

Provider Help Desk
Questions and Answers for March 2023

Sandhills Center Dept	Topic Category	Provider Question	PHD Answer
Utilization Management	Jiva Implementation	When will the Jiva system launch and who do we contact regarding issues?	Beginning 4/1/2023, behavioral health authorizations will be handled in Jiva. Step by step instructions for submitting authorizations were made available via a Provider Update email and can also be accessed by reaching out to Sandhills Center via the Provider Support Portal or the Provider Help Desk at 1 855-777-4652. Announcements (sandhillscenter.org)
Provider Training	Training Questions	If I have a question about training offered by Sandhills Center, who do I contact?	Providers are encouraged to see the Training and Events information found on the Sandhills Center website at https://www.sandhillscenter.org/providers/trainings-events . For specific training questions, providers can contact Provider Training staff at providertraining@sandhillscenter.org .
Network IT	Alpha and Jiva Access	I need assistance accessing Alpha so that I can get to the Jiva system. Who do I contact for assistance?	Providers must have an active Alpha login in order to access the Jiva system. If you are encountering issues related to your Alpha/Jiva access, it may be due to your password becoming inactive. Please contact Sandhills Center via the Provider Support Portal (select ticket type "User Account Concerns") or call the Provider Help Desk at 1 855-777- 4652 for further assistance.
Network IT	New Alpha/Jiva Users	I am newly employed with an in-network Sandhills Center provider. How do I request an Alpha login?	All staff members will need to provide the Tax ID for the provider they are employed with in order to request an Alpha login (which will also grant access to the Jiva system). Providers should submit a ticket through the Provider Support Ticket labeled "Create or update Alpha+ Account". Please fill out the request thoroughly and provide the email address and contact information so that Sandhills Center can further assist. Please only include one staff person per request.
Network Operations	Provider Payment Agreement (PPA)	What is the process for requesting a Provider Payment Agreement (PPA) with Sandhills Center?	Please go to the Provider Support Portal and create a new ticket type with the label "Request for Provider Payment Agreement (PPA)". Fill out the ticket thoroughly and a Sandhills Center staff member will contact you regarding your request. Please note that you can learn more information about the PPA process per our website at: https://www.sandhillscenter.org/providers/provider-payment-agreement-for-out-of-network-medicaid-providers .
Network Operations	Single Case Agreement (CSA)	What is the process for requesting a Single Case Agreement (SCA) with Sandhills Center?	Please go to the Provider Support Portal and create a new ticket type with the label "Request for Single Case Agreement (SCA)". Fill out the ticket thoroughly and a Sandhills Center staff member will contact you regarding your request. Provider Payment Agreement for Out-of-Network Medicaid Providers (sandhillscenter.org)

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Finance	Claims Inquiry for Behavioral Health Providers	I have a claim that has denied and I need more information. How do I get in contact with the right personnel?	Please go to the Provider Support Portal and create a new ticket type with the label "Claims Inquiry/Resolution Form". Fill out the ticket thoroughly and a Sandhills Center staff member will contact you regarding your request. For Providers (sandhillscenter.org) Provider Support Portal link. Finance/Claims (Forms) (sandhillscenter.org) Claims Inquiry/Resolution Form.
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