

Provider Help Desk
Questions and Answers for December 2020

Communication	Innovations	How can I obtain more information about the “Electronic Visit Verification?”	You can click on the link below to access more information about the EVV. https://medicaid.ncdhhs.gov/providers/programs-and-services/long-term-care/electronic-visit-verification
Finance	Rates	Did Sandhills Center extend the rate increase?	Sandhills Center is extending, for the third time, specific rate increases to its network of providers to offset additional costs they have incurred during the coronavirus pandemic. Current 5% - 15% Medicaid reimbursement rate increases set to expire December 31, 2020 have now been extended through March 31, 2021. Please see the link for details. https://www.sandhillscenter.org/sandhills-center-again-extends-temporary-increase-in-medicaid-reimbursement-rates
Communication	Training	How can I find a list of the upcoming trainings and events?	You can click on the link to access all of Sandhills Center upcoming trainings and events. https://www.sandhillscenter.org/calendar/
Credentialing	Contracts	How can I update my contact information for my agency?	You can update the information by contacting your Credentialing Specialist. If you do not know the Credentialing Specialist for the agency, please send an email to ProviderHelpDesk@sandhillscenter.org
IT	AlphaMCS	I have tried to reset my account, but I am not receiving the automatic email. How	If you are not receiving the link sent to your email, please email ProviderSupport@sandhillscenter.org for a manual reset.

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		can I reset the account?	
IT	AlphaMCS	Can an agency use one AlphaMCS account for every employee?	You can use one account, but it's recommended every employee using AlphaMCS setup an account. You access the request form by clicking on the link below. https://www.sandhillscenter.org/uploads/alphamcsproviderportalaccountrequestform.pdf
Communication	COVID	How can I obtain any new updates pertaining to COVID?	You can click on the link below to access any updates from Sandhills Center pertaining to COVID. https://www.sandhillscenter.org/covid-19-resources
Communication	Innovation	What is the last date for the Appendix K flexibility?	As of today, the flexibilities are valid through March 12, 2021 or whenever Appendix K is discontinued.
Utilization Management	SAR	Can a SAR be transferred from one LME_MCO to another?	Sandhills Center is unable to access a SAR from another LME-MCO. You will have to submit a new SAR to provide service to the consumer.