

Provider Help Desk
Questions and Answers for August 2023

Sandhills Center Dept	Topic Category	Provider Question	PHD Answer
Communications	Proposed Merger with Eastpointe	Will Sandhills Center be merging with Eastpointe and what does this mean for members and providers?	<ul style="list-style-type: none"> • As announced on August 3, 2023, Eastpointe and Sandhills Center have reached an agreement to consolidate and become North Carolina’s second-largest Local Management Entity–Managed Care Organization (LME-MCO) based on population. • The combined organization will manage public behavioral health benefits for over 100,000 members in 21 counties. It will have a budget of approximately \$1.4 billion and employ almost 900 people. • The new organization will maintain its commitment to ensuring its members continue to receive high-quality care in their local communities. To maintain services at the highest level, Eastpointe and Sandhills Center will retain all of their employees and office locations. • Eastpointe will be the surviving LME-MCO. The consolidated organization will be headquartered in Moore County and will operate under the Sandhills Center name until a new name is selected. • Eastpointe and Sandhills Centers board members include 19 county commissioners. The consolidated organization will draw about half of its board members from each LME-MCO. • Sarah Stroud, who led negotiations for Eastpointe, will lead the consolidated organization as its CEO. • The proposed consolidation is subject to approval by NC Department of Health and Human Services Secretary Kody Kinsley. • The consolidated organization will serve Anson, Davidson, Duplin, Edgecombe, Greene, Guilford, Harnett, Hoke, Lee, Lenoir, Montgomery, Moore, Randolph, Richmond, Robeson, Rockingham, Sampson, Scotland, Warren, Wayne, and Wilson Counties.
Network	Contracting	Who do I reach out to if I have questions about my Contract?	<ul style="list-style-type: none"> • If you have not received your contract documents, or have questions about them, you can reach out to the Sandhills Center Contracting Department via email at: providercontracts@sandhillscenter.org • If you do not have questions, and have not yet signed your documents, we ask you to do so as soon as possible.

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			<ul style="list-style-type: none"> • If you are no longer providing a service, or have closed a site, please notify the Sandhills Center Network Development Department so that we can correct the system and the contract documents. This can be accomplished by reaching out to the following: <ul style="list-style-type: none"> ○ Contacting your assigned Selection and Retention Specialist ○ Emailing providercontracts@sandhillscenter.org ○ Submitting a ticket via the Provider Support Portal at Sign into : Support Portal (sandhillscenter.org) ○ Calling the Provider Help Desk at 1-855-777-4652
Network	Contract Contact Changes	My agency has changed information regarding our contract signatory and email. Who do I contact?	<p>If you have made changes to your contract signatory and/or email address please let your Selection and Retention Specialist know as soon as possible and complete a notice of change form, which can be found via our website at https://www.sandhillscenter.org/providers/provider-forms or by contacting the following:</p> <ul style="list-style-type: none"> ○ Contacting your assigned Selection and Retention Specialist ○ Submitting a ticket via the Provider Support Portal at Sign into : Support Portal (sandhillscenter.org) ○ Calling the Provider Help Desk at 1-855-777-4652
Network	Reporting Residential Openings and Closings	Is it important for me as a residential provider to report openings and closings?	<p>Please report residential openings and closings through the Provider Support Portal Sign into : Support Portal (sandhillscenter.org) as this helps the Network Development Department to locate placements for members, evaluate requests we receive for letters of support and, requests to join the network.</p>
Care Coordination	New 1915(i) Waiver	What services fall under the new 1915(i) Waiver?	<p>Available services offered under 1915(i) Waiver:</p> <ul style="list-style-type: none"> • Community Living and Supports • Community Transition • Individual and Transitional Support (Integrates existing Individual Support, Transitional Living Skills, and Intensive Recovery Supports into one service) • Respite • Supported Employment
Care Coordination	1915(i) Assessment	Who needs the 1915(i) assessment and how is submitted?	<ul style="list-style-type: none"> • Members currently enrolled and receiving 1915(b)(3) benefits must have the required assessment completed and eligibility approved by

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			<p>the State before they are able to access 1915(i) services.</p> <ul style="list-style-type: none">• Anyone new to these Medicaid services will need a 1915(i) assessment completed and eligibility approved by the State prior to service authorization approval.• The 1915(i) Assessment Tool is available on the NC Medicaid Tailored Care Management Website.• With the member's consent, the member's assigned Tailored Care Management Entity (Sandhills Center, AMH+ or CMA) is responsible for completing the 1915(i) assessment. This to include members transitioning from B3 Services and those who wish to access 1915(i) Services after the initial rollout.• B3 Providers do not complete these assessments but act as a support to TCM Entities in contacting and educating members and guardians.• Once the 1915(i) Assessment is completed by the TCM Provider it is sent to: B3Transitions@SandhillsCenter.org• With the number of 1915(i) Assessments that are being completed, we request you use the following saving format:<ul style="list-style-type: none">○ Last Name First Name 1915i Assessment MMDDYYYY (date of completion)○ Example: Smith John 1915i Assessment 05012023• In order to receive 1915(i) Services, the assessment is required to be completed prior to receiving authorization.• The completed assessments are being tracked by Sandhills Center Internal and External Care Management Staff through the submission email.• Sandhills Center notifies the State that the assessment has been completed, where the State will then provide feedback if member is eligible for 1915(i) Services.• It is important for TCM agencies AND B3 Providers to educate members and guardians that the Assessment is a requirement in order to receive 1915(i) Services.
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