



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
May 9, 2011

PROVIDER HOT SHEET

⇒ **PROHIBITION AGAINST RE-DISCLOSURE**

10A NCAC 26B .0304(a)

Agencies disclosing confidential information pursuant to G.S. 122C-52 through G.S. 122C-56 shall inform the recipient that re-disclosure of such information is prohibited without client consent.

10A NCAC 26B .0304(b)

A Stamp may be used to fulfill this requirement.

⇒ **2011 LME Consumer Satisfaction Survey**

In the past, the LME has asked providers to administer a Consumer Satisfaction Survey on the State's behalf. To date, the State has not scheduled a survey for this fiscal year. An annual survey is required for accreditation and by Mecklenburg County. Therefore, the LME has taken the initiative to develop a basic and brief survey (16 questions) that includes key customer satisfaction concepts established by Mecklenburg County (ethics, communication, quality, timeliness, and courtesy and respect), basic concerns from the previous surveys (making complaints, choice of providers, discussion of progress and goals) in addition to some bottom line "hotel" type concepts (cleanliness, location, keeping appointments). The demographic information at the top of the survey has been expanded to provide more data items for evaluating and improving consumer satisfaction (education, age, culture, etc.). The LME expects that this survey will be further developed in the next year to include recovery and self-determination concepts.

The survey will be conducted May 15 – June 10, 2011.

The survey should be administered to all Mecklenburg consumers served during the survey period, which include:

- Consumers whose services have been authorized by the LME. The list of consumers authorized by the LME and a survey for each is enclosed in your packet.
- Consumers with Medicaid only who receive services from you during the survey period. The LME does not have a list of direct billed Medicaid consumers. One survey is included in your packet that you can copy for these consumers.
- Consumers who speak Spanish. One Spanish survey is included in your packet that you can copy for these consumers.

The LME has mailed surveys (English and Spanish version) and instructions to all providers on the current LME provider list. The number of surveys sent was determined by reports from eCura, the LME data management system. The survey packets include:

- For Providers in eCura:
 - Survey Instructions.
 - A list of consumers authorized by the LME to receive services, with their consumer ID numbers.
 - A survey in English for each consumer authorized to receive services during the survey period.
 - A survey in Spanish to be copied as needed.
- For Providers who only bill Medicaid directly:
 - Survey Instructions.

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- A survey in English to be copied as needed for each consumer receiving services during the survey period.
- A survey in Spanish to be copied as needed.

The surveys are also on the LME Public webpage in the Provider Resource Library under the Forms Category for download if needed.

Questions regarding the survey should be addressed to **Evelyn Cross: 704-432-3058** or **Evelyn.Cross@Mecklenburgcountync.gov**.

- ⇒ 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.

ON THE MOVE

- ⇒ **McLeod Addictive Disease Center** has moved into a new facility located at 515 Clanton Road, Charlotte NC, 28217. All Assessment, Intake, Outpatient, TASC, Adolescent and Adult Treatment Services are now being provided in the new facility. With this new facility, McLeod Center has sixteen additional Adult Residential beds to better meet the needs of clients. Until moving to the new facility on Clanton Road, McLeod Center's Opioid Treatment Program will continue to provide services at the current location on 2605 Youngblood Street, Charlotte, NC 28203.
- ⇒ **Alexander Youth Network** has opened a Child & Family Therapy Office at 5855 Executive Drive, Suite 111. Families and professionals are invited to an Open House on Thursday, May 12 from 11am to 1pm for refreshments, door prizes, and a meet-and-greet with therapists working at this new location.

PROVIDER COUNCIL REMINDERS AND UPDATES

- ⇒ **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, May 18, 2011 at 9 AM** at MeckPromise, 1041 Hawthorne Lane, Charlotte, NC 28205.
 - **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 next scheduled meeting is **Wednesday, May 18, 2011 at 1:30 PM** at MeckPromise, 1041 Hawthorne Lane, Charlotte, NC 28205.
 - **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, Mlittle@fpscorp.com
 - > The next meeting will be on **Wednesday, May 18, 2011 at 12 PM** at MeckPromise, 1041 Hawthorne Lane, Charlotte, NC 28205.

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- **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.
 - ◆ Angela Bunting (Co-Chair), BWB Connections, 704-595-5553
Angela.Bunting@connectionsbw.com
 - ◆ Sonyia Richardson (Co-Chair), Another Level Counseling & Consultation, 704-548-5298
srichardson@anotherlevels.com
> The next meeting will be on **Wednesday, May 18, 2011 at 10:30 AM** at MeckPromise, 1041 Hawthorne Lane, Charlotte, NC 28205.

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>

- ⇒ **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 the main number at 980-321-4021 or John Cunningham at 980-321-4025 or via email 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://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.
- ⇒ **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 Provider Endorsement Information](#)
- ⇒ [NC Division of MH/DD/SAS Implementation Updates](#)

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- ⇒ [Mecklenburg AMH](#)
- ⇒ [AMH Best Practices Committees and Schedule](#)
- ⇒ [AMH Hot Sheet Archive](#)
- ⇒ [AMH Provider Document Library](#)

The LME has modified the Resource Library to hopefully make it easier to find documents. The documents have been collapsed into three categories: Policies, Forms and Manuals/Guidelines. Under each category, the documents are listed alphabetically.

POLICY NUMBER	NAME	DATE	TYPE
UM and Authorization			
UM-08	Medical Necessity Exception	2/23/11	Updated
UM-22, now LME-17	Out of State Placement	3/21/11	Updated
Finance			
FS-06	Claims Recoupment for Medicaid Eligibility	3/21/11	Updated
FS-11	Recoupment for CAP Waiver Supplies	1/19/11	Updated
FS-15	Contractor Access to Provider Connect	3/21/11	New
Information Management			
IM-31	Adoption Records	4/18/11	New

Project STAR at Carolinas Rehabilitation is offering Traumatic Brain Injury (TBI) 101

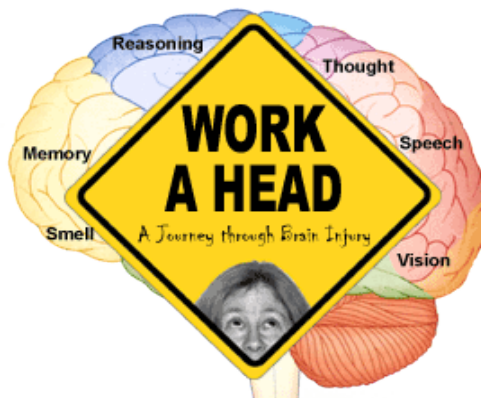
**Basic Information on Traumatic Brain Injury (TBI),
the consequences of TBI, strategies to compensate for
TBI related difficulties, and brain injury resources.
Workshop is FREE and continuing education contact
hours are available**

**For: Mecklenburg County LME staff &
Service Provider Agencies**

**When: Monday, May 23, 2011
8:30am to 12:30pm**

**Where: Carlton Watkins Center
3500 Ellington Street, Charlotte, NC**

**Presenters: Peggy Philbrick and Sally Rickard with
Project STAR at Carolinas Rehabilitation**

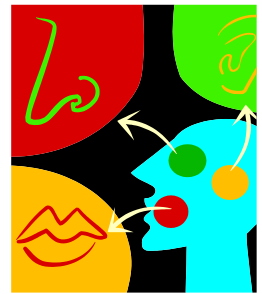


Please register by e-mailing:

Sally.rickard@carolinashealthcare.org

**Please include Agency Name, Attendee Name, Phone
Number and E-mail**

MPC
Mecklenburg Provider Council



Presents

Cognitive Behavioral Therapy Training

**May 30, June 6, & 13, 2011
9am-5pm**

--LOCATION: Charlotte, NC (TBA)

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.**

****Cost: &135.00**

****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 Person Centered Thinking Training, please contact, Lisa Davis, Training Director at Genesis Project 1, Inc. (704.596.0505)[ldavis@genesisproject1.org]



Presents

CBT Supervision & Leadership

(12 Hours)

The supervision component of Cognitive Behavioral Therapy will be comprised of two activities. First, each participant will pair with another person and produce a 15-20 minute client session using CBT. In order to supervise others, you need to be comfortable with the technique yourself. Pairs will reverse the process so that each participant has a CBT session for review. The component will be providing supervision to another participant on his/her counseling session. Triads will be formed where one person serves as supervisor to the counselor. The third person will observe the supervision interaction. **Each workshop participant will need to bring an audio recorder (and tape if not a digital recorder) to the last workshop session.**

June 20 & 21, 2011
9am-5pm

--LOCATION: Charlotte, NC (TBA)

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

***Total training hours:** 12

****Cost:** \$100.00

****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 CBT Supervision Training, please contact, Lisa Davis, Training Director at Genesis Project 1, Inc. (704.596.0505)[ldavis@genesisproject1.org]

MPC

Mecklenburg Provider Council

TRAINING REGISTRATION FORM

Training Title:

CBT Supervision & Leadership Training

June 20 & 21

Complete the information below and fax this form to Lisa Davis 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 (Required)	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 \$100.00		
CEU's \$10.00		
TOTAL FEE		

PAYMENT INFORMATION

You will make an online payment via PayPal at www.genesisproject1.org

Training is limited to 50 persons per session. **Each workshop participant will need to bring an audio recorder (and tape if not a digital recorder) to the last workshop session.** You will need a All required Handouts are sent to participants prior to the training date and participants are responsible for bringing to the 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 and active participation is expected in order to receive training certificate (I.e. No partial credit will be given.) Disruptive participants will be asked to leave the class. 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 Lisa Davis or Sharday Black at (704) 596-0505