

Provider Help Desk
Questions and Answers for May 2020

Utilization Management	COVID	What are the guidelines for providing Enhanced Services during COVID?	<p>You can click on the link below to find information pertaining to authorizations, two-way video codes, modifiers and etc.</p> <p>https://www.sandhillscenter.org/uploads/202004210827enhancedservices42120.pdf</p>
Utilization Management	COVID	What are the guidelines for providing ABA services during COVID?	<p>You can click on the link below to find information pertaining to authorizations, two-way video codes, modifiers and etc.</p> <p>https://www.sandhillscenter.org/uploads/202005071555rbbht5720.pdf</p>
Utilization Management	COVID	How can I find Sandhills Center resources for COVID?	<p>You can click on the link to access different resources and information related to COVID.</p> <p>https://www.sandhillscenter.org/covid-19-resources</p>
Utilization Management	COVID	What platforms can be used for two-way real-time interactive audio and video services?	<p>Flexibilities are offered during this crisis to include programs such as FaceTime, Facebook Messenger video chat, Google Hangouts video, Skype, etc.</p>
Communication	Training	How can I find more information about the Fair Housing Training webinar?	<p style="text-align: center;">FREE ADVANCED FAIR HOUSING TRAINING WEBINAR</p> <p>You and your housing contacts (including property management staff, landlords and other housing providers in your area) are invited to attend free fair housing trainings facilitated by the NC Legal Aid Fair Housing Project.</p> <p style="text-align: center;">Advanced Fair Housing Training Webinars</p> <p style="text-align: center;">10:00am-1:00pm</p> <p style="text-align: center;">June 11, 2020</p>

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			<p>https://us02web.zoom.us/join/92ZGUls9xLYJsepK</p> <p>June 18, 2020</p> <p>https://us02web.zoom.us/join/92ZGUls9xLYJsepK</p> <p>June 25, 2020</p> <p>https://us02web.zoom.us/join/92ZGUls9xLYJsepK</p> <p><u>If you have difficulty using the registration link please email Karen Williams at kmwilliams@nchfa.com or fmurill@nchfa.com</u></p>
Communication	Training	As a new provider, how can I get information about the Annual Provider Orientation offered by Sandhills Center?	<p>Each year Sandhills Center offers an Annual Provider Orientation. Typically this presentation is offered during our Quarterly May Provider Forum. This year, due to COVID-19, we are offering this update electronically. Please visit the Sandhills Center website and review this year's <u>Annual Provider Orientation – May 2020</u></p> <p>https://www.sandhillscenter.org/uploads/202005281632annualproviderorientationcontinuouspptmay202002.pdf</p>
Utilization Management	SAR	I am unable to upload documents for a SAR. How can I resolve the issue?	You should check the size of the document. The document should not extend 3 MB.
IT	AlphaMCS	If my Alpha account is deactivated for another LME/MCO, will the account be deactivated for Sandhills Center?	No, you can continue to use the same account. When you login to AlphaMCS, you will see a dropdown option at the top of the screen. The option allows the user to pick the correct LME.