



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
August 8, 2011

PROVIDER HOT SHEET

⇒ **State Waiver Strategic Plan Input:**

<http://www.ncdhhs.gov/mhddsas/waiver/draftwaiver.htm>

The Department of Health and Human Services (DHHS) seeks ideas and feedback from stakeholders, service recipients, families, advocates, providers and the general public as it begins developing a strategic plan for implementing the 1915 (b)/(c) Medicaid Waiver statewide as required in House Bill 916. An "initial draft" of a State Waiver Strategic Plan has been compiled that identifies six strategic objectives with action steps and milestones. The final strategic plan is due to DHHS by September 1 and to the NC General Assembly by October 1, 2011. Send written input to CommentsDraftWaiverStrategic@dhhs.nc.gov no later than Monday, August 15, 2011.

Background: The North Carolina General Assembly through S.L. 2011-264, [House Bill 916](#) instructed DHHS to proceed with statewide restructuring of the management responsibilities for the delivery of services for individuals with mental illness, intellectual and developmental disabilities, and substance abuse disorders through expansion of the 1915(b)/(c) Medicaid Waiver. It is the intent of the General Assembly that expansion of the 1915(b)/(c) Medicaid Waiver will be completed by July 1, 2013, and will result in the establishment of a system that is capable of managing all public resources that may become available for mental health, intellectual and developmental disabilities, and substance abuse services, including federal block grant funds, federal funding for Medicaid and Health Choice, and all other public funding sources.

Further, House Bill 916 instructed the DHHS in coordination with the Division of Mental Health, Developmental Disabilities and Substance Abuse Services, the Division of Medical Assistance, LMEs, PBH and with stakeholder input to submit the appropriate Oversight Committee of the General Assembly a strategic plan delineating specific strategies and agency responsibilities for the achievement of the objectives and deadlines set forth in the act.

⇒ **Implementation Update #89** has been posted to the DMH/DD/SAS website. <http://www.ncdhhs.gov/mhddsas/servicedefinitions/servdefupdates/index.htm>

Implementation Update #89 includes the following topics:

- Medicaid Waiver Strategic Plan
- MH/DD/SAS Integrated Care Toolkit
- CABHA Monitoring
- Electronic Submission of Prior Authorization
- Quality of Care Update
- IRIS Updates for FY 2012
- Independent Assessment for CST
- Proposed Changes to Medicaid Policy 8C
- Clarification of NCCI & Enrollment

Mecklenburg Area MH/DD/SA Services
PROVIDER HOT SHEET
August 8, 2011

- Outpatient Billing "Incident to" a Physician
- Perception of Care Surveys
- CAP-MR/DD and MFP Slots
- Press Release on Health Care Fraud

⇒ **North Carolina 2011 Perception of Care Survey**

The LME has received the Perception of Care Survey from the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services. The Division has instructed that the survey be sent to all CABHAs for administration to all active Mental Health and Substance Abuse consumers who receive a service (including an admission) from August 1 – August 14, 2011. A separate survey is used to collect similar information from developmental disabilities consumers.

There are three different forms (in English and Spanish) that may be used to assess the consumer's opinion of services received.

- The Adult Form for age 18 and up
- The Youth Services Survey (YSS) form for age 12 through 17
- The Youth Services Survey for Families (YSS-F) for age 11 and under

The LME has mailed surveys and Instructions to all CABHAs who had paid claims in May and June 2011. The Instructions are also at the LME Public webpage in the Provider Resource Library under the Forms Category. The number of surveys was determined from paid claims data. **Please thoroughly read and follow the Instructions. Do not copy, fold, bend or staple surveys.**

The LME contact is **Evelyn Cross**: evelyn.cross@mecklenburgcountync.gov, 704-432-3058.

Completed surveys should be returned to the LME by August 19, 2011:

Mecklenburg County Local Management Entity
Attn: Evelyn Cross
429 Billingsley Road
Charlotte, NC 28211-1098

⇒ **Jennifer Moore, MA, LPC will serve as the LME contact** person for consumers linked to Community Care Partners of Greater Mecklenburg (**CCPGM**). Providers can contact Jennifer at 704-432-0077 to request information related to consumers linked to CCPGM.

⇒ **CABHA Staff Vacancy – Reminder**

Please remember that it is the responsibility of the CABHA agency to inform the LME as well as the State of the vacancy date of the Medical Director, Clinical Director and QM/Training Director at the time of the vacancy. Failure to provide the LME and the State with this information could result in consequences to the CABHA agency if it is discovered later.

⇒ **LME/CABHA Quality Improvement Directors' Meeting**

Since August of 2010 the NC Council of Community Programs has assisted in arranging quarterly network meetings for CABHA QI Directors and CABHA Training Coordinators. The purpose of the meetings is to share information, identify common issues, and suggest strategies for improving quality services and provider training throughout the system. The format of the meetings has included a morning meeting of CABHA Training Coordinators and a joint meeting in the afternoon with CABHA QI Directors and the LME QI Forum.

All CABHA Training Coordinators and QI Directors are invited to participate in the next network meetings scheduled for **August 24, 2011**. The Training Coordinator Network meeting will begin at 9:00am and end

Mecklenburg Area MH/DD/SA Services
PROVIDER HOT SHEET
August 8, 2011

at 12:00pm. The LME/CABHA QI Directors meeting will begin at 1:00pm and conclude at 3:30 pm. Both meetings are at the Royal Conference Center, 3508 Hillsborough Street, Raleigh. Lunch is on your own. Please go to www.theroyalbanquet.com for driving directions.

For planning purposes, please RSVP via email for these meetings:

To attend the Training Coordinators Network please email Michael Owen: Michael@nc-council.org.

To attend the LME/CABHA QI Forum meeting please email Mary Hooper: Mary@nc-council.org.

- ⇒ 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. Click [here](#) to subscribe to the weekly Hot Sheet releases.

CLINICAL CORNER

- ⇒ **ATTENTION ALL ADULT MENTAL HEALTH CASE MANAGERS!!**

As you know, progress in the treatment of schizophrenia, a severe and persistent mental illness, is greatly enhanced by research and clinical trials of new, targeted, medications. Please see the information below regarding an exciting new study being conducted through CMC-R's Research Section. Please also share this with your Medical Directors, and explore how you may best get the word out to the people you serve. Interested consumers and their families may obtain much more information through the contact person listed at the end of the study description!

Schizophrenia is a chronic neuropsychiatric and neurodevelopmental disorder that affects approximately 1% of the population worldwide. Neuroscientific discoveries over the past decades have enriched our understanding of the neurobiological mechanism underlying a wide range of symptoms of schizophrenia. On a practical level, this significant progress enhanced the treatment armamentarium by drastically increasing a number of psychotropic medications available to clinicians and their patients. Many of the second-generation or atypical antipsychotics are believed to offer advantages over conventional or first-generation agents in the treatment for schizophrenia. However, these advantages, thus far, have been undermined by concerns about side effects such as weight gain, hyperglycemia and dyslipidemia.

Evidence from several clinical and preclinical studies support the hypothesis that dysregulation of glutamatergic pathways contributes to the pathogenesis of schizophrenia. These findings suggest that mGlu2/3 receptor agonists may be effective for the treatment of schizophrenia. At the CMC-R-Research Section, a new molecule that modulates glutamatergic receptors (LY2140023) is currently being investigated as an antipsychotic agent with a novel mechanism of action. Unlike currently available antipsychotics, LY2140023 does not directly block dopamine receptors. Importantly, based on earlier clinical studies, treatment with this novel antipsychotic agent would not be expected to manifest many burdensome adverse events such as dry mouth, constipation, extrapyramidal side effects, and weight gain. The consequences of weight gain alone are clinically significant, as increased weight can lead to increased risk for diabetes and cardiovascular problems.

The current study is a multicenter, randomized, double-blind, Phase 3 study to assess the safety and efficacy of LY2140023 in patients with schizophrenia during 24 weeks of treatment. The primary outcome measure will be mean weight change. All qualified participants will receive various screening tests, ECG, medical history, complete physical examination, psychiatric assessments, and study drug for no charge. Reimbursement for time and transportation is also available.

For an opportunity to participate, please contact Dineen Gardner: 704-446-7511.

Mecklenburg Area MH/DD/SA Services
PROVIDER HOT SHEET
August 8, 2011

⇒ *In the midst of the summer, here is some crucial information about the interaction of hot weather and psychotropic medications, as compiled and distributed by NAMI-NC. Please pass this along this to your staff, consumers, families, and caregivers.*

Psychiatric Medications + Heat = Serious Risk

People taking antipsychotic, antiparkinsonian, or tricyclic antidepressant medications should avoid overheating and prolonged sun exposure. For example, phenothiazine (Thorazine) and antiparkinsonian agents (such as: Cogentin) suppress sweating. Butyrophenones (such as: Haldol) block the ability to recognize thirst and Tricyclic antidepressants (such as: Imipramine) increase heat production. . Even newer medications such as Seroquel, Risperdal or Abilify can increase your risk of heat stroke. Dehydration is a serious consideration and consumers should make sure that they drink plenty of fluids. (People taking lithium should take time for a conversation with their doctor or nurse about a safe amount of fluid intake.)

These medications and well as diuretics, alcohol, cocaine, amphetamines and others, can prevent the body from maintaining a safe internal temperature. Furthermore, cardiovascular disease, diabetes, hyperthyroidism, and certain other conditions also increase risk. With an ever increasing aging population it is important to note that older people are at particularly high risk.

Attention Deficit medications such as Adderal and Ritalin can also prevent the body from maintaining a normal temperature. Children taking these medications should encouraged to drink lots of water during the day.

Overheating can be extremely dangerous, and can lead to coma and death. Family members and advocates can help by insisting on safe temperatures in treatment facilities and housing arrangements and by checking in with consumers who are without air conditioning.

Consumers and caregivers should be educated about the special vulnerability to heat that these drugs cause. Consumers should ask their doctor or pharmacist about their medication regimen, and should plan how to stay cool if the air conditioning fails. Realize that fans do not cool the body effectively when humidity is high.

Everyone knows that movie theaters are well air conditioned, but they can be expensive. Malls and libraries are good places to spend part of the hottest hours of the day. Fast food restaurants are almost always air conditioned. A cool bath or shower can be helpful. Heat can build up in the body over several hours, and persons on medications need to completely cool down as often as possible.

(NAMI NC would also like to remind family members and caregivers to assist persons with severe schizophrenia to dress appropriately for the weather. Schizophrenia can sometimes cause persons to not feel the heat or cold in the same way as persons without the illness.)

ON THE MOVE...

⇒ **InnerVision has moved. The new location is: 415 E. 4th St. CHARLOTTE, NC 28202.**

New staff additions:

Pamela McGimpsey, Business Development Coordinator
Robin L. Walker, Certified Peer Support Specialist
Kimberly R. Morris, Certified Peer Support Specialist

Mecklenburg Area MH/DD/SA Services
PROVIDER HOT SHEET
August 8, 2011

CONSUMER AND FAMILY ADVISORY COMMITTEE UPDATE

⇒ **CFAC SEEKS NEW MEMBERS**

A CFAC member must be a resident of Mecklenburg County, be a consumer or family member of a consumer who receives or received services and must not be an employee of a provider, an advocacy agency or the LME. Members serve one to three year terms. Please click [here](#) for the application and see brochure attached. Please encourage persons you serve to consider coming to a regular meeting to observe.

⇒ **VISIT A CFAC MEETING**

CFAC meets monthly on the third Thursday from 5:30 - 7:30 pm at the Sam Billings Center on Billingsley Road. Meetings are open to anyone. There is a public comment time at the beginning of each meeting when anyone may express interests or concerns to CFAC.

PROVIDER COUNCIL REMINDERS AND UPDATES

⇒ **Provider Council Sub-Committees** – Four 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, August 17, 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@pcpartnerships.org

> The next scheduled meeting is **Wednesday, August 17, 2011 at 1:30 PM** in the Carlton Watkins Center Multipurpose room.

○ **Provider Outreach Sub-Committee** – The general purpose 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@fpsc corp.com
- ◆ > The next meeting will be on **Wednesday, August 17, 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.

- ◆ Angela Bunting (Co-Chair), BWB Connections, 704-596-5553 Angela.Bunting@connectionsbw b.com
- ◆ Sonyia Richardson (Co-Chair), Another Level Counseling & Consultation, 704-548-5298 srichardson@anotherlevelservices.com
- ◆ > The next meeting will be on **Wednesday, August 17, 2011 at 10:30 AM** in the Carlton Watkins Center Multipurpose room.

Mecklenburg Area MH/DD/SA Services
PROVIDER HOT SHEET
August 8, 2011

EDUCATION AND TRAINING OPPORTUNITIES

- ⇒ **Q.P. R. Training.** Please see this first-time ever training provided for our community by the MHA's Master Trainer, Sal Caraco, and Mental Health America of SC, Constance Shepard! Become a certified trainer for suicide prevention training – Q.P.R. (Sorry, scholarships are not available. Only 15 spots are available and on a first-come, first-serve basis.) For more information about the training:

<http://www.mhacentralcarolinas.org/uploads/Suicide%20Prevention%20Train%20the%20Trainer.pdf>

For more information about Q.P.R. – <http://www.qprinstitute.com/>

Questions? Please call Sal Caraco, Suicide Prevention Specialist, 704-365-4380.

- ⇒ **Incident Response Training:** There is still space available in the August 9th Incident Report Training workshops. Please contact Nancy Cody today at nancy.cody@mecklenburgcountync.gov if you are interested in attending either or both of the following sessions:

8:30-10:00 - Effective Incident Response

10:15-11:30 - IRIS Technical Training

- ⇒ **Community service professionals can become trained to deliver *Parenting Matters*!**

Parenting Matters is an eight-session parent education curriculum. It follows the National Extension Parent Education Model to provide parents with research-based child rearing knowledge and skills. *Parenting Matters* is designed to be easily implemented by professionals who work with families and is suitable for a variety of audiences. This curriculum is currently being used by NC Cooperative Extension professionals and partners with success!

Training details:

When:

September 13, 2011 from 9:30am-5:00pm

September 14, 2011 from 8:30am-3:30pm

Where: NC A&T State University, 1601 East Market Street, Greensboro, NC, 27411, Coltrane Hall, Godfrey Room

Cost: FREE

Registration Deadline: August 31, 2011

To register for this training, please complete the form

at: <https://www.surveymonkey.com/s/7FMSSGGW>. Register quickly as space is limited. For more information about *Parenting Matters* please visit our website

at: http://www.ag.ncat.edu/extension/parenting_matters

- ⇒ **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

Mecklenburg Area MH/DD/SA Services
PROVIDER HOT SHEET
August 8, 2011

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 to include QPR (Question, Persuade, and Refer) suicide prevention training. Please visit website <http://mhacentralcarolinas.org> or call 704-365-3454 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](#)
- ⇒ [Mecklenburg AMH](#)
- ⇒ [AMH Best Practices Committees and Schedule](#)
- ⇒ [AMH Hot Sheet Archive](#)
- ⇒ **1915 (b)(c) Waiver Updates from Division Medical Assistance**
 - [Comparison: NC Innovations and CAP-MR/DD Waivers](#)
 - [LME-MCO Appeal Process](#) (per federal CFR 438.400)
- ⇒ [AMH Provider Document Library](#)

The following documents have been added to the Provider Resource Library:

Under Policies

- PO-06 Requesting a Plan of Correction 7.20.11
- LME-34 At Risk Adults Flex Funds Policy
- PO-11 SPC Inspection Policy

Under Manuals and Guides

- Electronic Data Sensitivity Guide July 2011 - *This guide is useful in describing different ways to protect*

Mecklenburg Area MH/DD/SA Services
PROVIDER HOT SHEET
August 8, 2011

consumer confidentiality.

- QI Program Evaluation 09 and 10

Under Plans

- Consumer Satisfaction Survey Report FY 2011
- Customer (Stakeholder) Satisfaction Survey Report FY 2011

MeckCARES 5th Annual Stomp Out the Stigma Family Fun Day!

Starlight Skating Rink
8830 E. Harris Blvd.
Charlotte, NC 28227



Wednesday,
August 17, 2011
5:00 p.m. – 8:00 p.m.



Come and support this fun, rocking and rolling event and help kick off the new school year! The MeckCARES 5th Annual Stomp Out the Stigma Family Fun Day celebrates the strengths of youth and families overcoming the everyday challenges of mental health issues.

Pens
pencils
Paper
Binders
Crayons
Back Packs
Folders
Calculators
Rulers

**Entry Fee: Donation of
school supplies for
MeckCARES families**



MeckCARES is the System of Care partnership among local child-serving agencies, families and the community. Its purpose is to improve the lives of youth ages 10 - 21 with emotional challenges, and their families. MeckCARES adopts a unified approach across provider organizations.

By enrolling in MeckCARES, families participate as equal partners in the planning, delivery, and evaluation of services.

**For more information, please contact
Charmaine Carter at 704-432-0698**

FUN!

Support!

Resources!