

Provider Help Desk  
Questions and Answers for February 2019

Credentialing	Other	Do I need a National Provider Identifier (NPI) to work as a clinician for an agency?	Yes, a clinician should obtain a National Provider Identifier (NPI) to work for an agency. The NPI is a Health Insurance Portability and Accountability Act (HIPAA) Administrative Simplification Standard. The NPI is a unique identification number for covered health care providers. Covered health care providers and all health plans and health care clearinghouses must use the NPIs in the administrative and financial transactions adopted under HIPAA.
Credentialing	Other	How can I obtain a National Provider Identifier (NPI)?	You can use the link to request an NPI <a href="https://medicaid.ncdhhs.gov/providers/claims-and-billing/national-provider-identifier">https://medicaid.ncdhhs.gov/providers/claims-and-billing/national-provider-identifier</a>
Customer Service	Other	How can I contact North Carolina Health Information Exchange Authority (NC HIEA)?	North Carolina Health Information Exchange Authority MSC 4101 Raleigh, NC 27699-4101 (919) 754-6912 <a href="mailto:hiea@nc.gov">hiea@nc.gov</a>
Quality Management	Other	If a consumer is receiving services from two providers, should both providers complete the IRIS report?	Yes, if a consumer is receiving services from two providers, the IRIS report must be completed by both providers.

Provider Help Desk  
Questions and Answers for February 2019

Customer Service	Other	How can I obtain more information about “Hope4NC?”	Sandhills Center is contracted with RHA to provide the program  Cindy Pizzino, MS, LCAS-A Community Health Educator Lead RHA Behavioral Health 211 S. Centennial Street High Point, NC 27260 336-618-1158 <a href="mailto:Cindy.Pizzino@rhanet.org">Cindy.Pizzino@rhanet.org</a>
Finance	Other	If I billed Medicaid without billing the primary insurance, what is the process to pay Medicaid back?	If you were paid by Medicaid without first billing Medicare insurance, you are expected to pay back the Medicaid funds and resubmit the claim after following the appropriate COB procedure.
Finance	Other	Can consumers be charged for missing an appointment?	According to the Centers for Medicare & Medicaid Services (CMS), providers contracted with a prepaid inpatient health plan (PIHP) cannot charge Medicaid enrollees for missed appointments.
Finance	Other	If I charge a consumer for a missed appointment, what should I do?	If you have charged Medicaid clients for missed appointments, Sandhills Center will require you to refund the money to the consumer in order to be in compliance with CMS regulations.
Finance	Other	If a consumer bill is not paid, can the agency submit the bill to a collection agency?	If your Medicaid claim is denied due to a billing issue never resolved, you cannot charge the client or turn them over to a collection agency.
Customer Service	Other	How can I obtain the agenda for the latest Provider Forum?	You can send an email request to Provider Help Desk at <a href="mailto:ProviderHelpDesk@sandhillscenter.org">ProviderHelpDesk@sandhillscenter.org</a> or 855-777-4652 to obtain a copy.
Quality Management	Other	Should I submit a NC Topps for Supported Employment?	Yes, NC Topps should be submitted for every member receiving Supported Employment. Contact Barbara Barnes at <a href="mailto:BarbaraB@sandhillscenter.org">BarbaraB@sandhillscenter.org</a> for any questions.