




MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
February 13, 2012

PROVIDER HOT SHEET

⇒ **Request for Proposal:** Intensive In-Home Services -Mecklenburg County Area Mental Health, Developmental Disabilities and Substance Abuse Services (AMH) is requesting proposals from qualified and experienced Critical Access Behavioral Health Agency (CABHA) providers of Intensive In-Home Services.

This Request for Proposals (RFP) is part of the LME's contract "re-bidding" process which means that any agency currently receiving state IPRS funds through a contract with the LME for Intensive In-Home Services must submit an RFP and be evaluated through this process in order to be considered for continuation and future funding for this service.

Over the past two fiscal years the utilization rate of children and adolescents receiving State funded IPRS services during a twelve month period has been an average of 65-80 individuals. The total paid claims reimbursement amount for the provision of Intensive In-Home Services for this number of individuals over a twelve month period has been in the range of \$350,000 - \$400,000.

AMH is seeking to select and develop IPRS state funded contracts with up to two (2) providers of Intensive In-Home Services for the period of July 1, 2012 through June 30, 2013. The initial contract award for each provider is limited to \$175,000 - \$200,000 based on the availability of State funds allocated to AMH for FY'13. This will be a fee for service contract, therefore utilization will be monitored on a quarterly basis and funds may be reallocated based on consumer choice, clinical quality of care concerns, utilization trends and paid claims data.  [Download the RFP](#)

An information session will be held at the AMH administrative office on Thursday, February 23, 2012 at 2:00 p.m.

⇒ **NAMI-Charlotte** is pleased to offer some financial assistance to consumers through the Anita Flowers Fund. This assistance shall be provided when a Mental Health Professional submits proper documentation on the application provided. (See attachment) Assistance is for dental, vision or hearing expenses which are not covered by Medicaid or Medicare. Each request should not exceed \$250.00 per person / per year and the individual receiving services must be a resident of Mecklenburg County. Funds will be distributed directly to the provider. [Anita Flowers Application](#)

⇒ **Target Population** - The LME has recently modified the Target Population Update Event in Provider Connect as well as the update form for those providers who do not have access to eCura Provider Connect. The modification is the addition of an item to document whether an adult consumer is a participant in Drug Treatment Court. If you have questions regarding this, please contact MeckLINK at 704-336-6404 or 877-700-3001.

⇒ **The LME, in partnership with Mecklenburg's PROMISE**, is offering monthly, comprehensive 2-day training on creating person-centered plans (PCPs) for adult mental health consumers that integrate Recovery Model principles, a person-centered approach, effective and proactive crisis planning, and demonstration of medical necessity. The training is mandatory for the staff of Mecklenburg County's adult mental health IPRS providers who create PCPs, and is strongly encouraged for MOA providers, in preparation for working within a Waiver environment. The trainings, delivered by Mecklenburg's PROMISE

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Training Team and LME UM staff, will be held at The Watkins Center, free of charge. Please note that additional dates have been added: April 3 & 5, May 29 & 31, and June 19 & 21. To register, please email the LME's Training Department at amhtrain@mecklenburgcountync.gov . For questions regarding course content/curriculum, please call John Cunningham at Mecklenburg's PROMISE, 980.321.4025.

- ⇒ **MeckCARES** is hosting the 3rd Annual System of Care (SOC) Awards on May 10, 2012 from 6:00-9:00 pm at Charlotte Marriott SouthPark. MeckCARES would like to recognize and award *individuals and teams* that have consistently incorporated and demonstrated the System of Care principles and practices in their work and in their lives. For event announcement and nomination form, go to [MeckCare Events](#)
- ⇒ Your single point of contact for all suggestions, input, feedback, questions and concerns regarding the Hot Sheet is 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** – Two standing subcommittees have been formed by the Provider Council. If you are interested or want more information, please contact the committee chairs. The two committees are:
 - **Quality Training Management Committee (QTM)** – The purpose of the meetings is to promote best practices collaborative growth in the areas of training and quality management, and understanding and support with regard to state and local processes.
 - ◆ Lisa Davis ,Genesis Project 1, 704-596-0505 ldavis@genesisproject1.org
 - ◆ Angela Bunting, BWB Connections, 704-596-5553 Angela.Bunting@connectionsbw.com
 - ◆ Sonyia Richardson , Another Level Counseling & Consultation, 704-548-5298 srichardson@anotherlevelservices.com
- ⇒ > **The next scheduled meeting is Wednesday, February 15, 2012 at 9 AM in the Carlton Watkins Center Multipurpose room.**
 - **Provider Outreach Sub-Committee has transformed into the Network Development Sub-committee**
The purpose is to provide recommendations and feedback to the LME specific to the development of a provider network within a waiver environment and to develop information and learning sessions to assist providers in becoming waiver ready.
 - ◆ Shari Wright (Co-Chair) Connections BWB, Inc. 704-596-5553, shari.wright@connectionsbw.com
 - ◆ Delyne Samuel (Co-Chair), Total Care & Concern, delyne@totalcareandconcern.org
- ⇒ > **The next scheduled meeting is Wednesday, February 15, 2012 at 11 AM in the Carlton Watkins Center Multipurpose room.**

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.

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- ⇒ **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 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](#)

IRIS Cheat Sheet

Submitting an IRIS Report:

- Access IRIS here: <https://iris.dhhs.state.nc.us/>
 - You do not need a username or password to log in. Just click on 'Enter New Incident'.
- Items with red stars are required. Other items may not be required, but some are important, such as the record number, DOB, diagnosis, and CAP status.
- Save frequently.
- Many pages have multiple tabs at the top – check through each tab for required information.
- Complete all of the sections on the left, as far as you can (Provider Info, Incident Info, and Consumer/Treatments, Consumer/Services, Type of Incident, Authorities Contacted, Incident Comments).
- After completing all the sections, go to Finished. This will bring up a page with your Incident Number. Print this page, and don't lose it!! This is the only way to access a saved report, and IRIS only gives the Incident Number to the provider. **DO NOT GIVE INCIDENT NUMBERS TO ANYONE OUTSIDE OF YOUR AGENCY!** After you print the page with the incident number, you or someone else in your agency will have to go back into the report and complete the Supervisor Actions Section and submit the report.
- Make sure to go through the Supervisor Actions Section and complete each tab. Please note the following:
 - The Cause of Incident is not where you describe the incident (you have already done this in Incident Comments). Please don't cut and paste what you have already written. This section is where you ask the question, "Why did the consumer do what he/she did?"
 - The Incident Prevention tab is where you ask, "What is our agency going to do about it?"
 - Under the last tab, Incident Submission, be sure to check the box and click 'Submit'. You should get a page with a "thumbs up"  confirming that you have successfully submitted your report. **If you don't see this page, your report was not submitted and will not be visible to the LME.**
 - This is also true for making changes to an existing report – any time you make a change and you want it to be sent to the LME, you have to go to the last page and hit 'Submit', do not click Save.

Making Changes to an existing report:

When making changes or updates to a report, remember that you still need to go back to the Supervisor Actions section, go to the last tab (Incident Submission), fill in the reason for resubmitting in the box and click 'Submit', not Save. **If you save without submitting, the changes will not be visible to the LME.**

To print or save your Incident Report:

- Log into the report using the Incident Number and consumer's last name.
- Once the report loads, use the menu on the left-hand side to go to 'Print Incident'.
- Click on 'Select All' – this will automatically select all completed portions of the report. Then click on 'Print Selected'.
- This will load the report in a printable format. You can either print directly from this page using the printer icon at the top of the report (additional software may be required) or convert to a PDF and print/save from that file. We recommend using the PDF.
 - Click where it says 'Select a Format', and select 'Acrobat (PDF) File'.
 - Click 'Open' to open the report.
 - To print, go to File, then Print. To save, go to File, then Save a Copy. Select your file name and location. Remember that the report is a confidential document, and if you choose to store it electronically, you must satisfy all HIPPA confidentiality requirements.
- State rules require that providers maintain documentation of all incidents, so you should save and/or print all Incident Reports submitted to IRIS.
- **If you receive information from the LME that you report needs to be resubmitted with corrections or additional information, the incident should be resubmitted by 5:00PM the next business day. Failure to comply with NCAC 27G .0600 response requirements are reported to your Service Analyst and will affect provider monitoring scores.**

Helpful Resources:

<http://charmeck.org/mecklenburg/county/AreaMentalHealth/Pages/default.aspx>

<http://www.dhhs.state.nc.us/mhddsas/statspublications/manualsforms/index.htm#incident>

<https://iris.dhhs.state.nc.us/>

<https://irisuat.dhhs.state.nc.us/> (IRIS Practice Site)

For assistance with IRIS and Incident Reporting please contact:

Linda Margerum 704-336-7187 linda.margerum@mecklenburgcountync.gov

Nancy Cody 704-336-6027 nancy.cody@mecklenburgcountync.gov



Director
704-432-0695

Assistant Director
704-336-4757

Clinical Supervisor
704-432-5539

Resource Development Coordinators
704-432-0698 or 704-432-4576

Administrative Support
704-432-4592

School Nurse
704-355-4088
(enter ID #4988)

ParentVOICE
704-336-7128

Training Coordinator
704-432-0986

Public Information Specialist
704-336-3793

MeckLINK
704-336-6404

Dear Families,

Do you have questions about how to deal with a child with special needs? Do you have a child in and out of trouble and nothing seems to be working? If so our Family Forum is designed just for you.

Our invited guests on the panel will be representatives from the Department of Social Services, Department of Juvenile Justice, Juvenile Court Judges, Charlotte Mecklenburg Schools, Behavioral Health, Area Mental Health and Charlotte Mecklenburg Police Department.

On this day, families will unite and ask all those questions that go unanswered, hear some of the solutions directly from the agency responsible, find out why services for your children connect or don't connect and how you can work with these systems and be successful in wrapping your child in the System of Care.

MeckCARES Network of Informal Support and Mecklenburg County System of Care Community Collaborative would like to invite you to *Unite – Connecting Families and Services Together*, a family forum designed just for you.

On February 21st families will come together to support each other by asking those questions you need answered about ways to help your children and family. We will gather at Myers Park United Methodist Church in the Jubilee Hall located at 1501 Queens Road, Charlotte, NC 28207. Registration will begin at 4:30 pm, roundtable discussions will take place from 5:00 – 6:00 pm and the panel discussion will begin at 6:30 pm and wrap up at 8:00 pm.

MeckCARES Network of Informal Support is made up of families just like you who have struggled to keep our children safe and on the right track. Many families are connected to the community agencies and some have found answers their questions. We thought it was time to reach out to other families who will voice their concerns and help bring about possible changes in the system. Unite with us. The road is less lonely when you have knowledge.

We look forward to you being there. Please be advised that seating is limited to adults only and dinner will be served. To reserve your seat, or if you need additional information, please contact Candace Wilson, ParentVOICE Program Director, at 704-432-4521 or cwilson@mhacentralcarolinas.org.

Sincerely,

Trasha Black
Chair, SOC Community Collaborative

Angela Edwards
Co-Chair, MeckCARES Network of Informal Support



Our community; coming together for families

UNite

Connecting Families and Services Together

Family Forum

Date: February 21, 2012

Time: 5:00pm – 8:00pm (registration will begin @ 4:30)

Location: Myers Park United Methodist Church in Jubilee Hall
1501 Queens Rd. Charlotte, NC 28207

Adults Only

Dinner will be provided

RSVP

Candace Wilson

704-432-4521

cwilson@mhacentralcarolinas.org

Sponsored by:

MeckCARES

Network of Informal Supports

& Community Collaborative

ParentVOICE (MHA Program)

Department of Psychology UNC-Charlotte

Connecting

Families

Community

Collaboration

Networking

Informal Supports

Unity



Director
704-432-0695

Assistant Director
704-336-4757

Clinical Supervisor
704-432-5539

Resource Development Coordinators
704-432-0698 or 704-432-4576

Administrative Support
704-432-4592

School Nurse
704-355-4088
(enter ID #4988)

ParentVOICE
704-336-7128

Training Coordinator
704-432-0986

Public Information Specialist
704-336-3793

MeckLINK
704-336-6404

Estimadas Familias,

¿Tiene usted preguntas sobre cómo tratar con un niño con necesidades especiales? ¿Tiene usted un niño en/ò con problemas y parece que nada trabaja? Si es así, entonces nuestro Foro de Familia está diseñado justo para usted.

Nuestros invitados invitados en el panel serán representantes del Departamento de Servicios Sociales, el Departamento de Justicia de menores, Jueces de Juzgado de menores, Escuelas de Charlotte Mecklenburg, el area de Salud Mental y el Departamento de Policía de Charlotte Mecklenburg.

Durante este día, las familias se unirán y harán todas aquellas preguntas que están sin contestar, escucharán algunas soluciones directamente de la agencia responsable, averiguarán por qué los servicios para sus niños se sirven o no y como usted puede trabajar con estos programas y tener éxito involucrando a su niño en el Sistema de Cuidado.

La Red de MeckCARES de Apoyo Informal y el Sistema de Cuidado a la Comunidad de Mecklenburg County le gustaría invitarle a **Unido** – Conectando juntos Familias y Servicios, un foro de familia diseñado justo para usted. El 21 de febrero las familias se unirán para apoyarse mutuamente haciendo aquellas preguntas a las que usted necesita respuestas sobre modos de ayudar a sus niños y a la familia. Nos reuniremos en la sala de festejos de la Iglesia “United Methodist Myers Park” localizada en el 1501 Queens Rd, Charlotte, Carolina del Norte 28207. Las registraciones comenzarán a las 4:30pm, el panel de discusiones empezará a partir de las 5:00pm hasta las 8:00pm y las discusiones de mesa redonda comenzarán a las 6:30pm y terminará a las 8:00pm.

La Red de MeckCARES del Apoyo Informal está formada por familias como ustedes que se han esforzado por mantener a nuestros niños seguros y en por el camino correcto. Muchas familias están relacionadas con las agencias para la comunidad y algunos han encontrado respuestas a sus preguntas. Pensamos que era tiempo de tenderle la mano a otras familias que expresarán sus preocupaciones y ayudarán a traer posibles cambios en el sistema. Únase con nosotros. El camino es menos solitario cuando usted tiene el conocimiento.

Esperamos que usted este allí. Por favor tenga en cuenta que los asientos son limitados *solamente para adultos* y la cena estará incluida. Para reservar un puesto, o si usted necesita información adicional, por favor pongase en contacto con Candace Wilson, Directora del Programa ParentVOICE, (*La Voz de los Padres*) al 704-432-4521 ò cwilson@mhacentralcarolinas.org.

Sinceramente,

Trasha Black, SOC Comunidad Co-silla de Colaboración

Angela Edwards Co-Chair, Red de MeckCARES de Apoyos Informales

MeckCARES

Our community; coming together for families

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