



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
May 16, 2012

PROVIDER HOT SHEET

⇒ **Please Note:** If you are a provider of Mental Health and/or Substance Abuse services, plan to attend a special Provider InfoShare meeting to be held on Wednesday, May 23, 2012 from 9:00 until 11:00 at Covenant Presbyterian Church, Fellowship Hall, 1000 E. Morehead Street, Charlotte.

The agenda will be a presentation from Dr. Aalece Pugh-Lilly, LME Division Director for Care Coordination. The presentation will focus on the proposed plan for MH/SA Care Coordination including the TCM transition process. This will be an interactive session and providers will have an opportunity to ask questions and provide input and feedback to the proposed plan. This InfoShare is targeting agency Clinical Directors, Program Managers and Supervisors as the audience for Dr. Pugh-Lilly's presentation. The LME strongly encourages each agency to send the appropriate agency representative(s) to this session.

⇒ **The Mecklenburg Provider Council Executive Board is seeking applicants from the following service groups:** Specialty Providers, ICFMR, Hospitals, Individual Practitioners, and Practice Groups. Interested providers please submit a completed application to jalali@kerr-homes.com no later than May 31, 2012. Providers must be in good standing with the LMC. Click on links: [2012 MPC Application](#), [Code of Ethics](#)

⇒ **LME On the Move:**

- Martha Joslin, LPC has been the Deputy Director of Service Management for the past 5 years. As of May 18, 2012 Martha is retiring from Mecklenburg County. Martha brought great skill and compassion to the Utilization Management, Call Center and Intensive Care Management Divisions of the LME. Please join us in wishing her well.
- Paige Walther, LPC has been promoted to Senior AMH Manager, Utilization Management. Paige now oversees Utilization Management functions for Intellectual & Developmental Disabilities, Mental Health and Substance Abuse. This area is pivotal to the success of the existing LME business and the developing Medicaid Managed Care Operation. Prior to this promotion, Ms. Walther was supervisor of UM for Mental Health and Substance Abuse services.
- Aalece Pugh-Lilly, PhD has accepted the position of Division Director for Care Coordination. Care Coordination Division will include the existing Intensive Care Management (ICM) and will expand to incorporate the Care Coordination function for Innovations participants and individuals with special needs in the mental health and substance abuse continuum. Dr. Pugh-Lilly has served as clinical supervisor for MeckLINK call center and was instrumental in developing our ICM program.
- Linda Margerum, LCSW has been promoted to QI Supervisor. She will directly supervise the quality and data analysts, and the consumer representative. Prior to this assignment Linda worked as quality analyst in the areas of credentialing, appeals, and clinical risk.

⇒ **North Carolina 2012 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 Providers who serve active Mental Health and Substance Abuse consumers. These are for consumers who are to receive a service (including an admission) from May 14 – May 27, 2012.

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

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- 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 applicable providers based upon paid claims data. Please thoroughly read and follow the Instructions. Do not copy, fold, bend or staple surveys.

The LME contact is Gregory West: gregory.west@mecklenburgcountync.gov, 704-336-6546.

Completed surveys should be returned to the LME by May 30, 2012:

Mecklenburg County Local Management Entity

Attn: Gregory West

429 Billingsley Road

Charlotte, NC 28211-1098

- ⇒ **Diagnosis Codes on IPRS Claims** -When submitting an IPRS claim for payment, a valid Diagnosis Code relating to the service provided to the consumer must be on the claim. IPRS Claims will be rejected if a valid diagnosis code or if no diagnosis is submitted on the claim. The LME cannot process claims in our software system to the various funding sources without this information.
- ⇒ **Critical Access Behavioral Health Agency First Responder Requirements** - This is a reminder to all CABHA agencies regarding First Responder Requirements for consumers served in the agency as outlined in Implementation [Update #86](#). **Specifically:**
- “Critical Access Behavioral Health Agencies shall perform "first responder" crisis response 24 hours a day, 7 days a week, 365 days a year to all consumers accessing Critical Access Behavioral Health Agency services”.
 - All Critical Access Behavioral Health Agencies shall be accessible 24/7/365 to respond directly to consumers and to collaborate with and provide guidance to other crisis responders regarding coordination of treatment for Critical Access Behavioral Health Agency consumers in crisis.
 - Each Critical Access Behavioral Health Agency shall provide all consumers with a phone number to contact a live person 24/7/365 for use when crises occur.
- ⇒ 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

CLINICAL CORNER

- ⇒ **AAIDD** - We are very fortunate that the 136th Annual Meeting of the American Association of Intellectual and Developmental Disabilities (AAIDD) will be held in Charlotte on June 18-21, 2012 at the Westin Hotel. This is an excellent opportunity to hear presentations from leaders in the IDD field, and to learn more about related best and promising practices. Please visit www.aidd.org for more information about the conference and registration.

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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@genesishproject1.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, May 16th, 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
- ⇒ > **The next scheduled meeting is Wednesday, May 16th, 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.
- ⇒ **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.

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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](#)



Presents

Person Centered Thinking Training

**Tuesday, June 19th and
Wednesday, June 20th, 2012**

9-4pm

Trainer

Amy Mock



Amy Mock is a certified Person Centered Thinking and a certified Systems of Care trainer. Amy is currently the Clinical Director at Procure Agency. She is a Licensed Professional Counselor and has been working with youth and their families for over 15 years utilizing cognitive behavioral and trauma informed therapies.

--LOCATION: TBA

REGISTRATION: Register online: www.genesisproject1.org (Registration fees will be payable via Pay-pal). Other methods of payment are a certified check or money order.

***Total training hours: 12 hours**

Cost: \$80 per person

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]

