



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
February 28, 2011

PROVIDER HOT SHEET

⇒ **HOT SHEET GETS A FACELIFT**

As a result of all the rich feedback from January's Provider InfoShare, you will begin to notice some immediate changes and additional features to the Hot Sheet. The following are additions and changes to this weekly publication:

- The Hot Sheet will remain a weekly newsletter, but will now be sent out on **Monday** mornings. Deadlines for submissions remain the same: each Thursday morning.
- Announcements will run for a total of two consecutive weeks only to help keep the Hot Sheet brief.
- We have begun collapsing and streamlining all articles and announcements and adding more links to the original source materials to keep it shorter.
- We are developing some new sections to the Hot Sheet: A Clinical Corner and a Consumer and Family Advisory Committee Corner for periodic updates that pertain to those areas.
- We are emphasizing critical information and Provider Action Items by highlighting them in bold red font.
- We would like to develop an "On the Move" section that allows for the community of Providers to share executive and clinical staffing changes only. We would ask that these only be represented by one sentence: "John Doe from ____ is the new Director of ____ at ____."
- We are also considering some ways to support the Provider Council in highlighting trainings within the provider community.
- Finally, your single point of contact for all suggestions, input, feedback, questions and concerns regarding the Hot Sheet should be directed to Jill Scott, AMH Information/Education Coordinator at Jill.Dineen-Scott@MecklenburgCountyNC.gov.

Thank you for participating in the feedback session in January, and providing valuable insights and creative ideas for how we can continue to improve our communication with each other. If you have other ideas or suggestions regarding the Hot Sheet content, please don't hesitate in contacting Jill Dineen-Scott.

⇒ **Out of State Placement** - Mecklenburg County has embraced and instituted a strong system of care, whereby we strive to promote least restrictive and most normative living environments for children and youth. When considering placing a child out of state, there are fundamental LME and state protocols that should be followed to ensure medical necessity and foster appropriate clinical placements. As such, the following links will provide you with detailed guidelines and supporting documents to adhere to when placing a child out of state.

- [Out of State Placement of a Child Form and Procedures](#)
- [Interstate Compact on the Placement on Children Request](#)
- [Notification of Out of Home Community Placement for Children/Adolescents](#)
- [PRTF Certificate of Need](#)
- [Inpatient Certificate of Need Children Under 21](#)

Please see additional MeckCARES information in the [Attachments](#) section.

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⇒ **Attention Targeted Case Management DD Providers:**

Effective April 30, 2011, LMEs Will No Longer Bill for T1999 Supplies for CAP MR/DD Waiver Recipients

Effective July 1, 2010, durable medical equipment (DME) providers became eligible to enroll with DMA as Community Alternatives Program (CAP) providers and bill for CAP-MR/DD waiver supplies (T1999). The UR Vendors will provide a service authorization to the CAP DME provider, which authorizes the amount and codes that are approved on the CAP Cost Summary. The case manager is responsible for securing the signed and dated physician order and retaining it on file. The order must detail the specific quantity and frequency of the supplies. The DME vendor must send a copy of the itemized monthly invoice to the CAP-MR/DD case manager. Case managers are responsible for ensuring that DME providers comply with the authorized quantity. Case managers, DMA and applicable UR vendors will conduct random audits of DME CAP-MR/DD waiver charges. Any reimbursement for unauthorized supplies will be subject to recoupment by Program Integrity. Use of the BO modifiers with procedure codes for enteral supplies being provided and billed as CAP-MR/DD waiver supplies apply only to recipients 21 years of age and older. These supplements do not need to be entered on the cost summary nor do they require prior approval by applicable UR vendor. For Medicaid recipients 20 years of age and younger, these products are currently available as a State Plan Service from an enrolled DME provider and are not covered as a waiver supply for children. For Non-Waiver recipients, please refer to the section on oral nutrition in Clinical Coverage Policy 5A, Durable Medical Equipment, for specific coverage information. The case manager is responsible for securing the signed and dated physician order and retaining it on file. The order must detail the specific quantity and frequency of the supplies. The DME vendor must send a copy of the itemized monthly invoice to the CAP case manager. Please note that enteral supplies do not count against the \$3,000 limit for T1999.

Diapers and other incontinence supplies are regular DME supplies, not CAP MR/DD supplies. These should be billed by an enrolled DME provider. LMEs should not be billing for any regular DME supplies.

CLINICAL CORNER

⇒ **Patient Assistance Programs** - The following summary was developed from information initially compiled and provided by Dr. Murali Jonnalagadda, Medical Director for Onslow-Carteret Behavioral Healthcare Services. This may prove useful for providers, consumers, and families who need assistance in exploring medication payment options.

There is help available for many people who can't afford their medicines, whether they are prescribed for physical or behavioral health needs. These programs, frequently called patient assistance programs (PAPs), are designed to help those in need obtain their medicines at no cost or very low cost. Many, but not all, pharmaceutical companies have PAPs. All PAPs are designed to help those in need obtain their medicines. Since each pharmaceutical company establishes its own rules and guidelines, all are different. All have income guidelines - but they vary considerably. Each company selects which drugs are available on their programs and how long a person can receive assistance.

Patient Assistance Program Websites

<http://www.pparx.org/>
<http://www.insurekidsnow.gov/>
<http://www.rxassist.org/>

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<https://www.rxhope.com/home.aspx>
<http://www.togetherrxaccess.com/Tx/jsp/home.jsp>
<http://www.scbn.org/>
<http://freemedicine.com/?gclid=CNyq4qm5kqYCFaFk7AodmEepow>
<http://www.lenscrafters.com/eyeglasses/7/about/onesight-charitable-giving>
<http://www.myrxadvocate.com/>
<http://www.astrazeneca-us.com/help-affording-your-medicines/>
[http://www.nami.org/Content/ContentGroups/Helpline1/Prescription Drug Patient Assistance Program s.htm](http://www.nami.org/Content/ContentGroups/Helpline1/Prescription_Drug_Patient_Assistance_Program_s.htm)
http://i.walmartimages.com/i/if/hmp/fusion/customer_list.pdf
<http://sites.target.com/site/en/health/page.jsp?contentId=WCMP04-040589>

⇒ **A+KIDS Registry** - The widespread prescribing of antipsychotic medications for children is an issue confronting parents, other caregivers, healthcare professionals and related organized healthcare agencies across the United States. Most of these prescriptions are for off label indications, i.e., they do not have Food and Drug Administration (FDA) approved labeling for use in children. Further, children and adolescents appear to be at similar or greater risk than adults for a variety of significant side effects related to the use of antipsychotic medications. To address this issue, the North Carolina Division of Medical Assistance (DMA), partnering with Community Care of North Carolina (CCNC) and Accesscare will implement a registry for providers to document the use of antipsychotic therapy in Medicaid eligible clients age 0 through 17. The web-based safety registry's (Antipsychotics-Keeping It Documented for Safety or *A+KIDS*) purpose is to enable providers to document the efficacy and side effects of antipsychotic therapy in the child and adolescent Medicaid population.

The requirement for full safety monitoring documentation in the registry by the provider occurs when:

1. The antipsychotic is prescribed for an indication and/or dosage that are not approved by the FDA.
2. The prescribed antipsychotic will result in the concomitant use of two or more antipsychotic agents

Phase one is slated to become operational in April 2011 and will apply to Medicaid eligible children who are 12 years of age and younger, with the subsequent addition of the age 13-17 age group under the same guidelines. Further information will be coming from DMA, CCNC and the NC Psychiatric Association.

CONSUMER AND FAMILY ADVISORY COMMITTEE UPDATES

This week, Ron Reeve would like to thank those providers that participated in the Employment First survey and state that Dammeon Chisholm has sent them a link to the results and a presentation on the findings.

Also, the First Responder Survey is underway and results will be available soon.

CFAC also looks forward to working with the Provider Council and the LME to develop an effective and efficient consumer survey for implementation later this year.

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PROVIDER COUNCIL REMINDERS AND UPDATES

- ⇒ **Mecklenburg Provider Council** Executive Board election results are as follows:
- Dammeon Chisholm, Footprints Carolina, MPC Executive Board President
 - Miranda Little, Family Preservation Services of NC, Inc. , MPC Executive Board Vice President
 - Dr. Trasha Black, Genesis Project 1, MPC Executive Board Secretary
- ⇒ **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 four 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, March 16, 2011 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@pccpartnerships.org
 - > The next scheduled meeting is **Wednesday, March 16, 2011 at 1:30 PM** in the Carlton Watkins Center Multipurpose room.
 - **Provider Outreach 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
 - > The next meeting will be on **Wednesday, March 16, 2011 at 12 PM** in the Carlton Watkins Center Multipurpose room.
 - **Quality Improvement Sub-Committee** - The general purpose of this committee is to collectively organize a sound quality approach to delivery of clinical service as well as general standards for quality for MH/SA/DD providers. CABHA Quality Management Directors and representatives from the LME Quality Management Division are strongly encouraged to attend. The meetings will be held the 3rd Wednesday of each month.
 - ◆ Angela Bunting (Co-Chair), BWB Connections, 704-595-5553
 - ◆ Sonyia Richardson (Co-Chair), Another Level Counseling & Consultation, 704-548-5298
 - > The next meeting will be on **Wednesday, March 16, 2011 at 10:30 AM** in the Carlton Watkins Center Multipurpose room.

EDUCATION AND TRAINING OPPORTUNITIES

- ⇒ **MeckCARES Training Institute** offers a full range of high-quality classroom and now [online courses](#) that meet state service definitions and requirements and will empower you to improve outcomes for youth and families.
- 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

Register Today! <http://charmec.org/mecklenburg/county/MeckCARES/training/Pages/default.aspx>

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- ⇒ **Mecklenburg's PROMISE Recovery and Crisis Training Calendar.** MeckPromise is offering free Wellness, Recovery & Crisis Education classes for consumers and providers at our new location 1041 Hawthorne Lane, Charlotte, NC 28205. Please feel free to drop by and see what we've got going on! For more information on our classes please call 704-625-6236 or email John Cunningham at jcunningham@meckpromise.com to request a current calendar.
- ⇒ **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.
- ⇒ **Mental Health Association** offers various training opportunities in collaboration with Charlotte AHEC. Please visit website <http://www.charlotteahec.org/> for more information.

WEB RESOURCES

- ⇒ [NC Division of MH/DD/SAS](#)
- ⇒ [NC Division of MH/DD/SAS Implementation Updates](#)
- ⇒ [Mecklenburg AMH](#)
- ⇒ [AMH Best Practices Committees and Schedule](#)
- ⇒ [AMH Hot Sheet Archive](#)
- ⇒ [AMH Provider Document Library](#)

ATTACHMENTS

LME Protocol for Level IV/PRTF Out-of-State Placements

In order to request an out-of-state residential placement, all in-state options must have been exhausted first and denial letters must accompany the Value Options authorization request. It should be noted that some in-state PRTF options are inclusive of other states that accept NC Medicaid. (Refer to the attached list for available in-state PRTF options)

Please remember, that before a Mecklenburg County consumer is placed out-of-state in a residential placement, it is the responsibility of the Clinical Home provider to adhere to following requirements:

- When seeking psychiatric care (inpatient/PRTF), obtain a certificate of need which is required for children under 21 (see attachment).
- Attend a Care Review Team meeting to formally request LME approval. As such, routine care review team protocols should be adhered to. (Refer to attached care review team fact sheet)
- Complete out-of-state packet (refer to attachment) and obtain the required LME signatures as follows:
 - *Area Program Director – Carlos Hernandez*
Receipt of this signature may be coordinated through Barbara Cross at (704) 336-7462 / Barbara.Cross@MecklenburgCountyNC.gov
 - *Community Collaborative Representative/Care Review Team Facilitator - Dr. Nicole P. McKinney*
Receipt of this signature may be obtained directly at care review or by contacting her at 704-432-5539 / Nicole.Mckinney@MecklenburgCountyNC.gov

Please note: Clinical documentation (i.e., assessments, PCP, care review referral form & action plan, ITR, etc.) will need to accompany the packets to assist with review.

- Complete the Interstate Compact on Placement of Children (ICPC)
For more information contact: Charlene Timmons (Mecklenburg/DHHS ICPC Rep) at 919-334-1091
Charlene.Timmons@dhhs.nc.gov
(Refer to attachments for instructions and form)

- Contact MeckLink at (704) 336-6404 to inform of the placement once confirmed.

- Upon placement confirmation, complete the attached Out-of-Home County Placement form and send

it to:

Dr. Nicole P. McKinney
Mecklenburg LME
3500 Ellington Street
Charlotte NC 28211
(704) 319-9232 (fax)

Please note: If the provider is enrolled with NC Medicaid to provide residential treatment and is not established with the LME, contact Angie Jackson at (704) 336-6954 with the following information to help facilitate getting a Memorandum of Agreement in place:

- name of the provider agency
- date of admission
- the service that will be provided
- a contact name and number at the facility

For additional inquiries, please contact:
Dr. Nicole P. McKinney
Office # - 704-432-5539
Nicole.Mckinney@MecklenburgCountyNC.gov

Mecklenburg County Community Collaborative Care Review Teams Fact Sheet

WHAT

Mecklenburg County's Care Review Teams (CRTs) are a cross-organizational mix of parents and professionals who assist child and family teams achieve the outcomes they are working toward. They act in a consultative and collaborative manner, promoting System of Care principles:

- ▶ Family-driven
- ▶ Youth-guided
- ▶ Culturally and linguistically competent
- ▶ Strong reliance on community supports systems
- ▶ Collaboration across agencies
- ▶ Home, community, and school-based
- ▶ Individualized strength-based care
- ▶ Data-driven for continuous improvement
- ▶ Holding ourselves and each other accountable

At the end of the meeting, your team will walk out with an action plan.

FOR WHOM

The CRTs are open to child and family teams working with children with severe emotional disturbances. The Community Collaborative strongly encourages child and family teams to come to Care Review before they have exhausted all resources.

WHERE

The CRTs are held at the Watkins Center, 3500 Ellington Drive, Charlotte, NC 28211

WHEN

Team A – 2nd Friday of each month (1 hour slots) 1:00pm, 2:00pm, and 3:00pm

Team B – 4th Friday of each month (1 hour slots) 1:00pm, 2:00pm, and 3:00pm

Team C – Level III/IV Residential Reauthorizations Requests - 2nd and 4th Thursday of each month (30 minute slots) 1:00pm, 1:30p, 2:00pm, 2:30pm, 3:00pm, and 3:30pm

HOW

To schedule a time with Care Review, contact Paula Cox at Area Mental Health: by phone at 704-432-4267 or by e-mail at paula.cox@mecklenburgcountync.gov. Child and Family teams will generally be scheduled on a first come, first served basis.

WHY

- To obtain the SOC Coordinator/Representative or designee's signature on discharge plans for reauthorizations of residential level III/IV services.
- To get a fresh perspective, especially when:
 - a young person is at risk of an out-of-home placement
 - the team needs help making progress toward its goals
 - the team would like help sorting through disagreements and building consensus among team members
 - the team would like to be coached about options before an issue of custody is brought before a judge
- For review of all requests for out-of-state placement