



# SANDHILLS CENTER

Managing Mental Health, Intellectual/Developmental Disabilities and Substance Abuse Services  
910-673-9111 (FAX) 910-673-6202 [www.sandhillscenter.org](http://www.sandhillscenter.org)

Date: 8/17/2023

To: Sandhills Center Provider Network

From: Christy Nichols, Finance Director

Re: Medicaid/IPRS Billing and Claims Timely filing Requirements

Please be advised that Sandhills Center is strictly enforcing the timely filing requirements outlined in the provider contract.

As a reminder, these filing requirements are as follows:

- 90 days from date of service timely filing requirement for State claims
- 365 days from date of service timely filing requirement for Medicaid claims
- 90 days to refile from date of denial for State claims
- 180 days to refile for Medicaid claims from date of denial
- 90 days from primary Explanation of Benefits (EOB) notification for Coordination of Benefits claims (COB)
- 90 days from notification for retroactive Medicaid Eligibility Allowance

If you have any question or need any additional information, please let us know. Thank you in advance for your cooperation in submitting your claims in a timely manner.

P.O. Box 9, West End, NC 27376  
24-Hour Access to Care Line: 1-800-256-2452  
TTY: 1-866-518-6778 or 711  
Serving Anson, Davidson, Guilford, Harnett, Hoke, Lee,  
Montgomery, Moore, Randolph, Richmond and  
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