

Provider Help Desk
Questions and Answers for July 2021

IT	Provider Support	Should I still submit the EDI form for EDI enrollment?	EDI enrollment process changed with the launch of the Provider Support Portal. The paper form is no longer in use, and all EDI enrollments must come through the Support Portal. https://support.sandhillscenter.org/support/login
Utilization Management	Clinical Coverage Policy	How can I access a clinical coverage policy for ABA service?	You can access the clinical coverage policy for NC Medicaid Research-Based Behavioral Health Treatment (RB-BHT) for Autism Spectrum Disorder (ASD) by clicking the link below https://medicaid.ncdhhs.gov/media/8091/open
Utilization Management	Clinical Coverage Policy	How can I access the updated NC Medicaid Enhanced Mental Health and Substance Abuse Services	You can access the updated clinical coverage policy No:8A Amended Date: April 1, 2021 by clicking on the link below https://medicaid.ncdhhs.gov/media/8698/open
Network	Credentialing	If the provider is already registered with CAQH, should a uniform application to participate as a healthcare practitioner be completed?	If the provider is already registered with CAQH, the provider can submit the CAQH addendum. You can access the addendum application by clicking on the link below https://www.sandhillscenter.org/for-providers/provider-regulations/provider-enrollment-credentialing
Network	Credentialing	How can I register with CAQH?	You can register for CAQH by clicking on the link below https://proview.caqh.org/Login/Index?ReturnUrl=%2f
Network	Credentialing	What is CAQH Solution?	CAQH ProView is more than a credentialing database. Available at no cost to you, CAQH ProView eliminates duplicative paperwork with organizations that require your professional and practice information for claims administration, credentialing, directory services, and more

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