



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
August 06, 2012

PROVIDER HOT SHEET

⇒ **Attention MeckLINK Behavioral Healthcare Contract Providers** - A 999 Acknowledgement file will be generated in response to all 837 files submitted. This file will indicate whether the 837 submitted was Accepted or Rejected. Providers are responsible for retrieving acknowledgements from Provider Connect to determine the status of their files. For more information please review the "Reading 999 Acknowledgment Files" document located in the Provider Resource Library on the Mecklenburg County Area Mental Health website under **Document Type: Manual/Guide**.

⇒ **The following policies and plans have been updated in LME Policies and Plans.:**

CR-02 Provider Standards and Credentialing of Agency Providers
 CR-05 Quality of Care Investigation Review and Appeals with definitions
 CR-07 Qualifications for Non-Licensed Clinical LME Staff
 HCC-06 Screening Triage and Referral Policy
 IM-08 Records Retention and Disposition Policy
 LME-16 Communication Practices Policy
 PO-01 Administrative Contract Appeals
 UM-11 Standard Timeframes Policy
 Credentialing Program Plan 2012

All LME Policies and Plans are reviewed at least annually and revised and updated as needed. If you have any questions regarding one of the policies, please contact the Service Analyst assigned to your agency.

⇒ **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, September 30, 2012 will be part of the Standard 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 applications received after September 30, 2012 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 will complete to join the network. 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/or Group/Outpatient Practices to follow.

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In keeping with the N.C. Medicaid Special Bulletin, eligibility for providers/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.

MeckLINK Behavioral Healthcare's Provider Network will be in place as of January 1, 2013. Once the Network is in place, 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.

- ⇒ **NC DHHS Reports and Presentations:** - The Human Services Research Institute (HSRI) recently gave a presentation to the NC DHHS Waiver Advisory Committee (DWAC) on "Establishing a Resource Allocation Model For Service Recipients with Intellectual and/or Developmental Disabilities - Innovations Plus -". HSRI addresses 1. The Challenges Faced by Policy Makers, 2. Developing Resource Allocation Models including the process used to establish individualized budget allocations, Budget levels, and Service planning, and 3. How Does the Resource Allocation Process Work? HSRI also addresses the resource allocation framework LME-MCOs will use in implementing the Innovations Waiver. This presentation has been posted to the "[News and Features](#)" section of the [MeckLINK Behavioral Healthcare website](#) under [NC DHHS Reports and Presentations](#).
- ⇒ **Scheduling of Care Review Meetings:** - Effective immediately Sa'idah Sudan (pronounced Sy-ee-dah) will be responsible for scheduling Care Review Meetings. Please contact Sa'idah by calling 704-336-7455 or emailing her at saidah.sudan@mecklenburgcountync.gov.
- ⇒ **Targeted Case Management to Care Coordination Transition Plans** - As MeckLINK Behavioral Healthcare moves forward with becoming an MCO a large part of this change will be the transitioning of Consumers from Targeted Case Management to Care Coordination. MeckLINK Behavioral Healthcare in collaboration with the QTM/Network Development Sub-Committee has created detailed transition plans for both MH/SA and IDD consumers. Please take some time to review these plans. The Care Coordination Division is looking forward to working together with our providers to make this transition a success. These plans are posted to the [News and Features](#) section and the [Provider Resource Library](#) under "Plans" on the [MeckLINK Behavioral Healthcare website](#).

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 . [Subscribe](#) to the weekly Hot Sheet releases.

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MeckLINK Behavioral Healthcare On the Move:

Tawanna Usher, MHA - Tawanna joins MeckLINK Behavioral Healthcare as the Innovations Manager, effective July 11, 2012. She holds a Bachelor's degree in Social Work and a Master's degree in Healthcare Administration. Tawanna joins us from PBH. While at PBH, she served as a Utilization Management Reviewer and most recently as Care Coordination Supervisor. Tawanna has over 14 years of experience in the field of Intellectual and Developmental Disabilities in various roles.

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, August 15th, 2012 at 9 AM Hickory Grove United Methodist Church, 6401 Hickory Grove Road (at the back of the church)**
- **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.
 - ◆ Jalai Kerr (Co-Chair) Kerr Homes, Inc., 704-779-4376, Jalai@kerr-homes.com
- ⇒ > **The next scheduled meeting is Wednesday, August 15th, 2012 at 11 AM Hickory Grove United Methodist Church, 6401 Hickory Grove Road (at the back of the church)**

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

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- ⇒ **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 (MHA) offers various training opportunities to include QPR (Question, Persuade, and Refer) suicide prevention training, QPR Train-the-Trainer certification course, Mental Health First Aid USA, and Creating a Ripple of Hope: Telling Your Story & Inspiring Positive Change – Advocacy 101 for Consumers & Their Caregivers. 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](#)

MeckCARES 6th Annual Stomp Out the Stigma Family Fun Day!

Come and support this fun, rocking and rolling event and help kick off the new school year! The MeckCARES 6th Annual Stomp Out the Stigma Family Fun Day celebrates the strengths of youth and families overcoming the everyday challenges of mental health issues.

**Wednesday,
August 15, 2012
5:00 p.m. – 9:00 p.m.**



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

Entry Fee: Donations of school supplies

For more information, please contact Wanda Moore 704-492-1687,
Angela Edwards 704-430-5483 or Irma Robinson 704-890-5322

SPONSORS:

Genesis Project 1 Family First Community Service Echelon Care

MeckCARES 6th Annual “Stomp Out the Stigma”

Día de diversión con la familia!

Vengan y apoyen este evento divertido y ayuden a empesar el nuevo año escolar. El MeckCARES 6th Annual “Stomp Out the Stigma” Día de diversion con la Familia va a celebrar la fuerza de la juventud y familias que an tenido que vencer retos diarios y dificultades en la salud mental.

**Miercoles
Agosto 15, 2012
5:00pm-9:00pm**



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

Precio de Entrada: Solamente la donación de útiles escolares para las familias de MeckCARES

Para mas información, favor comuníquese con: Wanda Moore
704-492-1687, Angela Edwards 704-430-5483 or Irma Robinson
704-890-5322

Patrocinadores: Genesis Project 1
Family First Community Service Echelon Care