

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

IT	AlphaMCS	How can I reset my account for AlphaMCS?	You can reset your password by selecting “Forgot Password?” on the home page. In order to reset your password, please enter your user login after selecting “Forgot Password.” We will then send a new password to the email address associated with the user login entered.
IT	AlphaMCS	How can I deactivate an account for AlphaMCS?	You can deactivate an account for AlphaMCS by submitting the username and agency to ProviderSupport@sandhillscenter.org
IT	AlphaMCS	How can I check to see if a previous user is still active in AlphaMCS?	You can submit an email to ProviderSupport@sandhillscenter.org with information from the previous user (email, username and agency)
Communication	Training	How can I get training information for Sandhills Center?	You can click on the link below to access trainings and events. https://www.sandhillscenter.org/for-providers/trainings-events
Communication	Provider Forum	How can I access the presentation for the current Provider Forum?	You can click on the link below for information pertaining to the August Provider Forum. https://www.sandhillscenter.org/for-providers/trainings-events/provider-forums
Communication	COVID-19 Resources	How can I find Sandhills Center resources and information for COVID-19?	You can click on the link below to find different resources and information pertaining to COVID-19 https://www.sandhillscenter.org/covid-19-resources

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Utilization Management	SAR	How many days before the end-date should a new SAR be completed?	A routine SAR should be submitted 14 days before the end-date of the previous SAR.
Communication	Cultural Competency	How can I find information related to Cultural Competency?	You can click on the link to find Sandhills Center Cultural Competency Resource booklet. https://www.sandhillscenter.org/for-providers/resources