

Provider Help Desk
Questions and Answers for February 2021

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| Communication | Provider Forum | How can I access the Provider Forum Presentation for February 2021? | You can access the Provider Forum by clicking on the link below https://www.sandhillscenter.org/providers/trainings-events/provider-forums |
| IT | AlphaMCS | When will Sandhills Center implement Alpha+? | On 4/5/2021, Alpha+ will go live. You can access the Provider Forum PowerPoint for more details https://www.sandhillscenter.org/providers/trainings-events/provider-forums |
| Utilization Management | Clinical Coverage Policy | Will Sandhills Center provide a Comprehensive Clinical Assessment (CCA) template for providers? | No, providers are responsible for developing a CCA template. You can access a CCA format from the clinical coverage policy page 17. https://files.nc.gov/ncdma/documents/files/8C_6.pdf |
| Utilization Management | Clinical Coverage Policy | How can I get access to Telehealth, Virtual Communication, and Remote Patient Monitoring Clinical Coverage Policy No: 1H? | You can access the updated Clinical Coverage Policy by clicking on the link below https://files.nc.gov/ncdma/documents/files/1H_3.pdf |
| Utilization Management | Clinical Coverage Policy | When was the Outpatient Behavioral Health Service updated? | The clinical coverage policy was amended January 1, 2021. You can access the updated policy by clicking on the link below https://files.nc.gov/ncdma/documents/files/8C_6.pdf |
| Finance | Claims | How can I change my direct deposit information with Sandhills Center? | You can access the ACH Direct Deposit of Accounts Payable Authorization Agreement https://www.sandhillscenter.org/uploads/achdirectdepositapplicationforproviders.pdf |

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| Communication | Provider Forum | How can I give feedback about the recent Provider Forum? | You can click on the link below to provide feedback about the Provider Forum https://www.surveymonkey.com/r/RZV3TXR |
| Network | Other | How can I get assistance with HHAeXchange questions? | If you have any questions, you can contact the Provider Help Desk at 855-777-4652 or providerhelpdesk@sandhillscenter.org |