

Provider Help Desk
Questions and Answers for September 2021

Finance	Claims	Did Sandhills Center continue the COVID-19 temporary funding increase?	<p>On September 29, 2021, Sandhills Center announced that temporary funding increases for specific services will continue through December 31, 2021. These rate enhancements have been in place since the spring of 2020, as a result of the COVID-19 pandemic.</p> <p>https://www.sandhillscenter.org/sandhills-center-to-extend-rate-increases-through-december-2021</p>
Finance	EDI	How can I update my information for EDI?	<p>You can complete a ticket in the Provider Support Portal. You can select “EDI Enrollment/Update Requests” in the subject line. Please use the link below to access the portal.</p> <p>https://support.sandhillscenter.org/support/login</p>
Communication	Training	How can I find SHC training for the next month?	<p>You can access the training calendar by clicking on the link below.</p> <p>https://www.sandhillscenter.org/for-providers/trainings-events</p>
Finance	Claims	How can I access the Rate Sheet for 2021-2021?	<p>You can access the rate sheet by clicking on the link below.</p> <p>https://www.sandhillscenter.org/for-providers/provider-forms/financeclaims-forms</p>
Finance	Claims	Can IPRS claims be submitted using EDI? If so, how can I setup an EDI account?	<p>Yes, IPRS claims can be submitted using a clearing house. You can setup an account for EDI by completing a ticket in the Provider Support Portal.</p> <p>https://support.sandhillscenter.org/support/login</p>
Quality Management	NC Topps	How can I access CNDC number for NC Topps?	<p>You can contact Barbara Barnes at BarbaraB@sandhillscenter.org or 910-673-7482 to access the number.</p>

Provider Help Desk
Questions and Answers for September 2021

Network	Innovation Waiver	Where can I send the Out of State Travel Forms?	You can submit the Out of State Travel Request Form to RDSEprocess@sandhillscenter.org
Finance	Claims	How can I obtain the SHC payer Identification number for claims?	You can contact the Provider Help Desk at 855-777-4652 or providerhelpdesk@sandhillscenter.org . Also, you can contact the Claims Specialist for the agency.