



**MECKLENBURG COUNTY**  
**Area Mental Health, Developmental Disabilities and**  
**Substance Abuse Services**  
 July 03, 2012

***PROVIDER HOT SHEET***

- ⇒ **Quarterly Provider InfoShare Meeting:** Plan to attend the next quarterly Provider InfoShare meeting to be held on Wednesday, July 11, 2012 from 9:00 until 11:00 at Covenant Presbyterian Church, Fellowship Hall, 1000 E. Morehead Street, Charlotte.
- ⇒ **Provider Quarterly Incident Reports** are due by July 10th, 2012. These reports are no longer accepted by fax. Please email the Provider Quarterly Incident Report to [nancy.cody@mecklenburgcountync.gov](mailto:nancy.cody@mecklenburgcountync.gov). All Category A and B providers are required to submit a Provider Quarterly Incident Report, form QM11. This form can be found on the DMH website at: [Quarterly Incident Report](#)
- ⇒ **Useful information for consumers related to the recent heat wave:** Excessive Heat Exposure Can Pose Higher Risks for those on Psychotropic Medication or Other Substances”  
[Excessive Heat Exposure Blog](#)
- ⇒ **DMA Standardized Enrollment Application for Agencies Process Update:** The initial posting of documents for the DMA Standardized Enrollment Application for Agencies did not include the Agency Attestation Statement. The Agency Attestation Statement has now been posted with the Agency Application Process and documents. Please note that for a DMA Standardized Enrollment Application for Agencies to be considered complete, it must include an Agency Attestation Statement with original signatures. Copies will not be accepted. The Agency Attestation Statement and other documents for the DMA Standardized Enrollment Application for Agencies can be obtained at the following link: [DMA Standardized Enrollment Application for Agencies](#)
- ⇒ **Clarification of Plan of Corrections (POC) issues discussed on page 2 of the MeckLINK Agency Application Process document for the DMA Standardized Enrollment Application for Agencies.**

If an Agency is currently under a Plan of Correction (POC) for any of the items listed below, their POC must be “closed out” prior to submitting their DMA Standardized Enrollment Application for Agencies:

- \* No longer meets requirements of business status, licensure status, or insurance status
- \* Failure to meet staff qualifications
- \* Misrepresentation of services provided
- \* Not in compliance with ADA requirements
- \* Failure to address issues that endanger the health, safety, or welfare of consumers
- \* Failure to provide appropriate care coordination
- \* Inaccessibility of staff including first responder requirements
- \* Failure to provide service according to service definition requirements
- \* Failure to ensure confidentiality

Please note that Provider Council Executive Board approved these items as Health and Safety issues requiring a Plan of Correction.

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- ⇒ **Provider Claims Denials for “Invalid Diagnosis Effective Date”:** MeckLINK Behavioral Healthcare is experiencing a high volume of provider claims that are being denied for, “Invalid Diagnosis Effective Date”. MeckLINK Behavioral Healthcare’s claims adjudication process through the eCura system includes validating the diagnosis listed on the claims against a list of LME approved diagnoses. MeckLINK Behavioral Healthcare is required by the State to have a valid diagnosis on each claim that is filed. The diagnosis must be consistent with the service that is being claimed and the service documentation in the consumer record.

When a claim is denied for “Invalid Diagnosis Effective Date”, providers should immediately review the claim to insure that there is a valid MeckLINK Behavioral Healthcare approved diagnosis on it. If the claim does not have diagnosis or the diagnosis is not on MeckLINK Behavioral Healthcare’s approved list, the provider should review the claim and their supporting documentation. If the claim was submitted without a diagnosis or with an incorrect diagnosis, then the provider should correct the claim to include diagnosis that is consistent with the service provided and documented in the consumer record. The revised claim should be resubmitted immediately to avoid further delay in payment. A list of valid, MeckLINK Behavioral Healthcare [approved diagnosis codes](#) has been posted to the [Provider Resource Library](#) on the Mecklenburg County Area Mental Health website under **Document Type: Manual/Guide**.

- ⇒ **Annual Survey** - It is time for the mandatory Annual Cultural Competence and Disaster Response Survey. We are continuing the practice of offering you the opportunity to complete the Survey prior to the July Info Share Meeting on July 11<sup>th</sup>. You can find the Survey in the Provider Resource Library under Forms on the LME’s Public Web Page at the following link: [Provider Documents](#)

You can bring the survey to Info Share and turn it in there, or fax, mail or email it to Carol Goerner, Sr. Quality and Training Specialist with the Quality Improvement Division. Her contact information is on the Survey. In the future, this information will be gathered as part of the Network Provider Application.

- ⇒ The LME is once again asking for your feedback about your satisfaction with the LME’s various services:
- **Forensic Evaluations**
  - **Utilization Management**
  - **MeckLINK – Call Center**
  - **Network Development and Provider Relations**

A very brief (6 question) survey can be found at the link below. If you have not already taken this survey, please participate by Friday, June 29<sup>th</sup>. Thank you for your help. [LME Survey](#)

- ⇒ **Presentation Video:** The Plan for Transition from Targeted Case Management to Innovations Care Coordination: A special Provider InfoShare meeting targeting IDD agency Clinical Directors, Program Managers and Supervisors was held on Wednesday, June 20, 2012 at Covenant Presbyterian Church. The purpose of this special InfoShare was to present MeckLINK Behavioral Healthcare’s proposed plan for Innovations Care Coordination including the Targeted Case Management transition process. The presentation by Beth Monaco, LME Senior Manager for Innovations Care Coordination, was an interactive session. Providers were encouraged to ask questions and provide input and feedback to the proposed plan. The presentation was recorded and has been added to the “LME MCO Update” section on the front page of the Mecklenburg AMH website or can be access through the following link: [Presentation Video](#)

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⇒ **Agency Application Process for participation in the 1915(b)(c) waivers through MeckLINK Behavioral Healthcare:** MeckLINK Behavioral Healthcare has posted the DMA Standardized Enrollment Application for Agencies on the [Provider Home Page](#). In addition, MeckLINK Behavioral Healthcare has posted narrative instructions and a process map for the application process, an application review check sheet, a policy and procedure review check sheet, and a self-study review sheet. It is MeckLINK Behavioral Healthcare's desire for providers to successfully complete the application process and become a contracted partner in the provider network. To be successful in the application process, providers must read and adhere to the instructions for the application. Provider Applications received prior to 5:00 PM, July 25, 2012 will be part of the Expedited Review process. Provider Applications received after 5:00PM, September 30, 2012 will be processed in the order they are received. MeckLINK Behavioral Healthcare expects a large volume of provider applications and cannot guarantee the application will be processed prior to January 1, 2013.

Please note that the DMA Standardized Enrollment Application for Agencies is geared specifically to CABHAs, Specialty Service Providers, ICF-MR Providers, Innovations Providers (formerly CAP-MR), Other Enhanced Benefit Providers, and Incorporated Providers delivering services other than or in addition to Outpatient Behavioral Health Services. This is not the application for Licensed Independent Practitioners (LIPs) or Group/Outpatient Practices. MeckLINK Behavioral Healthcare is currently finalizing the LIP application and process and will release it in the very near future. When the LIP application is released it will also include narrative instructions and a process map for LIPs and Group/Outpatient Practices to follow.

In keeping with the N.C. Medicaid Special Bulletin, eligibility for providers and practitioners to join the network is based on having submitted claims for Medicaid services provided to consumers with Medicaid originating from Mecklenburg County during the 60 days prior to submitting an application. If a provider is actively serving consumers with Medicaid originating from Mecklenburg County and has not submitted claims for those consumers during the 60 days prior to submitting their application, the provider must show evidence of actively serving those consumers. Additionally, providers should not view this as an opportunity to expand their service array. MeckLINK Behavioral Healthcare will only approve and contract for the services a provider has submitted claims for during the sixty (60) days prior to application or is actively providing to consumers with Medicaid originating from Mecklenburg County.

After December 31, 2012, MeckLINK Behavioral Healthcare will operate a closed network. Once the Network is closed, provider recruitment for new services and gaps in services will be addressed through MeckLINK Behavioral Healthcare's Request for Proposal (RFP) process.

For questions regarding the Agency Application Process please contact Chuck Hill at [Charles.Hill@mecklenburgcountync.gov](mailto:Charles.Hill@mecklenburgcountync.gov).

⇒ Your single point of contact for all suggestions, input, feedback, questions and concerns regarding the Hot Sheet should be directed to Chuck Hill, LME Director of Network Development and Provider Relations at [Charles.Hill@MecklenburgCountync.gov](mailto:Charles.Hill@MecklenburgCountync.gov) . [Subscribe](#) to the weekly Hot Sheet releases

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**MeckLINK Behavioral Healthcare On the Move:** Chip Kale has been promoted to I/DD Manager in UM. Chip possesses a wealth of knowledge in the I/DD arena. His expertise, skills and abilities will serve both enrollees and MeckLINK Behavioral Healthcare as we continue to address the needs of the I/DD population and advance in our knowledge of managing both IPRS and Medicaid behavioral healthcare services in the waiver environment.

Nancy Cody has been promoted to Manager for a New MeckLINK Behavioral Healthcare division devoted to advocacy, education and outreach. She will directly supervise a team of Consumer Representatives and Outreach, Education and Information Specialists. Nancy worked for Mecklenburg County more than 10 years, first in the Access program serving homeless and mentally ill adults and more recently as a Consumer Representative.

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## PROVIDER COUNCIL REMINDERS AND UPDATES

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- ⇒ **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](mailto:ldavis@genesisproject1.org)
    - ◆ Angela Bunting, BWB Connections, 704-596-5553 [Angela.Bunting@connectionsbw.com](mailto:Angela.Bunting@connectionsbw.com)
    - ◆ Sonya Richardson, Another Level Counseling & Consultation, 704-548-5298 [srichardson@anotherlevelservices.com](mailto:srichardson@anotherlevelservices.com)
- ⇒ **> The next scheduled meeting is Wednesday, July 18th, 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](mailto:shari.wright@connectionsbw.com)
- ⇒ **> The next scheduled meeting is Wednesday, July 18th, 2012 at 11 AM in the Carlton Watkins Center Multipurpose room.**

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## EDUCATION AND TRAINING OPORTUNITIES

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- ⇒ 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](mailto:jcunningham@meckpromise.com) to request a current calendar.

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- ⇒ 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](http://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

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- ⇒ [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](#)