

Provider Help Desk  
Questions and Answers for July 2023

Sandhills Center Dept	Topic Category	Provider Question	PHD Answer
Claims/Billing	Timely Filing	What is the timely filing requirement for Sandhills Center?	<p>On May 3, 2023, the State made the following changes to the Claims Filing Timeline for all the TP/PIHPs. <b><i>This change supersedes Sandhills Center's April 1, 2023 announcement.</i></b> The timely filing timeframe will be extended from 180 days to 365 days.</p> <p>The <u>earliest</u> effective date of this change will be July 1, 2023. The timely filing change will be required for all claims with service dates on and after July 1, 2023. This change directly impacts all Claims and Retroactive Enrollees' timely filing rules. It does supersede previous timely filing guidelines.</p>
Network	Tailored Plan	When will Tailored Plan begin?	<p>Beneficiaries who will be covered by the Tailored Plans will continue to receive care as they do today. To ensure beneficiaries can seamlessly receive care on day one, NCDHHS is delaying the implementation of the NC Medicaid Managed Care Behavioral Health and Intellectual/ Developmental Disabilities Tailored Plans (Tailored Plans) scheduled for Oct. 1, 2023, but will now go forward at a date still to be determined. Beneficiaries who will be covered by the Tailored Plans will continue to receive care as they do today. Sandhills Center will provide notification to providers once a new Tailored Plan launch date has been determined.</p>
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?	<p>Providers can find access to Jiva training materials either at <a href="https://sandhillscenter.org/ProviderForms">Provider Forms (sandhillscenter.org)</a> under the Utilization Management category or by accessing the information via the Provider Support Portal at <a href="https://sandhillscenter.org/SupportPortal">Sign into : Support Portal (sandhillscenter.org)</a>. For assistance with Jiva, please call the Provider Help Desk at 1-855-777-4652 or put in a Provider Support Portal ticket at <a href="https://sandhillscenter.org/SupportPortal">Sign into : Support Portal (sandhillscenter.org)</a>.</p>
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?	<p>Providers can find access to Jiva training materials either at <a href="https://sandhillscenter.org/ProviderForms">Provider Forms (sandhillscenter.org)</a> under the Utilization Management category or by accessing the information via the Provider Support Portal at <a href="https://sandhillscenter.org/SupportPortal">Sign into : Support Portal (sandhillscenter.org)</a>. For assistance with Jiva, please call the Provider Help Desk at 1-855-777-4652 or put in a Provider Support Portal ticket at <a href="https://sandhillscenter.org/SupportPortal">Sign into : Support Portal (sandhillscenter.org)</a> in order to request the Provider Jiva ID for the billing site so that the SAR can be resubmitted.</p>

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Claims	Sunsetting of Modifiers	Will modifiers be sunsetted on September 30 <sup>th</sup> ?	The Department has notified Sandhills Center that all current local modifiers are under DHB and DMH review and a decision on continued utilization will be made. They have requested that we continue to utilize our local modifiers until further notice, therefore, they will not sunset on September 30, 2023, as initially announced. We will notify our provider network once we are given a definitive date.
Network	2023 Gaps Analysis Stakeholder or Consumer/Family survey	How do I complete the 2023 Gaps Analysis Survey?	Providers will automatically receive an email invitation to participate in the survey. If you have not received your invitation, please confirm the email address on file with Sandhills Center by contacting the Provider Help Desk at 1-855-777-4652 or by putting in a Provider Support Portal ticket at <a href="https://sandhillscenter.org">Sign into : Support Portal (sandhillscenter.org)</a> . Once your email address has been confirmed a new email invitation will be issued.
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 July 11 <sup>th</sup> , 2023, Sandhills Center notified providers of the State's decision to delay the Tailored Plan launch at a date later to be determined. Please see NCDHHS announcement at <a href="https://ncdhhs.gov">Tailored Plan Implementation Delayed   NC Medicaid (ncdhhs.gov)</a> Until that time, physical health providers will need to continue submitting physical health claims for providers via their previous method of claims submission.