

Provider Help Desk  
Questions and Answers for November 2019

Customer Service	Other	What age is a child eligible for behavioral health services?	The child is eligible for behavioral health services on the 1 <sup>st</sup> day of the month after he/she turns 3.
Utilization Management	Clinical Coverage Policy	How can I access the clinical coverage policy for Community Support Team (CST)?	The existing service definition, Community Support Team, was removed from policy 8A, to become a stand-alone clinical coverage policy, 8A-6, <i>Community Support Team</i> .  <a href="https://files.nc.gov/ncdma/documents/files/8A-6.pdf">https://files.nc.gov/ncdma/documents/files/8A-6.pdf</a>
Utilization Management	Clinical Coverage Policy	What is the pass-through for Community Support Team (CST)?	Upon admission to Community Support Team, a beneficiary is allowed up to 36 units of service for an initial 30-day pass-through (calendar days). This pass-through is available only once per treatment episode per fiscal year.
Utilization Management	Clinical Coverage Policy	What is the max caseload for CST?	The maximum caseload is <b>48</b> for CST services.
Utilization Management	Clinical Coverage Policy	What is the Client-to-Staff ratio for CST?	CST maintains a beneficiary-to-staff ratio of <b>12:1</b>
Utilization Management	Clinical Coverage Policy	What documents are required for CST?	Initial Authorization: CCA, PCP with Service Order, SAR.  Billing documentation: Daily Living Skills Inventory, full service note per contact and discharge plan.
Utilization Management	Clinical Coverage Policy	What are the service exclusions for CST?	Service that may not be concurrently provided with Community Support Team include the following:  Assertive Community Treatment (ACT) Program and other state plan services that contain duplicative service

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			components. CST can be provided as a transition during last 30 day period for ACT, SAIOP and SACOT.
IT	AlphaMCS	I am trying to reset my password for AlphaMCS. I am receiving the error message that my old password is not correct. How can I reset the account?	Sandhills Center is working on resolving the reset issue with AlphaMCS. In ALL the fields (old password/new password), you will need to enter the new password you created. If you are still experiencing issues after entering the new password in ALL three fields, please send an email to <a href="mailto:ProviderSupport@sandhillscenter.org">ProviderSupport@sandhillscenter.org</a>
IT	AlphaMCS	How can I update my email login for AlphaMCS?	You can send an email to <a href="mailto:ProviderSupport@sandhillscenter.org">ProviderSupport@sandhillscenter.org</a> to update the email.
		What is the status of the Medicaid Managed Care?	<p>The General Assembly adjourned last week without providing required new spending and program authority for the transition to managed care. Therefore, the Department of Health and Human Services will be suspending managed care implementation and open enrollment. Managed care will not go live on February 1, 2020.</p> <p>The Department has issued a press release concerning the suspension of managed care implementation: <a href="https://www.ncdhhs.gov/news/press-releases/legislators-adjourn-without-taking-actions-required-medicaid-managed-care-dhhs">https://www.ncdhhs.gov/news/press-releases/legislators-adjourn-without-taking-actions-required-medicaid-managed-care-dhhs</a>.</p>