



SANDHILLS CENTER

Managing Mental Health, Intellectual/Developmental Disabilities and Substance Abuse Services
910-673-9111 (FAX) 910-673-6202 www.sandhillscenter.org Victoria Whitt, CEO

DAVIDSON AND ROCKINGHAM COUNTIES UM GUIDANCE

Sandhills Center UM looks forward to partnering with providers new to our provider network from Davidson and Rockingham Counties and to expanding our relationship with those providers with which we already collaborate. As we have found, Cardinal Innovations and Sandhills Center have different UM standards in some areas. This document provides guidance on the Sandhills Center standards and protocols. Please feel free to reach out to Sarah Glanville, UM Director at SarahG@SandhillsCenter.org with any questions.

For Medicaid and State-Funded Members with Current Authorizations from Cardinal Innovations

Sandhills Center will receive those authorizations from Cardinal Innovations, and they will be entered into our Alpha+ system. **The provider does not need to do anything on its end.**

Sandhills Center will honor the authorization in its entirety, including the full duration of the authorization.

** If you are denied billing for lack of prior authorization and believe Sandhills Center should have received the prior authorization from Cardinal Innovations, please put in an IT ticket through the Sandhills Center Support Portal at <https://support.sandhillscenter.org>.*

For Medicaid and State-Funded Members Currently Receiving Services that Do Not Require an Authorization from Cardinal Innovations but Do Require an Authorization from Sandhills Center

Sandhills Center Finance Department will override prior authorization (PA) requirements in the claims billing system so members can continue to receive services without an authorization.

The provider does not need to do anything on its end. Members must have paid claims with Cardinal Innovations for ongoing services prior to 12/1/2021.

Affected Services Include:

- Family Centered Treatment
- In-Home Therapy Services
- Inpatient Hospitalization
- Intensive In-Home Services

- Multisystemic Therapy
- Partial Hospitalization
- Peer Support Services
- Supported Employment – (b)(3)
- Supported Employment – IPS (State-Funded)
- Transition Management Services

**If you believe a services is missing from this list, please contact Sarah Glanville, UM Director, at SarahG@SandhillsCenter.org.*

For Members Starting Services on 12/1/2021 or After

All Sandhills Center prior authorization requirements will be in effect for any person starting services on or after 12/1/2021. For any reauthorization request on or after 12/1/2021, Sandhills Center authorization standards will be utilized during the reauthorization review.

For a list of Sandhills Center UM guidelines, see the UM Master Grid on the Sandhills Center website at <https://www.sandhillscenter.org/for-providers/provider-forms>. You will find it approximately half way down the page under Utilization Management. Be sure to magnify the PDF for easier readability.

For guidance on the way Sandhills Center has implemented the COVID-19 flexibilities, go to <https://www.sandhillscenter.org/covid-19-resources>. You will find UM guidance approximately three quarters of the way down the page:

FOR OUR NETWORK OF PROVIDERS

SANDHILLS CENTER RESOURCES AND INFORMATION:

- Sandhills Center extends temporary Medicaid reimburseent rates through September 2021 (posted 6/21/2021)
- Sandhills Center further extends temporary Medicaid reimbursement rates for specific services (posted 3/26/2021)
- Sandhills Center again extends temporary Medicaid reimbursement rates due to COVID-19 (posted 1/4/2021)
- Sandhills Center announces further extension of temporary Medicaid reimbursement rates due to COVID-19 (posted 9/25/2020)
- Sandhills Center announces extension of temporary Medicaid reimbursement rate increases due to COVID-19 (posted 6/23/2020)
- From the Utilization Management Department: [COVID-19 UM Guidance - \(b\)\(3\) Services](#) (posted 5/7/2020)
- Important information about NC Innovations Waiver Staff Retainer Payments
- From the Utilization Management Department: [COVID-19 UM Guidance - Innovations](#) (posted 4/29/2020)
- From the Utilization Management Department: [COVID-19 UM Guidance - RB-BHT for ASD](#) (i.e. ABA Services (posted 5/7/2020)
- From the Utilization Management Department: [COVID-19 UM Guidance - Enhanced Services Codes](#) (updated 4/21/2020)
- From the Utilization Management Department: [Evaluation and Management](#) (updated 4/1/2020)
- From the Utilization Management Department: [Psychiatric Diagnostic Evaluation and Psychotherapy](#) (updated 4/21/2020)
- Program and Payment Changes in Response to COVID-19 (3/25/2020)
- Sandhills Center CEO Victoria Whitt's letter to providers (3/19/2020)
- Sandhills Center Temporary Disruption to Services form (posted 3/20/2020)

For Members Receiving Innovations Services

Sandhills Center monitors use of the Appendix K flexibilities differently than Cardinal Innovations. Use of the flexibilities is documented in the Individual Support Plan (ISP) differently for Sandhills Center. Starting with Innovations members with January 2022 birthdays, your newly assigned Sandhills Center Care Coordinators will walk you through the process of requesting service flexibilities under Appendix K.