

Provider Help Desk
Questions and Answers for April 2023

Sandhills Center Dept	Topic Category	Provider Question	PHD Answer
Utilization Management	Jiva Implementation	Why can't I submit an authorization through Alpha anymore?	Beginning 4/1/2023, behavioral health authorizations are now being processed through Jiva. Providers can find access to training materials either at Provider Forms (sandhillscenter.org) under the Utilization Management category or by calling the Provider Help Desk at 1-855-777-4652 or by putting in a Provider Support Portal ticket at Sign into: Support Portal (sandhillscenter.org)
Network/IT	Jiva Issues	I am having trouble looking up my assigned members and putting in Service Authorization Requests (SARs) through Jiva. Where can I find information about the system?	Providers can find access to training materials either at Provider Forms (sandhillscenter.org) under the Utilization Management category or by calling the Provider Help Desk at 1-855-777-4652 or by putting in a Provider Support Portal ticket at Sign into: Support Portal (sandhillscenter.org)
Network/IT/UM	Jiva Issues	My Service Authorization Request (SAR) was denied by UM in Jiva for a billing site ID issue. Who can I reach out to for assistance?	Providers can access training materials at Provider Forms (sandhillscenter.org) under the Utilization Management category for assistance with the putting in SARs. Additionally, providers can contact the Provider Help Desk at 1-855-777-4652 or by Provider Support Portal ticket at Sign into: Support Portal (sandhillscenter.org) in order to request the Provider Jiva ID for the billing site so that the SAR can be resubmitted.
Alpha/Claims	RA Issue	Why can't I pull my agency's RAs from Alpha?	A recent issue occurred in Alpha that is preventing providers from pulling RAs directly from the system. Please note that providers can contact the Provider Help Desk at 1-855-777-4652 or by Provider Support Portal ticket at Sign into: Support Portal (sandhillscenter.org) in order to request the RA to be sent to them via the ticketing system. Sandhills Center staff will pull the report based on the dates provided.
Finance	Claims Inquiry for Physical Health Providers	I submitted a physical health claim to Sandhills Center but have not received any information about it. Can someone assist me?	Physical health providers will be unable to submit physical health claims until the Tailored Plan launches on October 1, 2023. Until that time, physical health providers will need to continue submitting physical health claims for providers via their previous method of claims submission.