

Provider Help Desk  
Questions and Answers for April 2021

IT	Alpha+	How can I obtain a new account for Alpha+?	As of April 5, Sandhills Center strongly suggests using the new support portal to submit a ticket for access to Alpha+  In the support portal, the user will be able to see an updated status on the ticket.
IT	Alpha+	I am unable to access my Alpha+ account. I continue to receive the message invalid user.	If you are receiving the message “invalid user”, please delete your browser history to access the portal, and try to log on again.
IT	Alpha+	I have received a temporary password from SHC. I am trying to reset my account but I do not know my old password.	When you are resetting the account for Alpha+, the old password will be Sandhills21.
IT	Alpha+	How can I enroll for EDI enrollment?	You must complete a ticket in the new support portal guide to enroll in EDI.
Finance	Claims	Did Sandhills Center extend the rate increase for COVID?	Yes, the rate increase is extended to 6/30/2021.
Communication	Training	How can I find trainings for Sandhills Center?	You can access the training for SHC by clicking on the link below <a href="https://www.sandhillscenter.org/providers/trainings-events">https://www.sandhillscenter.org/providers/trainings-events</a>
Finance	Other	How can I receive my 1099 tax forms?	You can email Cathy Frye at <a href="mailto:cathyf@sandhillscenter.org">cathyf@sandhillscenter.org</a> for tax forms.
Finance	Other	How can I access the checkwrite schedule for 2021?	You can access the checkwrite schedule by clicking on the link below <a href="https://www.sandhillscenter.org/uploads/2020121515282021checkwriteschedulesandhills.pdf">https://www.sandhillscenter.org/uploads/2020121515282021checkwriteschedulesandhills.pdf</a>

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