

Provider Help Desk
 Questions and Answers for February 2020

Network	Other	I need to update my email to receive information for training. How can I update the email?	You can email Staci Mills at StaciM@sandhillscenter.org to update the email.
Network	Innovations Waiver	How can I access the Relative-Guardian as Provider Application?	Please access the form by clicking the link below: https://www.sandhillscenter.org/for-providers/innovations-waiver-for-providers/
Network	Innovations Waiver	How can I access the Out of State Travel Request?	Please access the form by clicking the link below: https://www.sandhillscenter.org/for-providers/innovations-waiver-for-providers
Finance	Claims	How can I obtain the Payer ID for billing?	You can contact the Provider Help Desk at ProviderHelpDesk@sandhillscenter.org or Claims Specialist for the agency.
Finance	Claims	How can I bill NC Health Choice claims?	The agency should contact Beacon Health Options at 800-753-3224
Customer Service	Other	What is Community Care of North Carolina/Carolina ACCESS (CCNC/CA)?	Community Care of North Carolina/Carolina Access (CCNC/CA) is a primary care case management (PCCM) health care plan for a majority of Medicaid & Health Choice (NCHC) beneficiaries in North Carolina. The Medicaid program aid category determines if a beneficiary is mandatory, optional or ineligible for CCNC/CA enrollment.

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			https://medicaid.ncdhhs.gov/providers/programs-and-services/community-care-north-carolinacarolina-access-cncca
Communication	Provider Forum	How can I obtain the agenda from the latest Provider Forum?	You can access the agenda by clicking on the link below: https://www.sandhillcenter.org/providers/trainings-events/provider-forums
Utilization Management	Clinical Coverage Policy	What's the Community Support Team (CST) beneficiary to staff ratio?	The case load is comprised of beneficiaries who require services ranging from minimal to an intensive nature. CST maintains a beneficiary-to-staff ratio of 12:1 with a team maximum of 48 individuals. The team caseload must be determined by the level of acuity and the needs of the beneficiaries served. https://files.nc.gov/ncdma/documents/files/8A-6_1.pdf
Utilization Management	Clinical Coverage Policy	How often is the Service Order updated for Community Support Team (CST)	Service orders are valid for twelve (12) months. Medical necessity must be revisited, and service must be ordered at least annually, based on the date of the original service order. https://files.nc.gov/ncdma/documents/files/8A-6_1.pdf
IT	AlphaMCS	How can I find a training webinar for AlphaMCS?	You can access the webinar by clicking on the link below: https://www.youtube.com/watch?v=AYMPmShQBx0&list=PLfQ1K-Uq_QuvaeotiK45husQrbyxlkafr