

Provider Help Desk Questions and Answers for June 2020

Finance	Claims	How can I obtain the SHC payer identification number for claims?	You can contact the Provider Help Desk at 855-777-4652 or providerhelpdesk@sandhillscenter.org . Also, you can contact the Claims Specialist for the agency.
Finance	Claims	What's the requirements for timely filing?	Please refer to the link below for timely filing requirements. https://www.sandhillscenter.org/uploads/timelyfiling2019.pdf
Network	Other	Currently, I am an existing clinician working for an agency credentialed with Sandhills Center. How can I become a solo provider?	<p>Sandhills Center is a closed network. Exceptions to join the network are considered on a case by case determined by current geographical and clinical area needs. The following services are exceptions identified through our gaps analysis:</p> <ul style="list-style-type: none"> • Hospitals • Medically-Assisted Opioid Treatment (methadone/Suboxone) • Sex Offender Treatment Specialists • Credentialed professionals to develop behavioral health plans • I/DD psychological testing <p>Prospective providers for these services are evaluated as to need in specific areas of our catchment. If you feel your request meets exception criteria, please fill out the Request to Join Network form and submit to: ProviderJoin@SandhillsCenter.org. Please do not fill out an application until you receive approval through ProviderJoin@SandhillsCenter.org to begin the credentialing process. A "Request to Join Network Form" must be completed with all requests in order to be considered</p> <p>https://www.sandhillscenter.org/for-providers/provider-regulations/provider-enrollment-credentialing</p>
IT	Alpha	How can I deactivate an AlphaMCS account?	You can deactivate the account by sending an email to ProviderSupport@sandhillscenter.org . Make sure to provide the username, email associated with the account and agency.

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Quality Management	Incident Report Improvement System (IRIS)	Should I submit an IRIS report for Level I incident?	The state requires providers to document all Level I incidents and have documentation available onsite for regular reviews. Level I incidents are NOT to be entered into the IRIS web based reporting system.
Quality Management	Incident Report Improvement System (IRIS)	What's considered a Level II incident?	Please refer to the incident response and reporting manual for incident categories https://www.ncdhhs.gov/documents/iris-resources
Quality Management	Incident Report Improvement System (IRIS)	After submitting an IRIS report, should I keep a copy in the member's record?	Each provider shall develop an administrative system for maintaining information on incidents. Please note that the occurrence of an incident shall be reported in the service notes. However, the completed incident report shall not be referenced or filed in the service record, but kept in the administrative files. https://files.nc.gov/ncdhhs/RMandDM%203rd%20Edition%209-1-16.pdf