

Provider Help Desk
Questions and Answers for August 2022

Sandhills Center Department	Topic Category	Provider Question	PHD Answer
Network Operations	Provider Updates	Whom do I contact to get a staff member added so they can receive Provider Update Emails?	Contact Cheryl Slack at CherylS@sandhillscenter.org , or submit a ticket in the Provider Support Portal in order to have a staff member with your agency added to the Provider Update distribution email list.
Care Coordination	Back Up staffing	Whom do I send the backup staffing reports to now that Joint Bulletin J427 has been released?	Please send them via email to Debbie Powell in Incident and Reporting--Debbiep@sandhillscenter.org .
Network Operations	Tailored Plan	Does the new tailored plan effect providers that do direct care outpatient mental health counseling	Yes, tailored plan does effect provider with only outpatient services. Here is our website with further information: https://www.sandhillscenter.org/for-providers
Network Operations	Re-Verification of Agency Licensed Practitioners (LPs)	How do I initiate re-credentialing for the LPs within my agency?	The Selection and Retention Specialists (formerly Credentialing Specialists) will continue monitoring providers who are due for re-enrollment and will verify that providers have been enrolled in NCTracks prior to re-enrolling an affiliated practitioner. Please visit the following link on the Sandhills Center website to learn more: https://www.sandhillscenter.org/changes-to-credentialing-application-submission-process . If you have additional questions about the above information, please reach out to your agency's assigned Selection and Retention Specialist.
Network Operations	Affiliating or Un-affiliating Licensed Practitioners (LPs) within an Agency	How do I affiliate or remove affiliation of LPs with my agency?	A Request to Affiliate Practitioner Form was released in July of 2022 and allows Sandhills Center to affiliate Licensed Practitioners (LPs) that have been credentialed through the Department's Centralized Credentialing process to specific sites within an agency. This form is only applicable to agencies who have behavioral health or Substance Use treatment on their contracts and employ licensed or provisional clinicians for whom they need to bill. Solo Licensed Independent Practitioners (LIPs) are not eligible to add LPs onto their contracts. Please be advised that an affiliated Licensed Practitioner's effective date with Sandhills Center is the date of completed verification or reverification of information from NCTracks and Sandhills Center's Selection and Retention process. This date IS NOT TIED TO THE EFFECTIVE DATE IN NCTracks. You must notify Sandhills Center if you need to add or remove affiliated LPs with your agency. Adding an affiliated LP will still

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			<p>need to go through our verification or reverification process. Although we now utilize information received from the Department’s Centralized Credentialing Provider Enrollment File, we still must confirm licensure information from the Clinician’s board separately, as well as confirm they are not on the State Exclusion List or other regulatory body’s sanction list. You will be notified if we are unable to add an LP found on an exclusion list, or if the LP requires additional consideration through our Selection and Retention process. Clean LPs will be approved within five (5) business days of receipt of the Request to Affiliate form. Please submit complete Request to Affiliate Practitioner forms to selectionretention@sandhillscenter.org</p> <p>If you have additional questions about the above information, please reach out to your agency’s assigned Selection and Retention Specialist.</p>
IT	Provider Help Desk	How do I keep notifications via the Provider Help Desk from going to my spam email folder?	<p>Sandhills Center IT recommends that provider’s whitelist the email address support@sandhillscenter.freshdesk.com by selecting “Never Block Sender” in Outlook.</p>
Community Relations	Provider Training	Will I have to take a training about the Tailored Plan? And if so, where do I find it?	<p>As part of the Tailored Plan requirements, member-facing direct service Providers (e.g., clinicians, care managers, QPs, peer supports etc.) must complete required trainings. The Sandhills Center Learning Management System (LMS) will be available to providers starting on September 1, 2022. Please see the following website link regarding registration and access to the system: https://www.sandhillscenter.org/providers/trainings-events.</p>