

Provider Help Desk  
Questions and Answers for May 2023

Sandhills Center Dept.	Topic Category	Provider Question	PHD Answer
Network Development	Provider Join	How do I join the provider network?	<p>As of June 17, 2022, provider credentialing applications must be submitted to NC Tracks. Sandhills Center verifies provider credentials in NC Tracks via the PEF file every 24 hours.</p> <p>To enroll or contract to become an Sandhills Center provider, create a Provider Support Portal ticket with the subject type “Request to Join Provider Network” or complete the “Provider Join” form on our website: <a href="http://www.sandhillscenter.org/for-providers">www.sandhillscenter.org/for-providers</a> and select “Enrollment and Contracting” at the left of the page.</p>
Network Development	Provider Join	How do I add sites or services to my current contract?	<p>As of June 17, 2022, provider credentialing applications must be submitted to NC Tracks. Sandhills Center verifies provider credentials in NC Tracks via the PEF file every 24 hours.</p> <p>To add a site or service to your in-network contract, create a Provider Support Portal ticket with the subject type “Request to Join Provider Network” or complete the “Provider Join” form on our website: <a href="http://www.sandhillscenter.org/for-providers">www.sandhillscenter.org/for-providers</a> and select “Enrollment and Contracting” at the left of the page.</p>
Network Development	Provider Changes	How do I change my existing provider information?	<p>Please note that address changes (provider, service, or site location) must be completed via NC Tracks and confirmed in Alpha by Sandhills Center staff.</p> <p>If you would like to:</p> <ul style="list-style-type: none"> <li>• Remove a site</li> <li>• Remove a Service</li> <li>• Update After Hours Coverage Info</li> <li>• Update Hours of Operation</li> <li>• Remove an LIP</li> <li>• Change or Add the Primary Contact person</li> <li>• Edit the Populations served</li> </ul> <p>You must complete Sandhills Center’s “Notice of Change Request Form”. You can directly access the form at <a href="https://www.sandhillscenter.org/for-providers/provider-forms">https://www.sandhillscenter.org/for-providers/provider-forms</a> and going under “Network Operations: or by submitting a ticket via Sandhills Center’s Provider Support Portal requesting assistance with the change.</p>
Network Development	Provider Payment Agreement (PPA) request	I provided crisis services for an Sandhills Center’s client, but I am not in your network. How do I get reimbursed?	<p>Go to Sandhills Center Provider Support Portal create a ticket with the subject “Provider Payment Agreement” Please fill out the relevant information and a trained staff person will assist you further.</p>

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Network Development	Client Specific Agreement (CSA) Request	A member is seeking services through my agency, but I am not in network. What is the Single Case Agreement process?	Prior to providing the service to the member, please go to Sandhills Center's Provider Support Portal and create a ticket with the subject "Client Specific Agreement". Please fill out the relevant information and a trained staff person will assist you further.
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