



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
August 6, 2010

PROVIDER HOT SHEET

⇒ **Implementation Update #77**

- TCM for IDD
 - Update on MH/SA TCM
 - CABHA Monitoring
 - CABHA Enrollment Workshop
 - PA for Medicaid Funded Services in Durham & Eastpointe LMEs
 - AMHC Authorization Changes to ECBH
 - Update on New PA guidelines for Outpatient
 - NC START Annual Report
 - Income and Family Size Information
 - MOA Update
 - NEA Letter Update
- Attachment 1** TCM | **Attachment 2** CABHA | **Attachment 3** Define Family Income | **Attachment 4** Notification of Endorsement

Employee Reference Checks This a reminder that providers are required to conduct reference checks on all employees **prior** to hire. Reference checks should consist of verifying the employee's experience to determine if it meets the requirements of the position. Providers should have documentation of the reference checks readily available during monitoring reviews and audits. One example of documentation **could** consist of notes that experience was verified through a phone call to a former employer or supervisor. It is strongly recommended that providers use the following resources prior to hiring an employee to help determine if staff have the appropriate qualifications and experience to support the individuals they will serve: North Carolina Administrative Code 10A NCAC 27G .0101, .0202 through .0204, http://www.ncdhhs.gov/mhddsas/statspublications/manualsforms/aps/apsm30-1_8-09.pdf Implementation Update #37, <http://www.ncdhhs.gov/mhddsas/servicedefinitions/servdefupdates/dmadmh12-3-07update37.pdf>

CABHA Enrollment/Authorization/Billing Seminars Enrollment/Authorization/Billing seminars for CABHAs are scheduled for August 2010 at the sites listed below. Information presented at the seminars is applicable to all providers who have been certified as a CABHA or are in the process of certification. Materials will be provided at the training though you are encouraged to review Implementation Updates #73,#75, #76, and #77 in preparation.

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.

Providers may register for the seminars by completing and submitting the online registration form (<http://www.ncdhhs.gov/dma/provider/seminars.htm>) or providers may register by fax using the form attached (fax it to the number listed on the form). Please indicate the session you plan to attend on the registration form. Sessions will begin at 9:00 a.m. and end at 12:00 noon. Providers are encouraged to arrive by 8:45 a.m. to complete registration. Lunch will not be provided at the seminars. **Because meeting room temperatures vary, dressing in layers is strongly advised.**

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Date	Location
August 17, 2010	Eastern Region Southeastern Regional LME 450 Country Club Road Lumberton NC 28360
August 24, 2010	Western Region Pathways LME 901 South New Hope Road Gastonia NC 28054
August 31, 2010	Central Region Wake Commons Conference Room 100A 4011 Carya Drive Raleigh NC 27610

In addition, on-site provider visits will be provided by HP Enterprise Services upon request.

Medicaid enrollment questions may be directed to CSC at 1-866-844-1113.

Introductory Training in Motivational Interviewing (MI) The Behavioral Healthcare Institute (BHI), at the UNC Chapel Hill School of Social Work, is currently offering introductory training in Motivational Interviewing (MI).

Below you will find the Web address for BHI. Please click under "Face-to-Face Trainings" and then click through to view the listings by date of all of the trainings currently offered. Registration is done online from these links by the registrants individually. Please check back at the BHI site from time to time as new seats and trainings may be added.

If you have any technical problems or questions, please e-mail James Coley, Registrar at jc@unc.edu or call at 919-843-3018. <http://www.behavioralhealthcareinstitute.org>

⇒ **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):

- The provider has a 911 prompt for medical crisis on their voicemail system.
- The provider has 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.
- 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 that are required to serve as First Responders should ensure that these elements are included in their First Responder System. The LME and representatives from CFAC will periodically test providers through Mock Calls to measure compliance with these requirements.

⇒ **Limited English Proficiency (LEP) Survey** Please take a moment to fill out the annual LEP survey. This will help us identify which agencies and providers have the capacity to offer services in languages other than English. Information from this survey will help MeckLINK facilitate referrals of individuals and families whose

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primary language is not English to providers that can effectively communicate with them. **The deadline is August, 13th.**

<http://checkbox.co.mecklenburg.nc.us/Survey.aspx?s=280c8db3a3dd48d1be07c19dbeb7232a&u=537dce7f-4c45-45ed-8cb1-beff5a28d886&TestMode=true&ForceNew=true>

⇒ **MeckCARES Enrollment Request** - To ensure a streamlined application process into MeckCARES the Request for Application has been updated with additional fields and a type-in format (REVISED 7/21/2010 OFM). It is now accompanied by a cover letter providing instructions and answers to some frequently asked questions about consumer eligibility criteria, provider eligibility criteria and an overview of the process for enrollment. Effective immediately providers will be required to use the new forms to submit their requests. These forms can also be accessed on the AMH website at <http://charmeck.org/mecklenburg/county/AreaMentalHealth/ForProviders/Pages/ProviderDocuments.aspx>. under Category: MeckCARES. Please submit enrollment forms to Francesca Morgan, Enrollment Coordinator @ Fax# 704-280-8806.

⇒ **Please note: in lieu of this quarter's Provider InfoShare, the LME is hosting a special event on Wednesday, August 18, 2010 from 9:00 to noon in the Friendship Hall at Covenant Presbyterian Church, 1000 E. Morehead Street in Charlotte.**

Attendance will be **limited to agency Directors**; it is important that an Executive Director, Chief Financial Officer or an individual in a leadership role represent their agency at this event.

The Mecklenburg LME is pleased to announce that John F. Talbot, Ph.D. of Open Minds will be the featured speaker on August 18th. He will be presenting information on 1915 (b) and (c) Medicaid Waivers and what this means for providers as they prepare to operate within a waiver environment. This information session will focus on understanding waivers and their implications for service delivery, administrative infrastructure required to operate in a waiver environment, and developing a strategy to prepare for operating in a waiver environment, including projected financial impact, service system restructuring needs and administrative support requirements.

Dr. Talbot has over 30 years experience in all aspects of health care, including senior management, consultation, education, and direct clinical work. Dr. Talbot has provided consultation, training and operational assistance to behavioral health providers, nonprofit organizations, and managed care organizations across the country. Areas of focus for consultation and training include strategic planning, the development of successful strategic alliances, board development, organizational reengineering, operations management, management and leadership development, and change management.

⇒ **Incident Response Improvement System (IRIS) Updates:** IRIS was implemented on July 1st, 2010. We appreciate your continued patience and suggestions as adjustments are made to the system. Please note that from time to time, IRIS will be down for maintenance and upgrades. Providers are encouraged to file paper incident reports during that time in order to comply with reporting requirements. However, ***please be aware that incidents submitted via the paper QM-02 Form, will need to be entered into IRIS as soon as the system is back online.***

⇒ **Revised LME Consumer and Discharge Form 7/9/10** A revised LME Admission and Discharge form has been posted on the division website:
<http://www.dhhs.state.nc.us/mhddsas/statspublications/manualsforms/index.htm#lmeforms>

There are two new items: 25a which asks the number of self help groups attend during the 30 days prior to admission and 42a which asks about self-help attendance during the 30 days prior to discharge. Please discard previous versions of the form and begin using the 7/9/10 version.

⇒ **Privacy, Security, HIPAA, Identify Theft**

As providers of health care services, you are required to comply with the HIPAA privacy and security rules, and the NC rules about privacy and confidentiality. If you provide Substance Abuse treatment, federal substance abuse privacy rules apply. If you are doing business in North Carolina you are likely covered

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under the NC Identity Theft Laws as well. Please be aware that these privacy and security rules address the disposition and destruction of protected personal information. If your agency determines that records can be destroyed, the destruction of paper records should be done by shredding, burning, pulping, or pulverizing the records so that Protected Health Information (PHI) is rendered essentially unreadable, indecipherable, and otherwise cannot be reconstructed. For PHI on electronic media, clearing (using software or hardware products to overwrite media with non-sensitive data), purging (degaussing or exposing the media to a strong magnetic field in order to disrupt the recorded magnetic domains), or destroying the media (disintegration, pulverization, melting, incinerating, or shredding) should be completed. There are many publications to help inform your organization's policies and practices.

<http://www.hhs.gov/ocr/privacy/hipaa/enforcement/examples/disposalfaq.pdf>

http://www.idtheftcenter.org/artman2/publish/states/North_Carolina.shtml

<http://www.hhs.gov/ocr/privacy/hipaa/administrative/securityrule/index.html>

⇒ **Implementation Update #76**

- Reporting provider Fraud and Abuse
- Changes to Administrative Requirements
- CAP-MR/DD Clinical Policy/Manuals & Technical Amendment Number One
- Direct Billing for I/DD TCM Providers
- Update on New PA Guidelines for Outpatient
- CABHA Transition Updates
- CABHA Review Process
- Medicaid Enrollment for CABHA Applicants
- Incident Response and Improvement System
- Community Support Team Providers

[Attachment 1](#) | [Attachment 2](#)

Priority Processing of Medicaid Enrollment for CABHA Applicants

CABHA applicant agencies that are endorsed for the services that make up their continuum but have not had a response to their application(s) for enrollment for one or both of their continuum services, or for core services, **must contact CVS EVC Call Center at 866-844-1113 or email NCMedicaid@csc.com**. Priority will be given to issue provider enrollment numbers so that the agency can continue through the CABHA certification process.

Change in Community Support Team Enrollment Numbers Effective July 1, 2010

As you were informed in Implementation Updates #63 and #65 and Medicaid Bulletins November and December 2009, DMA is engaged in the re-verification of Notifications of Endorsement Actions (NEA) letters for Community Intervention Services and specifically for providers of Community Support Team (CST). CST providers were required to submit the verification packet with appropriate credentials including all current NEAs to qualify for continued enrollment as a provider of CST services. Further verification has also occurred through the endorsing LMEs. This process is now complete and new provider enrollment numbers have been issued for CST using your core number with a **V suffix** to provide a unique provider number for CST (H2015 HT) separate from other Community Support services (H0036 HA, HB and HQ) beginning July 1, 2010. With this separation, all new service authorization requests submitted to ValueOptions on July 1st and thereafter must include the V suffix. **PLEASE NOTE: If you have already submitted authorization requests for CST on or after July 1 using your number with the B Suffix, please know that ValueOptions has been instructed to transfer automatically any approved requests received from July 1 through July 31 to your number with the V suffix.** This will offer a limited 30 day time period to ensure providers are informed of these changes. After July 31, 2010, service requests for CST services will be returned as Unable to Process if the provider number retains the B suffix rather than the V suffix. **Service authorizations approved prior to July 1, 2010, under the B suffix will be honored until these authorizations expire.**

Please be attentive to which suffix you use for billing of claims to HP Enterprise Services. Please note: You must use the NPI associated with the Medicaid provider number that matches the CST authorization for proper adjudication of claims.

⇒ **Reminder: Required Out of County Placement Notification for Child and Adolescent Consumers**

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Per North Carolina Administrative Rule 10A NCAC 27G .0506 a Notification of Out of County Placement form must be completed by the clinical home and sent to the LME prior to placing a Child or Adolescent consumer out of county. **This only applies to mental health, substance abuse or developmental disability placement that is funded by Medicaid, State or County funds.** The Notification of Out of County Placement form is attached along with an "Example" for providers to use as a guide when completing the form. These forms can also be accessed on the AMH website at <http://charmeck.org/mecklenburg/county/AreaMentalHealth/ForProviders/Pages/ProviderDocuments.aspx> under Category: Authorization and Utilization Management.

Completed forms should be faxed to: **Angie Jackson, Provider Relations Manager, Fax (704) 336-5661**

- ⇒ **CAP-MR/DD 2008 Waiver Manuals** are now available online.
- Comprehensive Waiver Manual:
<http://www.ncdhs.gov/mhddsas/cap-mrdd/update/cap-compmanual7-10.pdf>
 - Supports Waiver Manual:
<http://www.ncdhs.gov/mhddsas/cap-mrdd/update/cap-supportsmanual7-10.pdf>
- ⇒ **RecoveryNC Festival 2010 Celebrates Recovery from Drug and Alcohol Addiction** on August 21, 2010 in Greensboro, NC at the Multicultural Center. There will be two buses funded by SAMSHA to transport 114 individuals wanting to attend, but lacking transportation. Please contact Tracy Klucina at 704-591-2026 or email Tracy.Klucina@MecklenburgCountyNC.gov for more details. Please see attached memo and flyer for additional information.

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://charmeck.org/MECKLENBURG/COUNTY/AREAMENTALHEALTH/FORPROVIDERS/Pages/MPCouncil.aspx>
- ⇒ **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 x1105, angela@trcmwm.com.
> The next scheduled meeting is **Wednesday, September 15, 2010 at 9 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, September 15, 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, Miittle@fpsc corp.com
>The next meeting will be on **Wednesday, September 15, 2010 at 1:30 PM** in the Carlton Watkins Center Multipurpose Room.

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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://charmeck.org/mecklenburg/county/AreaMentalHealth/ForProviders/Pages/ProviderTraining.aspx>
 - ⇒ **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.
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WEB RESOURCES

- ◆ **NC DIVISION OF MH/DD/SAS:** <http://www.ncdhhs.gov/mhddsas/>
 - ◆ **MECKLENBURG AMH:** <http://mecklink.charmeck.org>
 - ◆ **AMH BEST PRACTICES COMMITTEES AND SCHEDULE:** <http://charmeck.org/mecklenburg/county/AreaMentalHealth/ForProviders/Pages/BestPracticeTeams.aspx>
 - ◆ **HOT SHEET ARCHIVE:** <http://charmeck.org/MECKLENBURG/COUNTY/AREAMENTALHEALTH/FORPROVIDERS/Pages/HotSheets.aspx>
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Mecklenburg Provider Council



Cognitive Behavioral Therapy Training

Facilitator: Dr. Susan Furr, Ph.D.

DATES:

SESSION I: August 11 - 13: 9 a.m. - 4 p.m. 24 hours* Cost:\$65.00** Registration begins at 8:30 am
--LOCATION: Holiday Inn University, 8520 University Executive Park Dr., Charlotte, NC 28262, (704) 547-0999

SESSION II: August 16, 23, 30: 9 a.m. - 4 p.m. 24 hours* Cost: \$65.00.**Registration begins at 8:30 am
--LOCATION: Holiday Inn University, 8520 University Executive Park Dr., Charlotte, NC 28262, (704) 547-0999

REGISTRATION: Register online: www.genesisproject1.org (Registration fees will be payable via Paypal)

*Total training hours: 24 hours including class time and additional reading and assignments.

**Plus \$10 fee for CEU's.



Dr. Susan Furr is a licensed psychologist who received her PhD from the University of North Carolina at Chapel Hill. She has worked as a school counseling, a psychologist at a university counseling center, and currently is a Professor in the Department of Counseling at the University of North Carolina at Charlotte. She has published on topics such as college student suicide, grief and loss counseling, career counseling, and development of counseling students. A major focus of her training has been in the area of cognitive therapy.

Dr. Susan Furr, Ph.D.

For more information on this Cognitive Behavioral Training, please contact, Dr. Trasha Black, PhD, LPC, NCC, Clinical Director at Genesis Project 1, Inc. (704.596.0505) [tblack@genesisproject1.org]

**Added Dates for
Motivational
Interviewing
Training!**

**Motivational Interviewing Training
Facilitator: Brett Engle, PhD, LCSW**

SESSION 5: Aug. 23 & 24: (9 am - 4 pm) - 13 hours

SESSION 6: Aug. 25 & 26: (9 am - 4 pm) - 13 hours

LOCATION: Carlton Watkins Center, 3500 Ellington Street, Charlotte, NC 28211-1102
(704) 336-7100

Cost: \$57.00. Registration begins at 8:30 am

REGISTRATION:

Register online: www.genesisproject1.org (Registration fees will be payable via Paypal)
Training is limited to 75 persons per session. The training fee is nonrefundable and cannot be applied to a future training. Register early, space is limited.



*Brett Engle, PhD, LCSW
Assistant Professor
Barry University*

Brett Engle joined the Barry faculty in the fall of 2007. He received his PhD in social welfare from Florida International University, where he conducted a National Institute of Health sponsored study on adolescent substance abuse group treatment. This study examined relationships among group leader empathy, group member commitment language, peer responses to commitment language and substance use outcomes. Dr. Engle's research interests include adolescent health risk behaviors, the group modality, process research utilizing discourse analysis, and the motivational interviewing and social learning theory based constructs of commitment language and other change talk and deviancy training. He is a member of the Motivational Interviewing Network of Trainers and is actively involved with the Association for the Advancement of Social Work with Groups.

Dr. Engle takes an inquiry and Socratic approach to teaching in the classroom. He teaches practice courses and emphasizes the integration of research and practice and evidence-based practice.

Dr. Engle is originally from Oregon. He received his BS in Psychology and MSW from Boise State University. He has field experience providing housing, substance abuse, mental health, and home health care services for a range of client populations. He is also a Licensed Clinical Social Worker in the state of Florida.

**For more information on this Motivational Interviewing Training, please contact,
Dr. Trasha Black, PhD, LPC, NCC, Clinical Director at Genesis Project 1, Inc. (704.596.0505)
[tblack@genesisproject1.org]**



For Immediate Release – April 22, 2010

Contact Information: Donna M. Cotter, RecoveryNC Director

Telephone: 919/802/7972

E-mail: donna.cotter@recoverync.org

Web site: recoverync.org

RecoveryNC Festival 2010 Celebrates Recovery from Drug and Alcohol Addiction

More than 500,000 adults and over 50,000 adolescents need but do not receive treatment for an addiction in our state every year. RecoveryNC will hold its first annual Festival on August 21, at the Cultural Center/Festival Park in downtown Greensboro, NC... because everyone knows someone struggling with a drug and/or alcohol problem.

Every dollar dedicated to the treatment of persons with addictions is returned sevenfold to communities in the form of a reduction in criminal activity, highway injuries and death, healthcare and social welfare costs, etc.

We have all been exposed to the negative effects of addiction in the media, on the streets of our home towns and through personal experience. However, it is much more difficult to see the success stories. Shame and stigma have had an extremely detrimental effect on people with addiction as well as those who have achieved stable long-term recovery.

“This is precisely why we are holding Festival 2010. We want persons in recovery to be proud to celebrate their accomplishments. We want the local community to see the faces of recovery demonstrating their talents as musicians, vocalists, artisans, etc., in an open and accepting atmosphere of success over a disease that affects hundreds of thousands of families in our state,” said Donna Cotter, RecoveryNC Director.

There will be something for the whole family! Free admission! Free live music! Free information! Free parking! Delicious food and drink for sale!

About RecoveryNC

Initiated in September of 2008, RecoveryNC is a vehicle through which persons in recovery from addiction to drugs and alcohol, along with their families, friends, and advocates, can speak out for access to the services they need to maintain long-term stable recovery. Additionally, RecoveryNC diminishes the stigma attached to addiction by demonstrating the value recovering people bring to their communities, provides an advocacy platform for those interested in influencing health policy, and creates a virtual community for recovering people, their families, friends and supporters, where hope and help can be shared.

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SHARE YOUR JOURNEY • ENCOURAGE A LOVED ONE • LEND YOUR SUPPORT

RECOVERYNC FESTIVAL 2010

AUGUST 21 • GREENSBORO, NC

GREENSBORO CULTURAL CENTER AND FESTIVAL PARK
200 NORTH DAVIE STREET • DOWNTOWN GREENSBORO, NC
PRAYER BREAKFAST 10:00 AM • FESTIVAL 11:00 AM - 5:00 PM

You are invited to RecoveryNC's first annual statewide Festival to celebrate North Carolinians in recovery from addiction to drugs and alcohol. Show your support...because we all know someone struggling with a drug or alcohol problem.

This is your chance to hear firsthand about recovery from a disease that causes tremendous suffering to hundreds of thousands of North Carolina families!

Come and Listen! Come and Learn! Come and Participate!
Come and Celebrate!



FREE ADMISSION • LIVE MUSIC
ARTS & CRAFTS VENDORS • FOOD VENDORS
FREE PARKING • FUN FOR ALL AGES

VISIT US @ WWW.RECOVERYNC.ORG