



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
October 8, 2010

PROVIDER HOT SHEET

⇒ 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 #80](#)

- Update on Unmanaged Visits for Children
- Service Orders for MH/SA TCM
- VO ProviderConnect Reminders
- Level III/IV Independent Psych. Evaluations
- Accreditation of TCM Services
- MH/SA TCM Providers & NC-TOPPS
- NC-IRIS Update
- Self-Direction for CAP-MR/DD Supports Waiver

[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.

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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.

Save time and travel expenses and increase your knowledge and skills--all from the convenience of your own computer.

Learn about System of Care principles and practices
See how Child and Family Teams should operate
Gain knowledge, power and respect to strengthen families and improve lives

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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.***

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

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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 on November 17th has changed to 4:00-6:00 pm to encourage more youth, families, and community members to attend.

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

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- ♦ 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, Mlittle@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

- ⇒ **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.
 - 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
 - Suicide Prevention Training - Oct 28th from 1:00pm – 3:00pm
- ⇒ **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://charmec.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>

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- ♦ **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>

MPC
Mecklenburg Provider Council

Clinical Supervision Training



The two day workshop will include the following topic areas:

- The Role of Supervision
- Developing the Supervisory Relationship
- Facilitating a Supportive Supervisory Environment
- Ethical Issues and Supervision
- Infusing Multiculturalism into Supervision
- Self- Supervision

Friday, November 5th and Monday, November 8th, 2010

9:00 am until 4:00 pm

Carlton Watkins Center

Cost \$65.00 – Per Person

Featuring Trainers



Dr. Valerie G. Balog, LPC, NCC received her Ph.D. from the University of Virginia in Counselor Education and Supervision in May 2004. She has worked on faculty at the University of North Carolina at Chapel Hill and since August 2005 has been employed as a Clinical Assistant Professor at the University of North Carolina at Charlotte. Dr. Balog also works as a contract therapist for United Family Services and is the owner of Frontier Counseling and Professional Services.



Edward A. Wierzalis, Ph.D., NCC is a Clinical Assistant Professor at the University of North Carolina at Charlotte. He joined the faculty in the Department of Counseling in the College of Education in August of 2002. He currently serves as the Coordinator of the School Counseling Program and Coordinator of Clinical Placement. Dr. Wierzalis received his doctorate degree from the University of Virginia in Counselor Education and Supervision and completed his Master's Degree in Counseling Psychology at Temple University, Philadelphia, PA.

Dr. Wierzalis has been in the counseling profession for over 35 years; as a High School counselor for 10 years and in private clinical practice in Philadelphia for 14 years. He is an active member in many national and state professional associations and provides training and support within the surrounding community.

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]

MPC
Mecklenburg Provider Council



presents

Cognitive Behavioral Therapy Training

Facilitator: Dr. Susan Furr, Ph.D.

November 1, 15, 22
9:00 am - 4 pm

--LOCATION: Carlton Watkins Center, 3500 Ellington Street, Charlotte NC 28211

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.

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]

MPC
Mecklenburg Provider Council



presents

Person Centered Thinking Training

**Session 1: Monday, December 6th and
Tuesday, December 7th, 2010**

trainer

Sharon Welling

**Session II: Monday, December 20th and
Tuesday, December 21st, 2010**

trainer

Larry Adler

--LOCATION: Carlton Watkins Center, 3500 Ellington Street, Charlotte NC 28211

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

*Total training hours: 12 hours

Cost: \$65 per person

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

MPC

Mecklenburg Provider Council

TRAINING REGISTRATION FORM

Training Title:

Person Centered Thinking

(please check the desired training session:

Session I: December 6-7, 2010

Session II: December 20-21, 2010

Complete the information below and fax this form to Dr. Trasha Black at (704) 596-0507.

Please type or print

AGENCY INFORMATION

Agency's Name: _____

Agency's Contact Person: _____

Contact Person Phone: _____ Email: _____

-Participant (s) attending

Name (please print)	Email Address	Phone Number

*If there are more than 12 participants from your agency, please use another registration form.

SESSION & ATTENDEE INFORMATION

(Limit 50 per session. See the training flyer for times and locations)

	Number purchasing	Total Cost
Training Fee \$65.00		
TOTAL FEE		

PAYMENT INFORMATION

You will receive an online link for payment via Paypal in the registration confirmation email.

Training is limited to 50 persons per session. The training fee is nonrefundable and cannot be applied to a future training. Register early, space is limited. Participants who arrive more than 15 minutes late will NOT be admitted to the training session. Full attendance expected in order to receive training certificate (I.e. No partial credit will be given.) The Provider Network does not keep certificate copies so all participants will need to make all necessary copies and storage arrangements as copies of lost certificates will NOT be available in the future. Please note that these sessions will be videotaped and all participants will be asked to sign a consent form.

Should you have any questions, please contact Dr. Trasha Black at (704) 596-0505 or Angela Simmons at (704) 537-3650 ext.1105.



MECKCARES

Cordially Invites You to Our

System of Care OPEN HOUSE

**Providers!
Families!
Youth!
Agencies!**

Come learn all about our community's System of Care in a fun, educational atmosphere.

- Community Resources
- Flex Funds
- Child and Family Teams
- Enrollment Process
- Natural and Informal Supports
- System of Care Coaching
- Case Consultation
- Family Supports and ParentVOICE

FUN!

FOOD!

RESOURCES & INFORMATION!

GIVEAWAYS!

WEDNESDAY, NOVEMBER 17

4:00 P.M. TO 6:00 P.M.

**CAROLE A. HOEFENER COMMUNITY CENTER
610 EAST 7TH STREET**

Parking is available behind the building

Please R.S.V.P. by November 12 to
Francesca Morgan at
Francesca.Morgan@MecklenburgCountyNC.gov
call (704) 432-4592

WALK TO PREVENT SUICIDE

2010
OUT OF THE
DARKNESS
COMMUNITY
WALKS

OCTOBER 9, 2010

Charlotte Police and Fire Academy
Registration @ 9:00 am
Contact 704-488-9552 for more information

REGISTER & DONATE TODAY
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Out of the
DARKNESS™

COMMUNITY WALKS
American Foundation for Suicide Prevention



American Foundation
for Suicide Prevention

*Please bring a photo of
your loved one for our
memory board!*

Reactive Attachment Disorder 101

Oct 25, 2010

10 am to 4 pm

RAD 101 Course Objectives

- Participants will become familiar with an overview of attachment theory
- Participants will learn about the spectrum of attachment difficulties
- Participants will become familiar with differential diagnoses related to RAD
- Participants will learn about intervention models which may be useful to address symptoms related to RAD and comorbid diagnoses

Donna Potter, LCSW and Kelly Sullivan, Ph.D.
Duke University
Center for Child and Family Health

Copperfield Training Room

Concord NC

To Register email

Carroll.lytch@pbhsolutions.org

Or call

704 743-2100

This is a free training

Contact hours awarded