

Mecklenburg Area MH/DD/SA Services

PROVIDER HOT SHEET

October 1, 2010

⇒ **Please Note:** Since the North Carolina Providers Council's Annual Conference is scheduled for October 5-7, there will be **no InfoShare meeting on October 6**. The next Provider InfoShare is scheduled for **Wednesday, November 3, 2010, 9:00 – 11:00 in the Fellowship Hall at Covenant Presbyterian Church**, 1000 E. Morehead Street in Charlotte. The program begins promptly at 9:00 AM and doors close at 9:15 AM. All contract and MOA providers are required to attend.

⇒ [Implementation Update #79](#)

- CABHAs Providing MH/SA TCM
- CABHA Enrollment Seminars Sept./Oct
- FAQ for CABHA Enrollment
- Provider Contractual and Legal Responsibility for Safeguarding Records
- CABHA Transition Benchmarks
- CST, IIH, DT, CS Re-endorsement
- Endorsement Applications for CST, IIH, or DT
- CABHA Attestation Letters Update

[Attachment 1](#) Medicaid /State-funded Consumer Discharge/Transition Plan| [Attachment 2](#) NC Health Choice Discharge/Transition Plan | [Attachment 3](#) Transition Worksheet | [Attachment 4](#) Letter to Providers
CABHA Benchmarks and Transition Planning

Providers of CST, IIH, and Day Treatment that are not currently certified as a CABHA, please see pages 4 through 6 in Implementation Update #79 dated September 29, 2010 on the Division of Mental Health's website. The LME will contact effected providers in writing this week to request transition plans according to guidance from Implementation Update #79.

⇒ **Clarification Regarding Community Support Team and Outpatient Therapy**

The LME has received several questions from providers seeking clarification about whether Outpatient Therapy could be provided during the same authorization period as Community Support Team (CST). We have received clarification from the State that the intent of the staffing changes for CST effective July 1, 2010 was to allow Outpatient Therapy to be a part of the functions that the CST Licensed Team Lead can provide as clinically indicated for consumers receiving this service. As a result, consumers authorized for CST should not have a separate Outpatient Therapist. While the CST definition does not indicate Outpatient Therapy as an exclusion or limitation, it is not best practice for an individual to have two (2) individual therapist at the same time as that potentially would lead to a fragmentation of services.

⇒ **Required ProviderConnect training for staff submitting service authorization requests to the LME**

Mecklenburg County AMH will implement an upgrade for its Information System on Saturday, October 9th. The upgrade will affect how service authorizations are requested through the ProviderConnect web interface.

Please plan for any staff submitting service authorization requests to the LME to attend one of the below required training sessions:

- Tuesday, October 5th from 1pm to 4pm
- Wednesday, October 6th from 1pm to 4pm

The training will be held at the Carlton Watkins Center at 3500 Ellington Street in the Training Lab.

Providers can register by emailing amhtrain@mecklenburgcountync.gov with the subject line '**ProviderConnect Training**'.

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⇒ **Attention Providers who submit 837's**

The LME's claims processing software will soon check for an 837 inconsistency which has not been checked for in the past. This will cause some claims to be rejected during the processing of an 837. Please forward this information to the appropriate billing or software contacts in your organization. The inconsistency is an 837 which contains a SV107 segment but does not include a corresponding HI*BK segment.

The new ECP exception reason will be worded as follows "Invalid Diagnosis Code Pointers (837 SV107 segment with no corresponding HI*BK segment)".

To avoid having claims be rejected for the above reason please be sure that your 837s always have both the HI*BK and SV107 segment included.

Checking the 837 inconsistency will begin when we upgrade our software package which is scheduled for 10/9/2010.

⇒ **Income, Family Size and National Health Care Reform:**

Please review Implementation Update 77 and the attachments. DMH is asking us to report updated information on each consumer served for the month of October. IU 77 gives definition to family size and income. When providers serve IPRS consumers from October 1 to October 31, 2010, providers should ask family size and income. Providers should fax this information to the LME MeckLink (704-319-9114). As the LME reviews claims for services in October, we will confirm that family size and income were recently updated. If necessary, we will contact providers individually to gather the updated data.

⇒ **ONLINE SYSTEM OF CARE TRAINING:** The MeckCARES Training Institute is one of only three sites in North Carolina authorized to provide comprehensive system of care training. And now, the MeckCARES Training Institute is pleased to offer a full range of high-quality **online** courses that meet state service definitions and requirements and will empower you to improve outcomes for youth and families.

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⇒ **Attention: All Providers Who Use 837's and 835's - Please Consult Your Software Vendors**

ANSI 5010

- **The LME and the Mecklenburg County IST Department *do not* provide technical assistance for this upgrade, so providers must contact their HIPAA transaction set vendors.**
- Providers who utilize HIPAA transaction sets such as the 837-outbound claim file, the 835-inbound remittance advice, etc. may already know that these transaction sets will be upgraded from version 4010 to version 5010 effective January 2012.
- This is a requirement at the federal level of all providers, health plans, and other entities that use such sets. Nine transaction sets in all are affected. This affects all billing for all funding streams, not just claims sent to the LME.
- With just over one year before compliance is required it is already time to make plans as it is complicated to configure, test and utilize these sets.
- Providers can start by contacting the companies from whom they have purchased their HIPAA transaction set software.
- Those companies should be well under way in their projects to upgrade their software and this may include changes in how providers record information in their own systems first.
- The LME will be contacting providers by January of 2011 to assess their plans and progress as to this important upgrade. The LME will also include providers in testing protocols by Fall 2010.

ICD-10

- The ICD-9 diagnosis code set will be replaced by ICD-10 by October 2013.
- The upgrade to ANSI 5010 is a prerequisite to the ICD-10 upgrade.
- ICD-10 has been implemented for several years outside the United States.
- Like the ANSI 5010 implementation, this affects all healthcare transactions for all providers, health plans, billing warehouses, etc.
- ICD-9 is over 30 years old and will run out of possible codes within the next couple of years.
- ICD-10 will expand the number of digits for codes for more specificity.

⇒ **Reminder – The Provider Quarterly Incident Report – CHANGE IN SUBMISSION INFORMATION:** (DMH/DD/SAS form QM11) for the First Quarter of SFY 10-11 (July, Aug, Sept) is due to the LME no later than October 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.

Important Incident Response Improvement System (IRIS) Updates (*please forward to all IRIS users*):

- The consumer's Home LME will now be able to view incident reports submitted to the Host LME. Providers will no longer need to fax IRIS reports to the consumer's Home LME.
- The date function in IRIS is now working. Feel free to use calendars or to type dates in manually.
- The "Last Appointment" tab should now be working.
- Supervisors must check the attestation button or the report will not submit. This may generate a lost report or an error message.
- The "Incident Submission" tab will not appear unless all required fields are completed.
- If you get an error message, logout of the IRIS program before trying again.
- IRIS provides the LME with a list of incident reports that were initiated in the IRIS system but were not submitted. The LME is not able to view these partial reports. One email will be sent to the supervisor listed on the report to make the agency aware of an unsubmitted report. Providers may respond back through email or by contacting Linda Margerum at 704-336-7187. If there is no response within 1 week, the unsubmitted report will be removed from the system. ***Providers will still be responsible for submitting the incident within the 72 hour timeframe, as required by rule.***

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For more information about entering incidents into IRIS, please refer to your *IRIS Technical Manual* (available on the Division of MH/DD/SAS website).

Additional IRIS Training Offered:

• **IRIS Training for New Users** is available for those who have not attended any previous IRIS training. The next session will be on **Nov 9th from 9:00-11:00 AM**. The October training is full and those not registered will not be allowed to participate due the room capacity.

• **IRIS Troubleshooting for All Users** will provide hands-on assistance to new users as well as those seeking additional experience with IRIS. An open session will be held from 11:00-12:00 PM in the Computer Lab at the Watkins Center following the New User session (*listed above*).

To register, please email Nancy Cody at nancy.cody@mecklenburgcountync.gov. Include the participant's name, the agency's name, and the session date. You will receive confirmation by email. The training will be held at the Carlton Watkins Center, 3500 Ellington Street, Charlotte, NC 28211. The New User session will be located in the Cedar Room and the Troubleshooting session will be located in the Computer Lab.

Space is limited and REGISTRATION is REQUIRED. Please do not send unregistered staff to the training. Limit 2 staff per agency. Thank you.

⇒ **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 your First Responder System. The LME and representatives from CFAC will periodically test providers through Mock Calls to ensure compliance with these requirements.

⇒ **Mark your calendars: Please join us for the System of Care Open House!** This is an opportunity for providers, families, partners and community members to connect, ask questions, learn more about our System of Care, and gain valuable one-on-one time with a variety of MeckCARES representatives. Please note that the time for the event has changed to 4:00-6:00 pm to encourage more youth, families, and community members to attend.

⇒ **NC PROVIDERS COUNCIL ANNUAL CONFERENCE**

To CABHA Certified Providers and representatives : Please take the opportunity to attend the NC Providers Council Annual conference on October 5 – 7. The conference program will include relevant information for all providers and will host Department representatives who will address concerns and provide guidance as we move forward in the MH/DD/SA service system.

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The conference will offer a unique opportunity for providers who are either CABHA certified or in process, to participate in the dialogue with Department leaders speaking at our conference sessions. **At our Annual Conference, we will host a MH/SA CABHA forum on Tuesday, October 5** and we will discuss issues we hope that Department representatives will address at our two CABHA implementation sessions the next day. Although we hope that you plan to attend the conference, this meeting will not require you to be registered for the conference as we plan to invite all CABHAS as well as the LME CABHA Liaisons.

This forum will give you the opportunity to gain information from other providers and give your input into those questions and concerns that are most critical to have addressed by the Department.

On Wednesday October 6, for those who are registered for the conference we will hold a Clinical Director forum and a QM/Training Director forum as a tool to provide CABHA's with peer support and an opportunity to collectively gather input into successful CABHA implementation recommended at our recent CABHA meeting with Mike Watson, Deputy Secretary of the Department of Health and Human Services.

Along with Conference session there will be training opportunities offered Monday through Friday, to include Department required training (dates and specific training listed below). Those who register for the conference will receive a 25% reduction in the cost for those trainings (registration and fees for training are separate from conference).

The training schedule includes:

- 1) Cognitive Behavior Therapy (CBT) Basic Part I (12 hours) – October 4 and October 5, 2010
- 2) Introduction to Motivational Interviewing (MI) (13 hours) - October 7 and 8, 2010
- 3) Person Centered Thinking (12 hours) on both October 4, 5, or October 7, 8, 2010

Please click on the links below to obtain information on the conference and registration materials:

Conference Agenda:

<http://www.ncproviderscouncil.org/Portals/ncproviderscouncil.org/2010%20Agenda.pdf>

Registration information:

<http://www.ncproviderscouncil.org/Portals/ncproviderscouncil.org/2010%20Registration%20Form.pdf>

⇒ **Attention: Critical Access Behavioral Health Agencies**

Enrollment/Authorization/Billing Seminars for September-October

Three more Enrollment/Authorization/Billing seminars have been scheduled in the coming weeks at the sites listed below. Information presented at the seminars is applicable to all providers who have been certified as CABHAs or are in the process of certification.

Attendees are encouraged to review Implementation Updates #73, Special #75, #76, #77 and #78 in preparation. An updated training packet will be available on the DMA website the week of the trainings:

<http://www.ncdhhs.gov/dma/provider/seminars.htm> **Please print the packet and bring it to the training as there will be only limited copies available.**

Registration will be done on a first-come, first-serve basis the day of the training, so plan accordingly. **Due to limited space, we request that attendance be limited to two staff members per agency. See space availability below.** The training is specifically geared towards those staff members in charge of the administrative tasks of enrollment and billing.

Sessions will begin at 9:00 a.m. and end at 12:00 noon. Providers are encouraged to arrive early to complete registration. Lunch will not be provided at the seminars. Because meeting room temperatures vary, dressing in layers is strongly advised.

Date	Location
October 5, 2010	Eastern Region (space for 102 participants) The Beacon Center 500 Nash Medical Arts Mall Rocky Mount, NC 27804

Medicaid enrollment questions may be directed to CSC at 1-866-844-1113, option 2 for CABHA

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<http://www.nctracks.nc.gov/provider/providerEnrollment/>

*Authorization questions may be directed to ValueOptions:

1-888-510-1151 – Medicaid

1-800-753-3224 – Health Choice

http://www.valueoptions.com/providers/Network/North_Carolina_Medicaid.htm

*Authorization questions for Durham should be directed to The Durham Center:

(919) 560-7100

<http://www.durhamcenter.org>

*Authorization questions for Eastpointe should be directed to Eastpointe:

1-800-513-4002

<http://www.eastpointe.net>

Medicaid claims questions may be directed to HP Enterprise Services at 1-800-688-6696 or 919-851-8888.

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

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, October 20, 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, October 20, 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.

- ◆ Miranda Little (Co-Chair), Family Preservation Services, Inc., 704-344-0491, MIittle@fpscorp.com

- ◆ Becky Millis (Co-Chair), Family Preservation Services, Inc., 704-334-0491, Rmills@fpscorp.com

>The next meeting will be on **Wednesday, October 20, 2010 at 1:30 PM** in the Carlton Watkins Center Multipurpose Room.

EDUCATION AND TRAINING OPPORTUNITIES

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⇒ **AMH Trainings at the Watkins Center.** You **must** register to attend. Please send an e-mail to amhtrain@mecklenburgcountync.gov to register, in which you will receive confirmation. Please bring this confirmation with you to class, as space is limited.

- Eating Disorders - October 8th from 8:30 – 11:30am
- Suicide Prevention Training - Oct 28th from 1:00pm – 3:00pm
- Domestic Violence Training - Oct 27th from 9:00am – 12:00pm
- Smoking Cessation - Oct 27th from 1:00pm – 4:00pm
- Smoking Cessation - Oct 28th from 9:00am – 12:00pm

⇒ **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.

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>