

Provider Help Desk  
Questions and Answers for March 2021

IT	Alpha+	How can I access the new address for Alpha+ System?	You can click on the link to access the new Alpha+ system.  <a href="https://alphaplusshc.com/portallogin">https://alphaplusshc.com/portallogin</a>
Finance	Alpha+	If I submitted billing in the old Alpha System on 4/5/2021, will I need to submit billing over?	Any information that is attempted to be submitted after this time will be rejected. Providers will be able to begin submitting to the new Alpha+ portal on 4/5/2021 at 8:00 a.m.
IT	Alpha+	How can I reset my account for Alpha+?	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.
Utilization Management	Alpha+	If I submitted SARS on 4/5/2021 in the old system, should I resubmit new SARS in the new system?	Any SAR submitted in the old system on 4/5/2021 should be resubmitted in Alpha+.
IT	Provider Support	How can I access the system to the new support portal?	You can access the support portal by clicking on the link below. <a href="https://support.sandhillscenter.org/support/login">https://support.sandhillscenter.org/support/login</a>
Utilization Management	Clinical Coverage Policy	How can I access the new Research-Based Behavioral Health Treatment (RB-BHT) for Autism Spectrum Disorder (ASD)	You can click on the link to access the new policy.  <a href="https://files.nc.gov/ncdma/documents/files/8F_1.pdf">https://files.nc.gov/ncdma/documents/files/8F_1.pdf</a>
ME&E	Insurance	If a consumer has pregnancy Medicaid that does not cover mental health service, can the consumer apply for IPRS?	Yes, the consumer can enroll in IPRS. Note: The consumer must receive services from a provider with an IPRS contract.
ME&E	Other	How can I find my ME&E Specialist for my agency?	You can contact the Provider Help Desk at 855-777-4652 for assistance with finding your ME&E Specialist.