

**Provider Help Desk
Questions and Answers for July 2020**

Network	Innovation Waiver	Where can I send Out of State Travel Request?	You can submit the Out of State Travel Request form to RDSEprocess@sandhillscenter.org
Finance	Claims	How can I obtain the temporary rate increase effective 4/1/2020?	You can obtain the reimbursement rates by clicking on the link below https://www.sandhillscenter.org/uploads/202003311208412020temprateincrease.pdf
Finance	Claims	How can I obtain the check write schedule for 2020?	You can obtain the check write schedule by clicking on the link below https://www.sandhillscenter.org/uploads/2019121011592020sandhillscentercheckwriteschedule.pdf
Finance	Claims	How can I setup direct deposit with Sandhills Center?	You can complete the form below for direct deposit. Please submit the form to Cathy Frye at Cathyf@sandhillscenter.org or 910-673-7992 (ATTN: Cathy Frye) https://www.sandhillscenter.org/uploads/achdirectdepositapplicationforproviders.pdf
Network	Re-credentialing	How can I submit my recredentialing application?	You can submit the recredentialing application at Recredentialing@sandhillscenter.org . If you need assistance with submitting the application, please contact the Credentialing Specialist for the agency.
Network	Contract	Can contracts be emailed or faxed to Sandhills Center?	You can send the signed contract to providercontracts@sandhillscenter.org or 336-389-6533
Utilization Management	Service Definitions	How can I obtain the service definition for state-funded services?	You can obtain the service definitions by clicking on the link below https://files.nc.gov/ncdhhs/documents/files/State-Funded-MHDDSAS-Service-Definitions-2003-2019-12-15-19.pdf

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Utilization Management	Clinical Documentation	How can I find a template for person centered plan form?	You can click on the link below for a PCP template https://www.ncdhhs.gov/documents/person-centered-planning
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