

Provider Help Desk  
Questions and Answers for January 2020

Utilization Management	Clinical Coverage Policy	How can I obtain staff definitions for MH/IDD/SA services?	You can obtain the staff definitions by clicking on the link below  <a href="https://files.nc.gov/ncdhhs/documents/files/Attachment%20B.%2010a%20ncac%2027g%20.0104-2%20Staff%20Defin.pdf">https://files.nc.gov/ncdhhs/documents/files/Attachment%20B.%2010a%20ncac%2027g%20.0104-2%20Staff%20Defin.pdf</a>
Customer Service	Other	Can Medicaid be transferred from one LME to another?	You will need to contact your local DSS to update the Medicaid. Sandhills Center is unable to update Medicaid for recipients.
IT	AlphaMCS	How can I change my email address for AlphaMCS?	You can send an email to ProviderSupport@sandhillscenter.org to update the email address
Communication	Other	How can I be added to the email distribution list for providers?	You send an email to <a href="mailto:ProviderHelpDesk@sandhillscenter.org">ProviderHelpDesk@sandhillscenter.org</a> including name, email and agency.
IT	AlphaMCS	How can I receive notifications in AlphaMCS for SAR?	You can make the necessary changes in the "User Profile" tile. You will click on User Profile, Notification Management, and then SARs. Make sure the box is checked for all the notifications you would like to receive.
IT	AlphaMCS	How can I get the client name to populate in the "Client Update" tile?	You can search by the last name, date of birth and SSN or Medicaid ID. You can only search by 3 fields in AlphaMCS. If you search by more than 3 fields, then AlphaMCS will not populate any information.
Finance	Claims	How can I obtain the updated reimbursement rates for 2020?	You can obtain the information by visiting the website SandhillsCenter.org>For Providers>Provider Forms and Documents> 2019-2020 Reimbursement Rates or clicking on the link below

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			<a href="https://www.sandhillscenter.org/uploads/201912171355shcrates1920website12172019.pdf">https://www.sandhillscenter.org/uploads/201912171355shcrates1920website12172019.pdf</a>
Network	Credentialing	How can I change my contact number for the agency?	You can change the number by contacting the Credentialing Specialist for the agency. If you are not familiar with the Credentialing Specialist, you can contact the Provider Help Desk at 855-777-4652.
Utilization Management	Other	Will unmanaged visits be transferred from one LME-MCO to another?	Sandhills Center does not track the number of unmanaged visits used in another catchment area.
Communication	Training	Are providers required to register for the Provider Forum?	Providers are not required to register for the Provider Forum.