

Provider Help Desk
Questions and Answers for January 2019

Utilization Management	SAR	Can OPT be provided during the same authorization as Day Treatment services?	Day Treatment services may not be provided during the same authorization period as the following services: c. Individual, group and family therapy https://files.nc.gov/ncdma/documents/files/8A_1.pdf
Finance	Claim	What's not billable under Day Treatment service?	The following items are not billable under the service: a. Transportation time (this is factored in the rate); b. any habilitation activities; c. child care; d. any social or recreational activities (or the supervision thereof); e. clinical and administrative supervision of staff (this is factored in the rate); or f. educational instruction https://files.nc.gov/ncdma/documents/files/8A_1.pdf
Utilization Management	SAR	If an agency forgot to submit a SAR for OPT, can the SAR be backdated?	Sandhills Center does not allow backdating for services. The SAR effective date will be the date of submission.
Utilization Management	SAR	The agency address changed, causing claims to be denied. Should I submit new SARs for the consumers?	The agency is responsible for submitting a new SAR reflecting the address change. The effective date for the SAR will be the effective date for the address change. You should check with your Credentialing Specialist for the address change effective date.

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Care Coordination	Referral	Can a provider refer a consumer for Care Coordination?	The consumer can be referred for Care Coordination by multiple sources including the consumer, provider, relative, guardian, school and etc. If you wish to make a referral please call the Call Center at 1-800-256-2452.
Customer Service	Other	What is an Interstate Compact Agreement?	The Interstate Compact is an agreement between two states to provide services for a consumer.
Customer Service	Other	How can consumers receive a handbook?	The consumer can receive a handbook by contacting Sandhills Center at 1-800-256-2452.
Customer Service	Other	Should every consumer receive a handbook?	The provider should give the member a handbook during admission. Sandhills Center will send the member a letter within fourteen (14) days of admission with instructions on how to obtain a handbook.
Network	Credentialing	How can I access the re-credentialing application for agencies?	You can access the form by clicking the link below http://www.sandhillscenter.org/providers/provider-regulations/provider-recredentialing/
Finance	Billing	How can I start the process to bill using a clearing house?	You can contact the Sandhills Center at ProviderHelpDesk@sandhillscenter.org or EDI@sandhillscenter.org to obtain the form.
Finance	Billing	If I am changing my clearing house, what should I do?	You can submit the EDI form to EDI@sandhillscenter.org to request the change or terminate service.
Finance	Other	How can I bill NC Health Choice claims?	The agency should contact Beacon Health Options at 1-800-753-3224.