



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
January 15, 2010

PROVIDER HOT SHEET

- ⇒ **Balanced Scorecard Data** will now be collected on an Excel spreadsheet in Provider Connect. Data is required from agencies providing Community Support, Community Support Team, ACT, Psychosocial Rehab and Targeted Case Management. The spreadsheets contain the reporting form with instructions. The spreadsheets are currently accessible in the eCura Provider Connect download folder in a subfolder titled "Balanced Scorecard Data." Providers are to complete the spreadsheet and upload it to Provider Connect no later than the due date on the form, January 29, 2010. If there is no spreadsheet for your agency, no report is required for this reporting period. The previous Balanced Scorecard Data Collection form is no longer required.
- Questions regarding Balanced Scorecard Data should be directed to Evelyn Cross; evelyn.cross@mecklenburgcountync.gov, 704-432-3058.
 - Questions regarding Provider Connect should be directed to Bill Battaile; William.Battaile@MecklenburgCountyNC.gov, 704-432-0356.
- ⇒ **AMH Policy Updates** – The following policies and procedures have been updated and posted on the AMH website policy page:
<http://www.charmeck.org/Departments/Area+Mental+Health/For+Providers/Provider+Library/Policies.htm>
- [Confidentiality and Protection of Consumer Information](#)
 - [Request for Restriction of Use of PHI](#)
 - [Assessment of Adequacy of Provider Community](#)
- ⇒ **ADA Title I Training** – Tuesday, January 26, 2010, 1:00 pm – 4:00 pm, Disability Rights and Resources Conference Room, 5801 Executive Center Drive Suite 101 in Charlotte. No Charge but space is limited. To register, please call or email Megan Latta at 704-537-0550 or meganlatta@disability-rights.org. For more information, see flyer on page 7.

PROVIDER COUNCIL REMINDERS AND UPDATES

- ⇒ **Provider Council Minutes** for the Executive Board, General Membership and Committees are published and available on-line at the following website:
<http://www.charmeck.org/Departments/Area+Mental+Health/For+Providers/MPCouncil.htm>
- ⇒ **Provider Council Sub-Committees** – Four standing subcommittees have been formed by the Provider Council. If you are interested or want more information, please contact the committee chairs. All committee meetings are scheduled on the third Wednesday of each month and at the same location. Information re the four committees follows:
- **Training and Development Committee**
 - ◆ Trasha Black (Co-Chair), Genesis Project, tblack@genesisproject1.org, 704-596-0505

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- ♦ Angela R. Simmons (Co-Chair), The Right Choice MWM, 704-537-3650, arsrightchoice@therightchoicemwm.com.
> The next scheduled meeting is January 20, 2010 at 9:00 AM in the Carl Watkins Center Multipurpose room.
- **Provider Relations Sub-Committee**
 - ♦ Kira Wilson (Co-Chair), The Arc of NC, 704-568-0112, kwilson@arcnc.org
 - ♦ Tim R. Holland (Co-chair) Person Centered Partnerships, 704-319-7609, Tim.Holland@pcpartnerships.org
>The Provider Relations Committee will NOT meet in January 2010.
- **Provider Outreach Sub-Committee** – The Provider Outreach Committee is a new sub-committee, the general purpose of which is to establish mechanisms for the Provider Council to connect with new providers, to provide them basic resource information and to introduce them to the Provider Council.
 - ♦ Frankie Tack (Co-Chair), Anuvia Prevention and Recovery Center, Inc., 704-927-8789, frankie.tack@anuvia.org.
 - ♦ Miranda Little (Co-Chair), Family Preservation, Inc., 704-344- 0491, MLittle@fpscorp.com
>The next meeting will be on Wednesday, January 20, 2010 at 1:30 PM in the Multi-Purpose Room, Carlton Watkins Center.

IMPORTANT REMINDERS AND RESOURCES

- ⇒ 1/5/10 – NC Division of MH/DD/SAS Implementation Update # 66
[Implementation Update #66](#) | [IVC Application Form](#) | [Final NEA Letter](#)
 - **Application Process for IVC Designation**
 - **Use of the Introductory PCP**
 - **ValueOptions ProviderConnect Updates**
 - **Accreditation for Residential Service Providers**
 - **Revised NEA Letter**
 - **Medicaid Waiver Amendment Submission**
 - **CABHA Clarification**
 - **Clarification on Procedures for Reviewing PA Requests & Obtaining Additional Information**
 - **Limits for Medicaid CM Services**
- ⇒ **Elements of a Functional First Responder System** –The Mecklenburg County Consumer and Family Advisory Committee (CFAC) and LME consider the following elements to constitute a Functional First Responder System (FFRS):
 - Providers have a 911 prompt for medical crises on their voicemail systems.
 - Providers have a prompt that provides a phone or pager number for assistance with "urgent" or "crisis" needs that cannot wait until the next business day (this number should connect to a person and not another telephone number or voicemail.)
 - If crisis number contacts a pager, the message explains briefly what the caller will hear and how to respond.

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- If the caller does not reach a live person, the voicemail message gives the caller a wait time of no more than 15 minutes to expect a return call.
- If the caller does not reach a live person, the call is returned within 15 minutes.

All providers of enhanced Medicaid services who are required to serve as First Responders should ensure that these elements are included in the First Responder System. The LME and representatives from CFAC will periodically test providers through mock calls to assess compliance with these requirements.

⇒ **Revised IPRS Benefit Plans** have been posted on the AMH website. They are located on the manuals page under IPRS Benefit Plans
<http://www.charmeck.org/Departments/Area+Mental+Health/For+Providers/Provider+Library/Manuals.htm>

IPRS Benefit Plans

[Adult Substance Abuse Benefit Plan](#)

[Adult Mental Health Benefit Plan](#)

[Child Mental Health Benefit Plan](#)

[Developmental Disabilities Benefit Plan](#)

⇒ **NC National Core Indicators (NC NCI) Consumer Survey** – The Division of MH/DD/SAS contracts with the Center for Development and Learning (CDL) to conduct NC National Core Indicators (NC NCI) Consumer Survey each year. The purpose of this survey is to measure core indicators of performance of state and local developmental disabilities service systems. The core indicators can also provide information for many of the desired outcomes stated in the Home and Community Based Services (HCBS) Quality Framework. As part of this project, selected providers are being asked to do two things for the LME:

- Obtain the formal consent of consumers or guardians.
- Complete the Pre-Survey and Background Information forms.

The Pre-Survey, Background Information and consent forms for the NC National Core Indicators (NC NCI) Consumer Survey have already been mailed for the 2009-2010 survey. The providers selected to participate in this year's survey have already been notified and some of the information has been completed and returned. Thank you to the providers that have responded to this survey. For those providers who have received survey information and have not returned it to this LME please do your best to complete the number of surveys requested and return it to this LME. The final day for all materials to be returned to this LME is February 1, 2010. This LME is responsible for recruiting 40 participants to participate in this survey. Your role in this project is critical as the National Core Indicators data enable the state to identify performance and outcome areas used in improving system management. Thank you for all your hard work. Please direct any questions concerning this process to Catherine Torrence @ 704-432-4292.

Email: Catherine.Torrence@mecklenburgcountync.gov.

Submit survey materials to:

Catherine Torrence, QI Division,

Samuel Billing Center, 429 Billingsley Rd, Charlotte NC 28211

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⇒ **Reminder – The Provider Quarterly Incident Report** (DMH/DD/SAS form QM11) for the Second Quarter of SFY 09-10 (October, November and December) is due to the LME no later than Monday, January 11, 2010. This report is required for all Category A and B providers. Please submit reports to Nancy Cody via fax 704-336-7718 or email nancy.cody@mecklenburgcountync.gov.

⇒ **NC Division of Medical Assistance (Medicaid) Training Announcement** – Medicaid Recipient Appeal Process and Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Seminars planned. Trainings have been scheduled for the months of February and March 2010. Seminars are intended to address Medicaid recipient appeal process when a Medicaid service is denied, reduced or terminated. The seminar will also focus on an overview of EPDST – Medicaid for Children.

Seminars are scheduled for February and March 2010 in the following cities:

- Greensboro - February 16, 2010
- Fayetteville - February 18, 2010
- Greenville - February 23, 2010
- Raleigh - February 25, 2010
- Concord - March 2, 2010
- Asheville - March 3, 2010

Pre-registration is required. Due to limited seating, registration is limited to two staff members per office. Unregistered providers are welcome to attend if space is available. The seminars are scheduled to begin at 9:00 a.m. and end at 4:00 p.m. Lunch will not be provided at the seminars.

- [Register online](#)
- [Register by fax](#)
- Refer to the [January 2010 Medicaid bulletin](#) for directions and additional information

Providers may register by completing and submitting the [online registration form](#). Or, providers may register by fax using the [Medicaid Recipient Appeal Process and EPSDT Seminar Registration Form](#) (fax it to the number listed on the form). **Pre-registration is required.** Providers will receive a registration confirmation outlining the training material(s) each provider should bring to the seminar.

⇒ **MeckCARES Updates** – Effective January 8th, MeckCARES flex fund requests should be submitted to:

Charmaine Carter, SOC Flex Fund Coordinator
3500 Ellington Street – Charlotte, NC 28211
Office: (704) 432-0698 Fax: 704-432-4591
Charmaine.Carter@mecklenburgcountync.gov

The following MeckCARES documents have been revised and posted on-line.

- [MeckCARES Overview](#)
- [Case Consultation](#)
- [SOC Coaching Fact Sheet](#)

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- [Flexible Funding Request](#)
- [Flex Funding Factsheet](#)
- [Request for Enrollment in MeckCARES](#)
- [MeckCARES Enrollment and Consent Form](#)
- [MeckCARES Authorization to Release Information Form](#)

EDUCATION AND TRAINING OPPORTUNITIES

- ⇒ **Free: Presented by Duke University Child and Family Studies – Reactive Attachment Disorder (RAD 101).** Feb. 10, 2010, 10:00 a.m. – 4:00 p.m., James Sprunt Community College, Williams Building, Room 100, 133 Kenansville Drive, Kenansville, NC 29349. Experts will present to the eastern region a full day looking at the aspects of diagnosis and treatment. This has been a diagnosis subject to wide interpretation and misinterpretation. Over time, one interpretation lead to the death of a child subjected to "holding" therapy (once often referred to as a method for "treating" children diagnosed with RAD).
- ⇒ **Mecklenburg's PROMISE Recovery and Crisis Training Calendar.** Please feel free to print and post at your locations or pass it on to anyone you feel would benefit from our trainings. To register, go to www.meckpromise.com. If you have any questions or concerns, please feel free to contact us at (704) 525-4398, ext. 207. <http://www.meckpromise.com/node/43>
- ⇒ **The Mecklenburg County Provider Council Training and Development Sub-Committee** has developed a comprehensive Training Calendar designed to serve as a one-stop location to view training events occurring in Mecklenburg County that are supported or sponsored by the provider community, the LME, AHEC or other entities. The Training Calendar is complete and ready for the provider community to begin event submissions. Following is a link to view or submit training events: <http://www.meckpromise.com/node/75>
- ⇒ **The LME Monthly Training Calendar** is posted on-line at the following web-link: <http://www.charmeck.org/Departments/Area+Mental+Health/For+Providers/Provider+Resources/training.htm>
- ⇒ **TIP – Training in Innovation and Practice** –The NC Council of Community Programs and the Administrative Services Organization, a group of providers, continue to offer training to help providers adapt to changing circumstances. For a list of currently scheduled training events and to register, go to www.nc-council.org.

Upcoming TIP Training Events

- January 20, 2010—**Advanced Skills for Creating Plans and Writing Goals** - A training for Community Support Team Providers
- January 25 - 28, 2010 – **Excellence in Therapeutic Foster Care** - A train-the-trainer program for foster care agencies
- January 27, 2010 – **Documentation: Doing it Write** - A training for providers using the PIE format.
- January 28, 2010 – **Community Support Team** - A one-day session on appropriate ways to provide CS Team services.

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- February 15, 16, 2010 – **Intensive In-home Services** - Training on clinical and administrative structure for Intensive In-home Services.
- February 17, 2010 – **Being a Successful Provider in NC** - New, updated content taught by Dan Zorn, CEO, Families Together
- March 8, 9, 2010 – **Intensive In-home Services** - Training on clinical and administrative structure for Intensive In-home Services.
- *Newly developed.* February 25, 2010 – **Case Management for 2010** - Proven approaches for providing case management services that meet Medicaid requirements. Taught by Mary Thornton, National Consultant on Medicaid and Behavioral Healthcare.

WEB-RESOURCES

- ◆ **NC DIVISION OF MH/DD/SAS:** <http://www.ncdhhs.gov/mhddsas/>
- ◆ **MECKLENBURG AMH:** <http://mentalhealth.charmeck.org>
- ◆ **AMH BEST PRACTICES COMMITTEES AND SCHEDULE:**
<http://www.charmeck.org/Departments/Area+Mental+Health/For+Providers/BestPractice.htm>
- ◆ **HOT SHEET ARCHIVE:**
<http://www.charmeck.org/Departments/Area+Mental+Health/For+Providers/Provider+Resources/Provider+Hot+Sheets.htm>

Disability Rights & Resources

*Fighting for Justice * Advancing Independence*

ADA TITLE I TRAINING Tuesday, January 26, 2010

Topics:

- the significance of the date the bill was signed into law
- the five titles of the law
- the definition of disability
- who is (and is not) protected by this law
- *what entities must comply with these requirements*
- *what are “essential job functions”*
- *what are “accommodations”*
- *what is “reasonable”*
- *acceptable excuses for not providing access*
- *what to do if an employee develops or acquires a disability*
- what to do if the essential job functions change
- what can and can't be asked on applications
- what can and can't be asked during job interviews
- what about medical examinations and drug tests

Time: 1:00 pm – 4:00 pm

Location: DR&R (5801 Executive Center Drive Suite 101)
Conference Room

Cost: Free – but if you want a copy of the handouts, please call or send email to reserve a spot

704-537-0555

meganlatta@disability-rights.org

Keynote Speaker
Kathleen S. Jarboe, PMHCNS-BC



Choices in Recovery

At InnerVision Recovery Center

First United Methodist Church – Fellowship Hall
501 N. Tryon St, Charlotte NC 28202

Friday, January 22, 10:00am – 2:00pm

A FREE educational program – the first in a series – to help you understand mental illness and recovery. The day will include presentations by consumers who will share information about crisis management planning. A hot lunch will be served. And MUCH MORE!



This program is brought to you by the Mental Health Association (MHA) in collaboration with Mecklenburg's Promise, NAMI, DBSA, and InnerVision Recovery Center.

Space is limited and reservations are required.
For more information or for reservations contact:
Kathryn Falbo-Woodson at 704-365-3454 or
Email kfalbo-woodson@mhacentralcarolinas.org

