

Provider Help Desk  
Questions and Answers for October 2021

Utilization Management	Other	Where can I find service definitions?	For a full list of Medicaid Plan Service Definitions and Clinical Coverage Criteria. Please click on the link below  <a href="https://medicaid.ncdhhs.gov/behavioral-health-clinical-coverage-policies">https://medicaid.ncdhhs.gov/behavioral-health-clinical-coverage-policies</a>
Network	Other	I need to send my updated email to receive emails about trainings. How can I update the email?	You can send an email to <a href="mailto:ProviderUpdates@sandhillscenter.org">ProviderUpdates@sandhillscenter.org</a> to update the account.
Network	Innovations	Where should I send the Out of State Travel Request?	You can email the Out of State Travel Form to <a href="mailto:RDSEprocess@sandhillscenter.org">RDSEprocess@sandhillscenter.org</a>
Customer Service	Other	I need a Sign Language Interpreter for a member. Can Sandhills Center assist with finding the interpreter?	You can contact Wendy Shephard @ 910-673-7321 or <a href="mailto:WendyS@sandhillscenter.org">WendyS@sandhillscenter.org</a>
Customer Service	Other	As a member, how can I learn more about my mental health benefits with Sandhills Center?	You can dial 800-256-2452 at any time to speak with Sandhills Center staff. The staff can answer questions and connect members to providers in the community.

Provider Help Desk  
 Questions and Answers for October 2021

Network	Credentialing	Should I complete a full credentialing application as a CAQH?	<p>If a LIP/LP enrolls in CAQH (Council for Affordable Quality Healthcare) and completes the CAQH application, they must also complete SHC “Addendum to CAQH NC Uniform LIP Credentialing/Re-Credentialing Application” in order to be considered as a participant in the network.</p> <p><a href="https://www.sandhillscenter.org/for-providers/provider-regulations/provider-enrollment-credentialing/">https://www.sandhillscenter.org/for-providers/provider-regulations/provider-enrollment-credentialing/</a></p>
Care Coordination	Referral	Can a provider refer a consumer for Care Coordination?	<p>The consumer can be referred for Care Coordination by multiple sources including the consumer, provider, relative, guardian, school and etc. If you wish to make a referral please call the Call Center at 1-800-256-2452.</p>
Utilization Management	SAR	Can a SAR be transferred from one LME-MCO to another?	<p>Sandhills Center is unable to access a SAR from another catchment area. You will have to submit a new SAR to provide service to the consumer.</p>
Finance	Other	How can I receive my 1099 tax forms?	<p>You can email Cathy Frye at <a href="mailto:cathyf@sandhillscenter.org">cathyf@sandhillscenter.org</a> for tax forms</p>