

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

Network	Credentialing	Can I be associated with two agencies at the same time?	Yes, a clinician can be associated with two agencies. If you are already associated with one agency, you can complete the “Notice of Change Form” to be added to another agency.
Network	Credentialing	How can I be removed from an agency?	As a clinician, you can complete the “Notice of Change Form” to be disassociated from the agency. Click on the link below to access the form.  <a href="https://www.sandhillscenter.org/uploads/noticeofchangerequestqmcappd42418ff.pdf">https://www.sandhillscenter.org/uploads/noticeofchangerequestqmcappd42418ff.pdf</a>
Network	Credentialing	When is a residential site effective for Sandhills Center?	A residential site is only effective after the health and safety is complete with Sandhills Center. The effective date IS NOT based on the effective date in NC Tracks.
Utilization Management	Clinical Coverage Policy	How can I access the most recent clinical coverage policy for Behavioral Health Treatment (RB-BHT) for Autism Spectrum Disorder?	You can access the clinical coverage policy by clicking on the link below.  <a href="https://files.nc.gov/ncdma/documents/files/8F_0.pdf">https://files.nc.gov/ncdma/documents/files/8F_0.pdf</a>
IT	AlphaMCS	How can I revoke an AlphaMCS account for a previous employee?	Sandhills Center does not offer a form to revoke accounts for AlphaMCS. Please email <a href="mailto:ProviderSupport@sandhillscenter.org">ProviderSupport@sandhillscenter.org</a> to revoke an account.
Network	Monitoring	How can I access the “Remote AFL Health and Safety Review Checklist?”	You can access the checklist by emailing <a href="mailto:ProviderHelpDesk@sandhillscenter.org">ProviderHelpDesk@sandhillscenter.org</a> or <a href="mailto:CrystalC@sandhillscenter.org">CrystalC@sandhillscenter.org</a> .
Care Coordination	NC Innovations	How can I access the “Out of State Travel Form?”	You can access the form by clicking on the link below.  <a href="https://www.sandhillscenter.org/uploads/outofstatetravelrequestqmcappd102417ff.pdf">https://www.sandhillscenter.org/uploads/outofstatetravelrequestqmcappd102417ff.pdf</a>