



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
May 7, 2010

PROVIDER HOT SHEET

⇒ **Implementation Update #72**

- New VO Numbers Effective June 1
- Records Management
- Day Treatment Service Update
- NC-IRIS Management
- 1915 (b)(c) Waiver Update
- TCM for Individuals with DD
- Processing CAP MR/DD Plans/CNRs by VO
- CABHA Verification Update

⇒ **May Medicaid Bulletin**

⇒ **Practice Guidelines** - The LME has updated our website with links to numerous nationally recognized Practice Guidelines. Over the coming months the LME will work with CFAC, Providers and other community stakeholders to update our consumer and family information packets for schizophrenia, attention deficit disorder and bipolar disorder. You can find relevant links under "Practice Guidelines" in both the Provider and Consumer sections of the AMH Public Web Page (left side of the Home page). All provider and practitioners are expected to provide services in accordance with evidence based practice guidelines.

⇒ **NC-TOPPS training will be held on May 19, 2010** from 9 – 11 AM at Watkins Center, 3500 Ellington Street in the Computer Lab. We have **12 spaces available**. If you or your staff need training, a refresher or have questions concerning NC-TOPPS Interviews, please e-mail LME-NCTOPPS@MecklenburgCountyNC.gov to confirm a space. Space is limited so please only send one or two representatives from your agency. Please remember to bring a light jacket or sweater when attending these sessions.

⇒ **Incident Response Improvement System (IRIS) Implementation** – Please see the attached information from the Division of Mental Health regarding the implementation of IRIS. Mecklenburg County will provide training to **no more than two staff from each provider agency** on the following dates: May 18th, May 20th, June 8th, 10th, 15th, and 17th.

Two 2-hour sessions will be offered on each of these days from 9:00-11:00 A.M. and 2:00-4:00 P.M. **Space is limited and REGISTRATION is REQUIRED.** To register, please email Nancy Cody at nancy.cody@mecklenburgcountync.gov. Include your agency name, the name of your attendees, your preferred date and time along with your second choice in the event that a class is full. You will receive confirmation by email. All sessions will be held in

*-To be a community that supports individuals and families who are fully
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the Cedar Room at the Carlton Watkins Center, 3500 Ellington Street, Charlotte, NC 28211.

⇒ **Request For Proposal release dates:**

- Jail Services Wellness Program RFP will be released on 5/14/10
- CMS Provider RFP will be released 6/4/10

More details regarding the information sessions and the RFP due dates will be announced later.

⇒ **Provider Expectations for Transition of CMC –Randolph Child and Adolescent**

Outpatient Consumers - In response to the elimination of Outpatient Services for child and adolescent consumers at CMC-R, the following expectations have been established. These apply for **any** provider who would like to offer outpatient services these consumers.

- Services must be provided by a fully licensed Mental Health professional.
- The provider must be able to respond to a referral within 48 hours and must be able to schedule two visits within 14 days and 4 visits within 45 days. If not, the provider will need to decline the referral.
- There must be a high level of service coordination; the therapist must continually assess the level of need and refer as appropriate.
- The provider must treat children in the context of their family and in the context of System of Care values and principles.
- The provider must ensure that medications are appropriately managed, discussed with the parents and guardians and coordinated with the physician. If the child's medications are being managed by CMC-R the provider must coordinate those services with the CMC-R Medication Clinic physicians.

The list of Medicaid and Non-Medicaid providers who have informed the LME that they have capacity to deliver outpatient therapy has been posted on the AMH website in the “Find A Provider” section, under the “Printable Lists of Providers” This list is updated as new information is received by the LME.

⇒ **The Mecklenburg Provider Performance Report (MPPR)** is a local four star measurement of the performance of child and adult mental health, developmental disability and substance abuse service providers based on specific quality indicators. It brings together pieces of information about each provider that have not previously been available in one place. For a full description, please click on the link below:

<http://www.charmeck.org/Departments/Area+Mental+Health/PPR.htm>

When are Provider Performance Reports (PPR) completed?

A Provider Performance Rating (PPR) will be completed on each provider agency as follows:

- After the Provider Monitoring Tool (PMT) has been completed.
 - The scheduling of the PMT monitoring will be based on the score your agency received from the Frequency and Extent Monitoring Tool (FEM).
 - Providers agencies will have the FEM completed after they receive a service contract or an endorsement with the LME. FEM reviews for newly Endorsed providers will occur after the 60 day review when the provider organization has begun accepting consumers and delivering services, i.e., post endorsement and enrollment.

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- Information gathered to complete the PMT, such as QA/QI information, Incident Reporting and Compliance will be used in completing the PPR; however, if additional information is needed, a written request will be sent via **certified mail** to the provider. The provider will have 15 business days from the date of the request to submit additional information via e-mail, US mail, or hand delivered to the LME. **Please note that reminders will not be issued.**
- The PPR will be initiated within 30 days following the completion of the PMT review, and completed within 90 days after the PMT review.

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** – Three standing subcommittees have been formed by the Provider Council. If you are interested or want more information, please contact the committee chairs. The three committees are:
 - **Training and Development Committee**
 - ♦ Trasha Black (Co-Chair), Genesis Project, tblack@genesisproject1.org, 704-596-0505
 - ♦ Angela R. Simmons (Co-Chair), The Right Choice MWM, 704-537-3650, arsrightchoice@therightchoicemwm.com.
> The next scheduled meeting is Wednesday, May 19, 2010 at 9:00 AM in the Carlton 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 meet on Wednesday, May 19, 2010 at 12:00 PM to 1:30 PM in the Carlton Watkins Center Multipurpose room.
 - **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, May 19, 2010 at 1:30 PM in the Carlton Watkins Center Multipurpose Room.

IMPORTANT REMINDERS AND RESOURCES

-To be a community that supports individuals and families who are fully empowered to lead healthy and independent lives.-

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⇒ **Save the Date: Friday, May 21, 2010, Marshall Park, 1:00 – 3:00 PM** – Rally to Support Individuals with Mental Illness, Developmental Disabilities and Substance Abuse needs. This is the 2nd annual rally and a Call to Action: We Need Your Help. Calling all service providers, public agencies, faith organizations, consumers, family members, advocates and general public to come and attend the Rally to:

- Help Raise Public Awareness
- Provide helpful Information/Literature
- Build Partnerships
- Reach out to the Community
- Support Individuals in Recovery

**A short walk will follow the Rally as a show of Unity*

Please see attached flyer for more information.

EDUCATION AND TRAINING OPPORTUNITIES

⇒ **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** 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. Following is a link to submit training events: <http://www.meckpromise.com/node/75>. To view training events, click on the following link: <http://www.meckpromise.com/mptc>

⇒ **The LME Monthly AMH Training Calendar** is posted on-line at the following 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.

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>

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- ♦ **HOT SHEET ARCHIVE:**

<http://www.charmeck.org/Departments/Area+Mental+Health/For+Providers/Provider+Resources/Provider+Hot+Sheets.htm>

NC-IRIS

Incident Response Improvement System

The new web based incident reporting system, NC-IRIS, will be implemented on May 1, 2010. NC-IRIS will be ready to receive and process incident reports on this date. The web site address for connecting to NC-IRIS is: <https://iris.dhhs.state.nc.us>. This site will not be available for use before May 1, 2010.

Providers who have been trained to use NC-IRIS are required to begin submitting incident reports through NC-IRIS on May 1, 2010. Providers who have not been trained to use NC-IRIS are requested to contact their LME for training so that they can begin using the new incident reporting system as soon as possible.

Effective July 1, 2010, all MH/DD/SAS providers who are required to participate in the DHHS incident reporting system shall be required to use NC-IRIS. Providers should contact their LME if they have questions about this new system.

Due to the many functions built into NC-IRIS, the system is very sophisticated; errors may occur during the start-up phase. All providers are asked to report to their LME any errors that occur and any problems they encounter.

The providers who submit incident reports through IRIS are not required to submit paper copies. They are expected to submit their incident reports through IRIS only.

Providers who do not begin submitting incident reports through NC-IRIS on May 1, 2010 are to continue submitting paper copies of Level II reports to their LME and continue submitting Level III reports to their LME and the DMH/DD/SAS QM office (fax number 919-508-0986). Providers are to also continue to submit the paper incident reports to other entities as needed (the DHSR Health Care Personnel Registry and the DHSR Complaint Intake Unit, etc.). These providers are to use the newly revised paper reporting form, Form QM02, Effective October, 2004, Revised 04/27/2010. This form may be found at <http://www.ncdhhs.gov/mhddsas/statspublications/manualsforms/index.htm> under INCIDENTS.

NOTE: Effective July 1, 2010, the use of *DHHS Incident and Death Report*, form QM02 will be discontinued.



“BE THE BRIDGE”

RALLY

*To support individuals with Mental
Health, Developmental Disabilities
& Substance Abuse needs*

Sponsored by the Provider Council of Mecklenburg

**Friday, May 21st, 2010
Marshall Park (800 E. Third Street)
downtown Charlotte
1:00 - 3:00pm**

Call to Action: We Need Your Help

Calling all service providers, public agencies, faith organizations, consumers, family members, advocates and general public to come and attend the Rally to:

- **Help Raise Public Awareness**
- **Provide helpful Information/Literature**
- **Build Partnerships**
- **Reach out to the Community**
- **Support Individuals in Recovery**

**A short walk will follow the Rally as a show of Unity*

For Additional Information Please Contact:

Tim Holland: Phone: 704-319-7609
Ellis Fields: Phone: 704-365-3454
or email us at bethebridgemeck@yahoo.com

**Come and Join Us as We
Build Bridges to Community Resources**

Visit us on line at bethebridgemeck.org