

Provider Help Desk
Questions and Answers for May 2019

Customer Service	Other	How can I find more information about Medicaid transformation and the tailored and standard plans?	You can access the information by visiting the Division website: https://www.ncdhhs.gov/assistance/medicaid-transformation
Care Coordination	Other	Can a consumer on the Innovations waiting list receive state funded services?	Yes, the consumer can receive state services while on the waiting list for Innovations.
Network Operations	Access & Availability	What's the maximum timeframe a patient should be seen after arriving for appointment or walk-ins?	<ul style="list-style-type: none"> • Patients who have an appointment must be seen within one (1) hour of the appointment • Walk-ins must be seen within 2 hours of arrival or offered another appointment time. <p>For Medicaid Services see the Medicaid Provider Manual Section 3, Letter D, Item 3 Access & Availability Requirements,</p> <p>For State funded services see the IPRS Provider Manual Section 3 Letter D, Item 3 Access & Availability Requirements.</p>
Utilization Management	Other	Are providers required to submit a PCP with enhanced services?	Patients receiving enhanced services must have a PCP (with the exception of medication management only). A Comprehensive Crisis Prevention and Intervention Plan (CCP) is a required component of the PCP.
Utilization Management	Other	What services cannot be concurrently provided with Mobile Crisis Management?	Mobile Crisis Management cannot be provided concurrently with: <ul style="list-style-type: none"> • Assertive Community Treatment Team (ACTT) • Intensive In-Home (IIH) • Multi-systemic Therapy (MST) • Substance Abuse Medically Monitored Community Residential Treatment • Substance Abuse Non-Medical Community Residential Treatment • Detoxification Services • Inpatient Substance Abuse Treatment

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			<ul style="list-style-type: none"> • Inpatient Psychiatric Treatment (except on the same date of service) • Psychiatric Residential Treatment Facility (PRTF)-except for the day of admission
Quality Management	Other	How can I find more information about the Global CQI Committee?	Contact Mary Kidd at MaryK@sandhillscenter.org to join the committee
Member Enrollment & Eligibility	Enrollment & Client Update	If I made an error on the clinical portion of the enrollment, can ME&E update the correction?	Member Enrollment and Eligibility is not able to make changes to the clinical information on the enrollment or client update. If enrollment is open, the provider can send in an update to enrollment.
Customer Services	NCTOPPS	How can I access the LME number or CNDS number for NCTOPPS?	Contact Barbara Barnes at BarbaraB@sandhillscenter.org to access the information about NCTOPPS.
Customer Services	NCTOPPS	How can I receive technical assistance for NCTOPPS?	For Technical Assistance, contact the NC TOPPS Help Desk at 919-515-1310
Customer Services	NCTOPPS	What is the deadline for submitting the NC TOPPS initial interview?	<p>When entering an Initial Interview for a new consumer that is receiving NC TOPPS required services, the NC TOPPS guidelines state that the interview must be completed prior to the 3rd paid claim's date of service.</p> <p>Note: If update interviews are not completed in a timely manner, providers will be required to submit an Improvement Action Plan (formerly Plan of Correction-POC)</p>
Utilization Management	SAR & Authorization	During the transition to the standard plan, will providers be responsible for already approved authorizations?	Utilization Management is working on a plan to move the authorizations over to the standard plan by the November go live date.
Utilization Management	Other	What's the contact number for CM/UM Department?	You can call toll free at 800-241-1073 or e-Fax 336-389-6543