

Provider Help Desk
Questions and Answers for December 2019

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| Finance | Claims | How can I start the process of electronic billing with Sandhills Center? | You will need to complete the EDI request form. You can access the form by contacting Provider Help Desk at 855-777-4652 or ProviderHelpDesk@sandhillscenter.org Then submit the completed form to EDI@sandhillscenter.org |
| Finance | Claims | How can I obtain the Payer ID for Sandhills Center? | You can contact the Provider Help Desk at 855-777-4652 or ProviderHelpDesk@sandhillscenter.org to obtain the number. |
| Utilization Management | SAR | If I submit documentation in a SAR for the wrong consumer, how can I delete the information? | If the update option is unavailable in the SAR tile, you must contact ProviderSupport@sandhillscenter.org with a detailed email to delete the information. |
| Network | Credentialing | How can start the process of ending the contract with Sandhills Center? | You must contact the Credentialing Specialist for the agency/LIP for assistance with ending the contract. You can contact the Provider Help Desk to find out the Credentialing Specialist for the agency/LIP. |
| Customer Services | Other | Will consumers continue to use the existing NC Medicaid benefits? | The consumer can go to the same primary care provider (printed on your Medicaid card) and specialists they have now. You do not need to choose a health plan at this time. |
| Customer Services | Other | If a consumer has already picked a health plan choice from NC Medicaid Managed Care, will the consumer need to make additional changes when the hold is lifted? | DHHS will save your health plan choice. When the Medicaid Health Plans restart, you will have an opportunity to change your health plan if you choose. |

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| Customer Services | Other | How can a consumer find out more information about the NC Medicaid Managed Care suspension? | For more information, visit https://medicaid.ncdhhs.gov/ or call 1-833-870-5500 (TTY: 1-833-870-5588) |
| IT | AlphaMCS | How can I view a list of all the active users attached to my agency in AlphaMCS? | You can view the users by going to Menu>Download Q>Current Portal Users SHC |
| Utilization Management | | Can a consumer have two providers for the same service? | Medicaid does not allow the same services to be provided by the same or different attending providers on the same day for the same beneficiary. https://files.nc.gov/ncdma/documents/files/8C_0.pdf |
| Member Enrollment & Eligibility | Insurance | If a consumer has pregnancy Medicaid that does not cover mental health services, can the consumer apply for IPRS? | Yes, the consumer can enroll in IPRS. Note: The consumer must receive services from a provider with an IPRS contract. |
| Member Enrollment & Eligibility | Discharge | Should a discharge be completed for a consumer requesting to receive services from another clinician within the agency? | If a consumer is receiving the same services from a different clinician, the agency is not required to complete a discharge. |

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| <p style="text-align: center;">Member Enrollment & Eligibility</p> | <p style="text-align: center;">Medicaid</p> | <p>What are the Medicaid eligibility codes for behavioral health?</p> | <table border="0"> <tr> <td style="padding-right: 20px;">COA</td> <td>Eligibility Code</td> </tr> <tr> <td>AFDC</td> <td>AAFNC, MAFNC, MAFMN, MAFNN, MAFWN, MICNN, MICIN, MPWNN</td> </tr> <tr> <td>Foster Children</td> <td>HSFY, HFMN, HFN, HFN, IASCN</td> </tr> <tr> <td>Aged</td> <td>MAABN, MAAC, MAAMN, MAANN, MAAMY, MAQN, MAQY, SAACN, SAAC, SAQN, SAQY</td> </tr> <tr> <td>Blind and Disabled</td> <td>MABBN, MABC, MABMN, MABNN, MABON, MABQ, MABN, MADCY, MADMN, MADNN, MADCN, MADQ, MSBBN, MSBBY, MSBCN, MSBQN, MSBQY, SADCN, SADCY, SADQN, SADQY</td> </tr> <tr> <td>Innovations</td> <td>1915(c) Waiver recipients as identified by an Innovations waiver code in the State's eligibility file</td> </tr> </table> | COA | Eligibility Code | AFDC | AAFNC, MAFNC, MAFMN, MAFNN, MAFWN, MICNN, MICIN, MPWNN | Foster Children | HSFY, HFMN, HFN, HFN, IASCN | Aged | MAABN, MAAC, MAAMN, MAANN, MAAMY, MAQN, MAQY, SAACN, SAAC, SAQN, SAQY | Blind and Disabled | MABBN, MABC, MABMN, MABNN, MABON, MABQ, MABN, MADCY, MADMN, MADNN, MADCN, MADQ, MSBBN, MSBBY, MSBCN, MSBQN, MSBQY, SADCN, SADCY, SADQN, SADQY | Innovations | 1915(c) Waiver recipients as identified by an Innovations waiver code in the State's eligibility file |
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