

Provider Help Desk
Questions and Answers for April 2019

Utilization Management	SAR	Do you need a prior approval for Psychotherapy for Crisis?	No, a prior approval is not required for Psychotherapy for Crisis.
Finance	CMS-1500	How should I bill the frequency/duration for Psychotherapy for Crisis?	The service 90839 for the first 60 minutes, then 90840 for every additional 30 minutes.
Finance	CMS-1500	How many events can be billed per year for Psychotherapy for Crisis?	You can bill up to 8 events per year with the maximum of 2 events per week.
Utilization Management	Other	Which clinical coverage policy should I use to find the requirements for Psychotherapy for Crisis?	You can use the link to access the policy https://files.nc.gov/ncdma/documents/files/8C_4.pdf
Customer Service	Other	How can a parent find an advocate for the school system to learn about Individualized Education Program (IEP)?	The parent should contact the Board of Education in the county. The county should assist with an advocate to understand the IEP.
Customer Services	Other	How can I file a grievance report as a provider?	A grievance report can be filed by any of Sandhills Center staff. You can contact the Provider Help Desk at 855-777-4652. The PHD coordinator will assist with filing the grievance.

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Utilization Management	SAR	What is the ratio for Intensive In-Home Services?	The team-to-family ratio shall not extend 1:12 for each IIH team.
Utilization Management	Other	Can an IIH team member provide other services within the community?	No IIH team member, who is actively fulfilling an IIH team role, may contribute to the staffing ratio required for another service during the time. When fulfilling the responsibilities of IIH services, the staff member shall be fully available to respond in the community.
Utilization Management	Other	What is the responsibility of a LP or QP for IIH	Please refer to the link below for LP and QP responsibilities on page 36. https://files.nc.gov/ncdma/documents/files/8A_2.pdf
Quality Management	Incident Report	How quickly should an incident report be completed?	Level I-III Incident Reports are due within 72 hours of the provider learning of the incident.
Quality Management	Incident Report	When should I complete an incident report after a death of a consumer?	In the case of death, the provider must give a verbal notification to the LME with 24 hours and must submit a written report with 72 hours. Exception: Deaths within 7 days of restrictive intervention must be reported immediately.
Communication	Other	Who keeps the record when the clinician leaves the agency to join another agency or start a new practice?	Client's records belong to the agency. The original service record is not transferrable and must stay with the agency.