team.
Customer Service	Clinical Coverage	Can Intensive In-Home (IIH) be provided in a group setting?	The team approach involves structured, face-to-face, scheduled therapeutic interventions to provide support and guidance across multiple functional domains including emotional, medical and health. This service is not delivered in a group setting.
Customer Service	Other	What do Intensive In-Home services include?	IIH services are delivered to children and adolescents, primarily in their living environments, with a family focus. IIH services include but are not limited to the following interventions as clinically indicated:

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			<p>a. individual and family therapy;  b. substance use disorder treatment interventions;  c. developing and implementing a home-based behavioral support plan with the beneficiary and the beneficiary's caregivers;  d. psychoeducation imparts information about the beneficiary's diagnosis, condition, and treatment to the beneficiary, family, caregivers, or other individuals involved with the beneficiary's care;  e. intensive case management includes the following:  <ol style="list-style-type: none"> <li>1. assessment;</li> <li>2. planning;</li> <li>3. linkage and referral to paid and natural supports; and</li> <li>4. monitoring and follow up.</li> </ol> f. arrangements for psychological and psychiatric evaluations, and  g. crisis management.</p>
IT	EDI	How can I enroll in Electronic Data Interchange (EDI)?	You can contact the Provider Help Desk at <a href="mailto:ProviderHelpDesk@sandhillscenter.org">ProviderHelpDesk@sandhillscenter.org</a> for the form
AlphaMCS	Training	How can I access training guides for AlphaMCS?	You can access the training by clicking on the link below  <a href="http://www.alphacm.net/portaluniversity/">http://www.alphacm.net/portaluniversity/</a>
Communication	Training	How can I find out about events and trainings for Sandhills Center?	You can visit the website by clicking on the link below  <a href="https://www.sandhillscenter.org/for-providers/trainings-events">https://www.sandhillscenter.org/for-providers/trainings-events</a>

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Utilization Management	Clinical Coverage	Can PSR and SAIOP be provided during the same authorization?	<p>PSR cannot be provided during the same authorization period with the following services: Partial Hospitalization and ACT</p> <p><a href="https://files.nc.gov/ncdma/documents/files/8A_4.pdf">https://files.nc.gov/ncdma/documents/files/8A_4.pdf</a></p>
Network	NC Tracks	Can Sandhills Center provide access to NC Tracks?	<p>Sandhills Center does not monitor NC Tracks. For access to their system, the provider must contact NC Tracks.</p> <p><a href="https://www.nctracks.nc.gov/content/public?version=portal-jwap-trunk-10065-15243-production-VJ&amp;why=Root">https://www.nctracks.nc.gov/content/public?version=portal-jwap-trunk-10065-15243-production-VJ&amp;why=Root</a></p>