

Provider Help Desk
Questions and Answers for March 2020

Customer Service	Other	What is the staff definition for Qualified Professional (QP)?	Please click on the link below for the staff definition http://reports.oah.state.nc.us/ncac/title%2010a%20-%20health%20and%20human%20services/chapter%2027%20-%20mental%20health,%20community%20facilities%20and%20services/subchapter%20g/10a%20ncac%2027g%20.0104.html
Customer Service	Other	What is the staff definition for Associate Professional (AP)?	Please click on the link below for the staff definition http://reports.oah.state.nc.us/ncac/title%2010a%20-%20health%20and%20human%20services/chapter%2027%20-%20mental%20health,%20community%20facilities%20and%20services/subchapter%20g/10a%20ncac%2027g%20.0104.html
IT	AlphaMCS	How can I deactivate an account in AlphaMCS?	If you need to deactivate an AlphaMCS account, you can email ProviderSupport@sandhillscenter.org .
IT	AlphaMCS	How can I change the clearing house for EDI enrollment?	You can contact Provider Help Desk at 855-777-4652 or ProviderHelpDesk@sandhillscenter.org for the EDI Request Form.
Customer Service	Other	How can I open InPrivate browsing in Internet Explorer browser?	You can open InPrivate Browsing in Internet Explorer by clicking CTRL+SHIFT+P on the keyboard. The Internet Explorer browser must be open when operating in a private browser mode.

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Customer Service	Other	How can I open InPrivate browsing in Chrome?	You can open InPrivate Browsing in Chrome by clicking CTRL+SHIFT+N on the keyboard. The Chrome browser must be open when operating in a private browser mode.														
Finance	Claims	How can I access the 2020 check write schedule?	You can access the 2020 check write schedule by clicking on the link below https://www.sandhillscenter.org/uploads/2019121011592020sandhillscentercheckwriteschedule.pdf														
Finance	Claims	Where can I add the GT modifier in CMS-1500?	In CMS-1500, you can add the GT modifiers in the service section of the claim. You will need to add the service (ex 90832), then add the GT modifier in the “Modfr. 1” section. <table border="1" data-bbox="834 947 1446 1066"> <thead> <tr> <th>From</th> <th>To</th> <th>Place of...</th> <th>Type</th> <th>Service...</th> <th>Modfr. 1</th> <th>Modfr. 2</th> </tr> </thead> <tbody> <tr> <td>03/09/2...</td> <td>03/09/2...</td> <td>Office</td> <td></td> <td>90837</td> <td></td> <td></td> </tr> </tbody> </table> <p>Page 1 of 1</p>	From	To	Place of...	Type	Service...	Modfr. 1	Modfr. 2	03/09/2...	03/09/2...	Office		90837		
From	To	Place of...	Type	Service...	Modfr. 1	Modfr. 2											
03/09/2...	03/09/2...	Office		90837													
Finance	Claims	How can I access the updated reimbursement schedule?	You can access the updated reimbursement rate by clicking on the link below. https://www.sandhillscenter.org/uploads/202003201357shcrates1920website3202020.pdf														