

Provider Help Desk  
Questions and Answers for January 2023

| Sandhills Center Dept | Topic Category                | Provider Question   | PHD Answer  |
|-----------------------|-------------------------------|---|---|
| Provider Training     | Training Requirement Timeline | Are providers still required to take trainings through the Learning Management System (LMS)?                      | <p>As part of the Tailored Plan requirements, Sandhills Center is <b>required to offer</b> the following trainings (which may have reciprocity with other plans). Although we strongly recommend specific trainings as listed below, <b>providers will not be required to take any specific trainings</b>. Please contact <a href="mailto:ProviderTrainings@sandhillscenter.org">ProviderTrainings@sandhillscenter.org</a> with any questions.</p> <p><b>*Please note that this does not include TCM-Required Trainings Through MAHEC. ALL TCM-required trainings must be completed per the State</b></p> <ul style="list-style-type: none"> <li>• Infection Control and Prevention Practices</li> <li>• Tobacco Cessation and Prevention</li> <li>• Population Health Programs</li> <li>• EPSDT and Into the Mouths of Babes</li> <li>• Fraud Waste and Abuse</li> <li>• 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</li> <li>• Culturally Linguistically Competent Care</li> <li>• Block Grant training</li> <li>• First Episode Psychosis</li> <li>• Guidance for Clozapine Prescribing</li> <li>• High Fidelity Wraparound</li> <li>• Medicaid B3 Services</li> <li>• Overview of State Funded Services</li> <li>• System of Care Principles and Processes</li> <li>• Transitions of Care</li> <li>• Medicaid Managed Care vs Medicaid Direct for Providers</li> </ul> |
| Provider Training     | Training Requirement Timeline | Who do I contact if a training is missing or I am having trouble accessing the Learning Management System (LMS)?  | Please contact <a href="mailto:ProviderTrainings@sandhillscenter.org">ProviderTrainings@sandhillscenter.org</a> with any questions related to provider trainings being offered or if you are having difficulty accessing the LMS system.  |
| Network Operations    | Adding Services               | What is the process for me to add services to my contract or even join the Provider Network for Sandhills Center? | Providers who are interested in joining the Provider Network or adding services to their contract are strongly advised to contact Network Operations at <a href="mailto:ProviderJoin@SandhillsCenter.org">ProviderJoin@SandhillsCenter.org</a> to determine Sandhills Center's current identified needs. If providers feel that their request meets exception criteria, they may fill out the Request to Join Network form and submit it to: <a href="mailto:ProviderJoin@SandhillsCenter.org">ProviderJoin@SandhillsCenter.org</a> , or submit a ticket "Request to Join the Network" through the provider support portal. A Request to Join   |

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|         |                |  | Network Form must be completed with all requests in order to be considered.   |
| Finance | Claims Inquiry | What is the process for submitting a Claims Inquiry? | Providers who have a claim inquiry should submit a Claims inquiry Form to receive further assistance. The Claims Inquiry Form is a ticket type in the Provider Support Portal. Claims inquiry Forms will no longer be received via fax or email to your Claims Specialist. Please create an account or use your existing account to login to the portal, create a new ticket, and choose the Type as Claims Inquiry/Resolution Form. It will be forwarded to your assigned Claims Specialists. Please remember to include the best email so that you can be contacted back. |