

Provider Help Desk
Questions and Answers for April 2020

Finance	Claims	How can I access the temporary rate increase for COVID-19?	You can access the temporary rate increase by clicking on the link below https://www.sandhillscenter.org/for-providers/provider-forms
Finance	Claims	How can I access the direct deposit authorization agreement?	You can access the direct deposit form by clicking on the link below https://www.sandhillscenter.org/uploads/achdirectdepositapplicationforproviders.pdf
Care Coordination	Innovation Waiver	How can I access the NC Innovation Appendix K flexibility report?	NC Innovations Waiver Providers requesting specific flexibilities on the 1915 (c) Waiver under Appendix K in response to COVID-19 will need to complete this form. When submitting the form, please do not remove anything from the file name, additional information can be added at the end of the file name. https://www.sandhillscenter.org/for-providers/innovations-waiver-for-providers
Care Coordination	Innovation Waiver	How can I access information related to NC Innovation Waiver staff retainer payment?	<i>These retainer payments shall be effective beginning 3-13-2020 and will end when the waiver participant is again available for services and/or the staff is able to return to work. Staff retainer payments will only be available for NC Innovations Waiver services as currently authorized in the waiver participants Individual Support Plan. The only services that are available for retainer payments are the services that include personal care or habilitation components. These services are:</i> <ul style="list-style-type: none"> • Community Living and Supports • Community Networking • Day Supports • Residential Supports • Supported Living and • Supported Employment https://www.sandhillscenter.org/uploads/202004241602communicationtoprovidersonretainerpayments1.pdf

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Customer Service	Other	How can I access the previous and upcoming NCDHHS webinars for COVID-19?	You can access the NCDHHS webinars for COVID-19 by clicking on the link below https://medicaid.ncdhhs.gov/about-us/covid-19-guidance-and-resources/providers/covid-19-webinars
Customer Service	Other	How can BH/IDD Group Homes take precaution to prevent the spread of COVID-19?	The link below will provide prevention measures for all behavioral health services https://www.ncdhhs.gov/divisions/public-health/covid19/covid-19-guidance#behavioral-health
Utilization Management	SAR	Can a SAR be transferred from one LME-MCO to another?	Sandhills Center is unable to access SARs from another LME-MCO. You will have to submit a new SAR to provide service to the consumer.
Customer Service	NCTopps	How can I access the LME number or CNDS number for NCTopps?	Contact Barbara Barnes at BarbaraB@sandhillscenter.org to access the information for NCTopps.