



# 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

## TAILORED PLAN TRAINING AND TRAINING RECIPROCITY

### What is happening?

The North Carolina Department of Health and Human Services (NCDHHS) is allowing the six (6) Tailored Plans reciprocity for some Tailored Plan required provider trainings. The provider trainings that can receive reciprocity are:

- Annual EPSDT/Into the Mouth of Babes
- Fraud, Waste, Abuse
- Population Health
- Infection Prevention and Control
- Tobacco Cessation/Tobacco Free Campus

*Note: The Fraud, Waste, Abuse training may be embedded as part of other trainings. Titles for the Population Health training may vary among Tailored Plans.*

### When will the changes to the training requirements and reciprocity take effect?

This change will take place immediately.

### How does this change affect providers?

If a provider completes one of the approved trainings from a Tailored Plan/Standard Plan other than Sandhills Center, that provider will not have to repeat that training/s as a requirement to participate in Sandhill Center's Provider Network. Providers will be required to upload a certificate of completion to Sandhills Center's Learning Management System (LMS) to provide evidence of compliance.

The Tailored Plans will continue to review trainings for reciprocity opportunities and alert you of additional approved trainings. The chart below outlines all Sandhills Center's available trainings, which trainings are required, the population for which they are required, and if training certificates from other Tailored Plans are accepted for those trainings.

Some of the training sessions that will be available on the LMS are required, others are optional. You will find the required trainings on the homepage under the "My courses" tab. Other optional training will be found on the "Network Provider" tab under 'NP Self-enroll Training'. Also, we do have training sessions that are still in the approval process. As they become available, they will be loaded onto the learning portal and a notice will go out to registered providers.

P.O. Box 9, West End, NC 27376  
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<b>Training Title</b>	<b>Required or Self-Enroll?</b>	<b>Required Audiences</b>	<b>Accept certificates from other TPs for Required Trainings</b>
<b>Infection Control and Prevention Practices</b>	Required for All Providers	Required for All Providers	Yes
<b>Tobacco Cessation and Prevention</b>	Required for All Providers	Required for All Providers	Yes
<b>Population Health Programs</b>	Required for All Providers	Required for All Providers	Yes
<b>Crossover to NC Medicaid Managed Care Tailored Plan Sandhills Center Provider Education</b>	*Not yet available* Self-enroll	Required for administrative staff	No
<b>Provider Billing Guidance</b>	*Not yet available* Self-enroll	Required for any staff member submitting claims / involved in billing	No
<b>EPSDT and Into the Mouths of Babes</b>	Self-enroll	Required for clinical staff working children or adolescents	Yes
<b>Fraud Waste and Abuse</b>	Required for All Providers	Required for All Providers	Yes
<b>Provider Orientation, which includes Provider Network Operations (with Provider Grievance and Appeals), Quality Management, Customer Services, Care Management / Utilization Management, NC Innovations, Housing, and Sandhills Center Website</b>	Self-enroll	Train-the-trainer approach - One staff member from each provider organization would be required to take this.	No
<b>Culturally Linguistically Competent Care</b>	Required for All Providers	Required for All Providers	No

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<b>Block Grant training</b>	Self-enroll	Required for State-funded providers participating in block grant funding	No
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