

Provider Help Desk
Questions and Answers for May 2021

IT	Alpha+	The Care Coordinator uploaded documents in the Clinical Docs tab in Alpha+, but I am unable to access the information.	Providers will only be able to see documents that are attached to the SARS for the members. Providers will not have access to documents directly uploaded in the clinical docs tab.
Communication	Provider Forum	How can I access the annual orientation for the recent Provider Forum?	You can access the Provider Forum by clicking on the link below https://www.sandhillscenter.org/for-providers/trainings-events/provider-orientation
IT	Alpha+	Why am I unable to find the Alpha Provider Request Form on the website?	The form is no longer located on the website, because the request must be submitted using the Support Portal. Click on the link for the Support Portal below. https://support.sandhillscenter.org/support/login
Care Coordination	Innovation	What's the end date of the NC Innovations Waiver Appendix K?	The NC Innovations Waiver Appendix K Flexibilities was extended to end January 20, 2022.
IT	Electronic Visit Verification (EVV)	How can I find more information about the Electronic Visit Verification (EVV) process?	You can click on the link to find more information pertaining to EVV https://www.medicaid.gov/medicaid/home-community-based-services/guidance/electronic-visit-verification-evt/index.html
Communication	NC Medicaid Managed Care	What are the five health plans listed under the NC Medicaid Managed Care?	The five health plans are AmeriHealth Caritas, Blue Cross and Blue Shield of North Carolina, United HealthCare of North Carolina, WellCare of North Carolina, and Carolina Complete Health, Inc. (only serving regions 3, 4 and 5).

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Communication	NC Medicaid Managed Care	How can I find more details about the NC Medicaid Managed Care?	Please click on the link below to find a fact sheet about Medicaid Managed Care https://medicaid.ncdhhs.gov/providers/provider-playbook-medicare-managed-care/fact-sheets
Utilization Management	SAR	Does Sandhills Center provide a Comprehensive Clinical Assessment (CCA)?	Sandhills Center does not provide a CCA template. You can use the link below to find the information necessary to complete CCA template https://files.nc.gov/ncdma/documents/files/8C_6.pdf