

Provider Help Desk  
Questions and Answers for March 2019

Utilization Management	SAR	Can a SAR be transferred from one LME-MCO to another?	Sandhills Center is unable to access a SAR from another catchment area. You will have to submit a new SAR to provide service to the consumer.
Utilization Management	Other	Will unmanaged visits be transferred from one LME-MCO to another?	Sandhills Center does not track the number of unmanaged visits used in another catchment area.
Utilization Management	Other	The consumer used some unmanaged visits before moving to another catchment area. The consumer returned back to Sandhills Center catchment area. Will the unmanaged visits start over?	There are twenty-four (24) unmanaged visits annually (July-June). Sandhills Center cannot track the number of unmanaged visits already used. If in doubt, please submit a SAR for the service.
Utilization Management	Clinical Coverage	Will children need a referral prior to receiving services from a mental health provider?	As of 10/1/2015, the clinical coverage policy removed the requirement that children need a referral prior to services. Please use the link below as a reference.  <a href="https://files.nc.gov/ncdma/documents/files/8C_3.pdf">https://files.nc.gov/ncdma/documents/files/8C_3.pdf</a>
Customer Service	Other	As a provider, I have received calls from a parent moving to NC. They are requesting information on providers in the catchment area. How can the parent access the information?	The parent can contact the Sandhills Center Call Center at 800-256-2452. The parent will be assisted by the clinical staff with a provider in the catchment area.
Network	Other	What is the fax number for Provider Help Desk?	You can use 910-673-7015 to send faxes to the Provider Help Desk.

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Finance	Other	How can I obtain the 2019 check write schedule?	You can use the instructions below to access the check write schedule  SandhillsCenter.org>For Providers>Finance/Claims>2019 Check-Write Schedule
Finance	Other	How can I receive my 1099 tax forms?	You can email Cathy Frye at <a href="mailto:cathyf@sandhillscenter.org">cathyf@sandhillscenter.org</a> for tax forms
Finance	Other	How can I find MCO accepted taxonomies numbers?	You can use the instructions below to access the check write schedule  SandhillsCenter.org>For Providers>Finance/Claims>MCO Accepted Taxonomies
ME&E	Enrollment	Whom should I contact to check Medicaid eligibility for a member?	You can contact the Member Enrollment and Eligibility Specialist assigned for the agency. If you are not sure about the ME&E Specialist, please contact Provider Help Desk at 855-777-4652 or <a href="mailto:ProviderHelpDesk@sandhillscenter.org">ProviderHelpDesk@sandhillscenter.org</a>
ME&E	Enrollments	How can I be assigned to a ME&E Specialist?	You can contact the Provider Help Desk at 855-777-4652 to be transferred to ME&E.
Quality Management	Other	Should I submit a NC TOPPS for Supported Employment?	Yes, NCTOPPS should be submitted for every member receiving Supported Employment.  Contact <a href="mailto:BarbaraB@sandhillscenter.org">BarbaraB@sandhillscenter.org</a> for any questions.