



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

***PROVIDER HOT SHEET***

- ⇒ **Quarterly Provider InfoShare Meeting:** Plan to attend the next quarterly Provider InfoShare meeting to be held on Wednesday, August 29th, 2012 from 9:00 until 11:00 at Covenant Presbyterian Church, Fellowship Hall, 1000 E. Morehead Street, Charlotte. This meeting will be an opportunity to meet MeckLINK Behavioral Healthcare's new Director and to learn about Consumer Communications and Education.
- Consumer Communications and Education: The Waiver Communications Committee is sending letters to all Medicaid Recipients in Mecklenburg County explaining that, as a Medicaid recipient, they are eligible for behavioral health services funded by Medicaid. This letter, along with an information sheet, will explain what the 1915 b/c Waiver is, the upcoming changes associated with the Waiver, what the changes will mean for them, and what they need to do if they currently have services or if they wish to receive services. The Information Sheet also includes a schedule for the public information sessions that will be held September through December. These sessions will be held at the Mecklenburg County DSS building on Billingsley Rd in the evening and are population specific. The December sessions will be in Spanish. All current CAP MR-DD recipients will receive an information sheet about the Innovations Waiver by mail. A Care-Coordination Information Sheet will be provided to all providers to give to consumers. All of this information will be available on the MeckLINK Behavioral Healthcare public website and contains contact information for MeckLINK for questions or assistance. Waiver Communication with Medicaid recipients will be ongoing and will include quarterly mail-outs, information sessions, focus group, forums, and other events.
- ⇒ **A New Approach to Assessment:** The Supports Intensity Scale (SIS) from the Developmental Disabilities Training Institute: Attention providers of services to consumers with I/DD; The Supports Intensity Scale (SIS) website from the Developmental Disabilities Training Institute is an excellent resource for both providers and families to learn about and gain a greater understanding of the Supports Intensity Scale. Link: <http://ddti.unc.edu/SIS.asp>
- ⇒ **Provider Claims Denials for "Invalid Diagnosis Effective Date":** Claims submitted to MeckLINK Behavioral Healthcare must include a diagnosis and a diagnosis code/pointer. The code/pointer identifies what diagnosis is assigned to the service rendered. If submitted incorrectly, the claim will be denied for "Invalid Diagnosis Effective Date". Instructions for submitting a diagnosis and its associated pointer/code has been posted to the Provider Resource Library on the Mecklenburg County Area Mental Health website under Document Type Manual Guide: [Submitting Diagnoses](#)
- ⇒ **Innovations Waiver Technical Manual:** The [Innovations Waiver Technical Manual](#) has been posted to the [Provider Document Library](#) under the Manual/Guide Document Type on the [MeckLINK Behavioral Healthcare website](#). This is an important document for all Agencies that will be providing Innovations Services in the MeckLINK Behavioral Healthcare Provider Network. The Innovations Waiver Technical Manual is part of all provider Medicaid Waiver contracts. Please take the opportunity to download and review this document.

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- ⇒ **PCP/ISP Format Update:** MeckLINK Behavioral Healthcare has received multiple inquiries regarding the status of a suggested PCP format for treatment plans completed by a provider agency on behalf of an individual they are supporting. Please be aware that this is a subject being discussed at MeckLINK Behavioral Healthcare amongst the clinical team and the format is still under consideration. At this time providers should continue with business as usual, utilizing the state PCP format for treatment planning. Further direction and information will be shared via the Hot Sheet as it becomes available.
- ⇒ **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.

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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## CLINICAL CORNER

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- ⇒ **National Association for Dual Diagnosis**-There is a very valuable resource for providers working with dually-diagnosed individuals (MH/IDD), who often have a unique presentation with complex and challenging needs. The NADD (National Association for Dual Diagnosis) is an organization that focuses solely on assisting providers gain expertise and information to better assist these consumers and their families. They are currently developing a collaborative to facilitate information-sharing among providers and to assist with referrals; they also offer conferences and continuing education to promote awareness of best practices in this field. More complete information about the organization may be obtained at [www.thenadd.org](http://www.thenadd.org).

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## MECKCARES

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- ⇒ **The MeckCARES 6<sup>th</sup> Annual Stomp Out the Stigma Event!!!** 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 every-day challenges of mental health issues. **See flyers below:**

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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@genesisproject1.org](mailto:ldavis@genesisproject1.org)
    - ◆ Angela Bunting, BWB Connections, 704-596-5553 [Angela.Bunting@connectionsbw.com](mailto:Angela.Bunting@connectionsbw.com)
    - ◆ Sonyia Richardson. Another Level Counseling & Consultation, 704-548-5298 [srichardson@anotherlevservices.com](mailto:srichardson@anotherlevservices.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](mailto: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 OPPORTUNITIES**

- ⇒ **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** – Meck Promise 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.
- ⇒ **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 (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.

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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](#)

# **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 6<sup>th</sup> 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

*Presents*



## ***Motivational Interviewing***

**Monday, August 20<sup>th</sup>, 2012 &  
Tuesday August 21<sup>st</sup>, 2012 9:30am-5:30pm**

### **Tony Beatty**



**Tony Beatty is a member of MINT. He is a Program Administrator with Mecklenburg County Area Mental Health. He has served over 29 years as a substance abuse counselor.**

**Location: IKEA located at 8300 IKEA Boulevard Charlotte, NC 28262 Phone number: (704) 549-4532. The training room is located at the top of the store entrance escalator to the right.**

**REGISTRATION: Register online: [www.genesisproject1.org](http://www.genesisproject1.org) (Registration fees will be payable via Pay-pal, Certified Check or Money Order)**

**\*Total training hours: 13 hours**

**\*\*Cost: \$75 per person**

**For more information on this Motivational Interviewing Training, please contact Lisa Davis, Training Director at Genesis Project 1, Inc. (704.596.0505)[[ldavis@genesisproject1.org](mailto:ldavis@genesisproject1.org)]**

