



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
December 05, 2011

PROVIDER HOT SHEET

⇒ **PROVIDER SELF-AUDIT:** The North Carolina Division of Medical Assistance (NCDMA) – Program Integrity (PI) section relies upon the health care industry to assist in the identification and resolution of matters that adversely affect the Medical Assistance Program, and believes that a cooperative effort in this area will serve our common interest of protecting the financial integrity of the Medicaid Program and ensuring proper payments to providers. NCDMA encourages Medicaid providers to implement necessary policies, processes, and procedures to ensure compliance with federal and state laws, regulations, and policies relating to the Medicaid Program. As part of these policies and procedures, DMA recommends that providers conduct periodic audits to identify instances where services reimbursed by the Medicaid Program are not in compliance with Program requirements.

Over the years, NCDMA has encouraged all provider types to voluntarily come forward and disclose any overpayments or improper payments (herein referred to as inappropriate payments) of Medicaid funds. Upon review of recent disclosures and supporting audits, NCDMA has become concerned about the lack of uniformity of audits submitted for purposes of self disclosure.

In light of these concerns, NCDMA decided to establish a protocol for self audits by Medicaid providers that participate in the fee-for-service environment. While providers have a legal duty to promptly return inappropriate payments that they have received from the Medicaid Program, use of the protocol is voluntary. The protocol simply provides guidance to providers on the preferred methodology to return inappropriate payments to NCDMA. This voluntary protocol does not in any way affect the requirements of the Single Audit Act or other independent audit requirements.

In establishing this protocol, NCDMA recognizes that it must continue to encourage Medicaid providers to conduct self audits and to provide viable opportunities for disclosure. Toward that end, NCDMA renews its commitment to promote an environment of openness and cooperation. The flexibility built into this protocol reflects both our desire to encourage voluntary disclosure and our commitment to openness and cooperation.

NCDMA's Self-Audit Protocol is intended to facilitate the resolution of matters that, in the provider's reasonable assessment, potentially violate state administrative law, regulation, or policy governing the Medicaid Program, or matters exclusively involving overpayments or errors that do not suggest violations of law. It is possible that the Division may, upon review of information submitted by the provider or upon further investigation, determine that the matter implicates state criminal or federal law. In such instances, the Division will refer the matter to the appropriate federal or state agency.

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- ⇒ **Changes in IPRS Rules Regarding Target Populations-** DMH/DD/SAS has implemented new rules retroactive to 7/1/11 related to the assignment of target populations. Previously, consumers could only be in one target population at a time even if they had multiple disabilities. For instance, a consumer could have both a mental health disorder and a substance abuse disorder, but could only be in one target population (either mental health or substance abuse) to pay for services in both disabilities. The Division has now modified the rules related to target populations so that consumers can be in more than one target population concurrently. For the most part, they can only have one target population within each disability area, i.e., an adult with substance abuse issues can have only one adult substance abuse target population. However, if that individual has mental health issues as well, that person can have both a mental health and a substance abuse target population.

A copy of the IPRS Concurrency Table is provided as an attachment to provide documentation of which target populations can be assigned to a person simultaneously. The first sheet of the [Concurrency Table](#) provides instructions for the selection of multiple target populations.

Providers who have eCura Provider Connect licenses will continue to use the Target Pop Update. There have been some slight modifications to allow the entry of a diagnosis specific to each disability. Providers without Provider Connect licenses should use the November 2011 revision of the [form "Target Pop Update."](#) If you have questions, please contact your assigned Utilization Review Specialist or MeckLINK at 704-336-6404 or 877-700-3001.

- ⇒ **Due to state budget reductions to the LME, Adult Flex Funds are no longer available for individuals needing this assistance.**
- ⇒ **MeckPROMISE** has developed a comprehensive employment curriculum, "You're HIRED!" based on the Choose, Get, Keep Model through Boston University Center for Psychiatric Rehabilitation. This is a 12 week, twice weekly course for people in mental health recovery who are very serious about employment. Courses will begin in January; each class will be limited to 6 students and the cost is \$20 per person and includes all materials. A complete list of topics covered can be found under the www.meckpromise.com, "come join us" tab.
- ⇒ **Endorsement Time Frames Tripled** -Effective the date of Implementation Update #92 (November 10, 2011), LMEs are authorized by the Division of Mental Health to triple the endorsement time frames until further notice. With LMEs involved in merger activities and 1915 (b) (c) activities the extension of the endorsement process will help the LMEs adequately evaluate provider qualifications for endorsement. Mecklenburg LME will prioritize endorsement for services that are critically needed within the catchment area. The authorization to triple the endorsement time lines apply to all time lines related to the LME's completion of the endorsement process. The triple time frame does not apply to provider wait time to re-apply if an endorsement is denied or withdrawn or the three year re-endorsement requirements and appeal process. Please refer to the endorsement policy found at: [For the existing time frames.](#)
- ⇒ **MeckCARES~ Mecklenburg County System of Care~ Relocation Update** - MeckCARES has relocated to Wallace H. Kuralt Centre, 301 Billingsley Road, 3rd Floor, Charlotte, N.C. 28211. Staff at this location include Kimm Campbell, Charmaine Carter, Narell Joyner, April Liner, Nikki Rushing and Francesca Morgan. Two team members, Jill Dineen-Scott and Angie Traylor are located at the Sam Billings Center, 429 Billingsley Road, 2nd Floor, Charlotte N.C. 28211.

MeckCARES Staff contact phone numbers, fax numbers and email addresses have remained the same. Please email Francesca.Morgan@MecklenburgCountyNC.gov to request a MeckCARES Staff contact information sheet.

Meetings for or functions of the MeckCARES System of Care Community Collaborative and Subcommittees, Care Review Team, MeckCARES Family Orientation, MCTI Trainings will continue at their current locations, meeting times and follow existing processes.

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Resource Requests and Flex Fund applications must now be submitted to Wallace H. Kuralt Centre, 301 Billingsley Road, 3rd Floor, Charlotte, N.C. 28211. Attn: Charmaine Carter. Please contact Charmaine Carter to schedule an appointment if you plan to drop off these documents, otherwise please mail in the original applications and supporting documentation.

Please call the MeckCARES main line (704) 432-4592 for general inquiries. Further information about resources such as Flex Funds, Resource Requests, Care Review Team and SOC Coaching and the forms necessary to access these is available on the resource page of the MeckCARES website at <http://meckcares.charmeck.org/>.

- ⇒ **Plan now to attend the next Provider InfoShare Meeting to be held on Wednesday, January 4, 2012, from 9:00 – 11:00, Fellowship Hall, Covenant Presbyterian Church, 1000 E. Morehead St. in Charlotte.**
- ⇒ Your single point of contact for all suggestions, input, feedback, questions and concerns regarding the Hot Sheet should be directed to Dennis Knasel, LME Director of Network Development and Provider Relations at Dennis.Knasel@MecklenburgCountyNC.gov. [Subscribe](#) to the weekly Hot Sheet releases.

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**
 - ◆ Lisa Davis Co-Chair), Genesis Project, 704-596-0505 ldavis@genesisproject1.org
 - ◆ Jessie Dancy Co-Chair), First Choice, 704-535-4342 ext 102 Firstchoiceincjd@gmail.com
- ⇒ **> The next scheduled meeting is Wednesday, December 21, 2011 at 9 AM 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.com
 - ◆ Sonyia Richardson (Co-Chair), Another Level Counseling & Consultation, 704-548-5298
srichardson@anotherlevels.com
- ⇒ **> The next meeting will be on Wednesday, December 21, 2011 at 10:30 AM 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@fpcorp.com
 - ◆ Dellyne Samuel (Co-Chair), Total Care & Concern, dellyne@totalcareandconcern.org
- ⇒ **> The next meeting will be on Wednesday, December 21, 2011 at 12:00 PM 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, December 21, 2011 at 1:30 PM in the Carlton Watkins Center Multipurpose room.**

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EDUCATION AND TRAINING OPORTUNITIES

- ⇒ **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. [Register](#) Today!
- 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'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.
- ⇒ **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.
- ⇒ **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](#)