

Provider Help Desk
Questions and Answers for October 2022

Sandhills Center Dept	Topic Category	Provider Question	PHD Answers
Network Operations	Modifiers for Telehealth	Will the GTCR modifier for the Research Based Behavioral Health Treatment (RB-BHT) codes (97151-97157) be allowed by Sandhills Center now that COVID flexibilities are being lifted?	<p>Please see the provided information regarding Telehealth services from Clinical Coverage Policy 8F (found at https://medicaid.ncdhhs.gov/behavioral-health-clinical-coverage-policies):</p> <p>Modifiers</p> <ul style="list-style-type: none"> • Non-Telehealth Claims: Provider(s) shall follow applicable modifier guidelines. Telehealth Claims: Modifier GT must be appended to the CPT or HCPCS code to indicate that a service has been provided via interactive audio-visual communication. This modifier is not appropriate for virtual patient communications or remote patient monitoring. • Telephonic Claims: Modifier KX must be appended to the CPT or HCPCS
Network Operations	Member Choice System for TCM	When will the Member Choice System re-open for TCM members?	<p>The member choice system will once again be available for use beginning on 11/4/2022 for TCM member choices only (Care Management Only). Member choice for Tailored Plan that includes Primary Care Physicians will begin again in either January or February (more information to come regarding the exact date as it is received).</p>
Provider Training	LMS Courses for Providers	What trainings are now being required for Sandhills Center providers to complete through the Learning Management System (LMS)?	<p>Required trainings for Sandhills Center providers are now classified as “Self-enroll” (trainings that are available but not required for all providers) and “Required for all Providers”. Please note, however, that some “self-enroll” trainings may be required for providers working with specific populations and/or administration.</p> <p>The required trainings for all providers will include the following presentations:</p> <ol style="list-style-type: none"> 1. Health Promotion and Prevention (with 3 topics covered Infection Control and Prevention Practices, Tobacco Cessation and Prevention and Population Health Programs) 2. Fraud Waste and Abuse 3. Culturally Linguistically Competent Care Training <p>Trainings listed as Self-Enroll are as follows (please see exceptions listed in parentheses):</p>

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UM	NC Child and Family Improvement Initiative Rapid Access to Residential Supports for Children and Youth	Is there a new initiative for passthrough authorizations for child residential services?	<p>The NC Child and Family Improvement Initiative established a standardized, statewide rapid access Utilization Management and Review protocol to ensure that children and youth can receive medically necessary residential services without delay. A particular objective of this standardized pass-through benefit is to expedite service options for children and youth.</p> <p>All six LME/MCOs will implement this standardized pass-through benefit effective October 1, 2022. Beginning October 1, 2022, the standardized pass-through benefit will expedite admissions for:</p> <ul style="list-style-type: none"> • Therapeutic Foster Care (TFC) • Intensive Alternative Family Treatment (IAFT)

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<p>Claims and Billing</p>	<p>Increased Reimbursement Rates for Specific Child Residential Services</p>	<p>Will reimbursement rates for child residential services be increased?</p>	<p>Sandhills Center will increase Medicaid reimbursement rates for these child residential services:</p> <ul style="list-style-type: none"> • High Risk Intervention Level I (H0046) • Child Foster Care Therapeutic Level II (S5145) <p>The enhanced rates will be effective for all dates of service offered on and following Nov. 1, 2022. For H0046, the rate will increase to \$94.88 per diem. The rate for S5145 will increase to \$192.50 per diem. Sandhills Center is committed to reinvesting 1915 (b)/(c) Medicaid Waiver savings into community-based services. With this specific investment, Sandhills Center is demonstrating its commitment by increasing rates for providers serving youth when out-of-home placement becomes necessary.</p> <p>Child Foster Care Therapeutic Level II, more commonly called Therapeutic Foster Care, is a service responsive to the need for intensive, interactive, therapeutic interventions which fall below the level of 24-hour supervision or secure treatment settings. This service is provided in a family environment with support</p>

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			consistently available to respond to individuals' needs while they are involved in educational, vocational, social or other activities
Claims and Billing	Fee Schedule and Covered Codes	When will the state release information about Fee Schedules and Covered Codes?	<p>Effective Nov. 3, 2022, all fee schedules currently listed on the NC Medicaid website will be moved to a new fee schedule and covered code website available to the public. The new website offers enhanced search options for fee schedules, covered procedure codes and covered revenue code data. These enhancements include:</p> <p>Fee Schedules - (NC Medicaid Website Fee Schedules Only)</p> <ul style="list-style-type: none"> • Fee schedules will be made available in a formatted, standardized template • A single link will be available to download all current and archived fee schedule files • A single link will be available to access a new lookup tool that allows users to search for fee schedule data using filters <p>Covered Procedure Code Combinations and Covered Revenue Code Documents</p> <ul style="list-style-type: none"> • These documents will be moved to a new website accessible to Health Plans and Providers • A single link will allow users to download each of the covered procedure code combinations and covered revenue code files • A single link will be available to access a new lookup tool to search for covered procedure code combinations data and covered revenue code data using filters <p>All fee schedule data created prior to Nov. 3, 2022, will remain on the current NC Medicaid Fee Schedule web page. A link to the new website will be available by Nov. 3, 2022. More details will be shared closer to the launch.</p> <p>Contact Information: NC Medicaid Contact Center: 888-245-0179</p>