

Provider Help Desk
Questions and Answers for January 2021

Member Enrollment and Eligibility	Enrollment	Whom should I contact to check Medicaid eligibility?	You can contact the Member Enrollment and Eligibility Specialist for the agency. If you are not sure about the ME&E Specialist, please contact Provider Help Desk at 855-777-4652 or ProviderHelpDesk@sandhillscenter.org
Finance	Other	How can I receive my 1099 tax forms?	You can email Cathy Frye at cathyf@sandhillscenter.org for tax forms
Utilization Management	Clinical Coverage Policy	Can individuals receiving Residential Supports in group homes also receive Respite Services?	No, individuals who live in group homes cannot receive Respite services.
Care Coordination	Innovations	How can access the new "Relative-Guardian as a Provider Application?"	The new form can be accessed on the Sandhills Center website. You can access the forms by clicking on the link below. https://www.sandhillscenter.org/for-providers/innovations-waiver-for-providers
Care Coordination	Innovations	How can I submit the "Innovations Waiver Staff Retainer Payment Request Form?"	You can access instructions to complete the form by clicking on the link below https://www.sandhillscenter.org/uploads/202007011752tutorialproviderform.pdf

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Care Coordination	Innovations	Will Sandhills Center require Relative Guardian as Direct Support Employee Applications over 40 hours to be mailed to West End?	As of 1/1/2021, providers are not required to mail RDSE application to the West End office. Providers can submit the application to RDSEprocess@sandhillscenter.org
Care Coordination	Innovations	Will Sandhills Center require providers to submit training for Relative Guardian as Direct Support?	As of 1/1/2021, providers are not required to submit copies of the training with the RDSE applications. The provider must check section 4 of the application to attest that the training is complete. If the training is not complete when submitting the application, please complete the training within 90 days of submitting the application.
Utilization Management	Other	Some LME-MCOs increased the unmanaged visits to 48. Will Sandhills Center increase the unmanaged visits to 48 as well?	As of 2/1/2021, Sandhills Center unmanaged visits remains 24 for children and adults.
Member Enrollment and Eligibility	Enrollment	How can I be assigned to ME&E Specialist?	You can contact the Provide Help Desk at 855-777-4652 for assistance with finding a ME&E Specialist for the agency?

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