



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
September 10, 2012

PROVIDER HOT SHEET

- ⇒ **Request for Services:** As a reminder to providers, **all requests for services including any request for services for High Risk consumers should be forwarded to Utilization Management for review.** A complete request includes an authorization request along with a Person Center Plan that identifies appropriate short term goals, long term goals and that includes relevant clinical information that supports medical necessity. Requests will be reviewed within 14 calendar days unless there is a requirement to expedite the request. Expedited requests are reviewed within 3 calendar days. If the Person Centered Team requires assistance with planning, coordination of care or identifying appropriate services, please call 704-336-6404 and the team can be connected to care coordination for assistance.

- ⇒ **Extension of Submission Date for the Agency Application Process for participation in the 1915(b)(c) waivers through MeckLINK Behavioral Healthcare:** Due to September 30, 2012 falling on a Sunday, MeckLINK Behavioral Healthcare has extended the deadline for acceptance of Agency Applications to be included in the Standard Review process. Provider Applications received prior to 12:00 PM, October 1, 2012 will be part of the Standard Review process. Provider Applications received after 12:00 PM, October 1, 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 12:00 PM, October 1, 2012 will be processed prior to January 1, 2013. For questions regarding the Agency Application Process please contact Chuck Hill at Charles.Hill@mecklenburgcountync.gov.

- ⇒ **Licensed Independent Practitioner (LIP), Group Practice, and Hospital & Inpatient Psychiatric Facility Applications and Processes for participation in the 1915(b)(c) waivers through MeckLINK Behavioral Healthcare:** MeckLINK Behavioral Healthcare is working with the Credentials Verification Organization (CVO), Medversant, to finalize the "Web Portal" for the LIP, Group Practice, and Hospital & Inpatient Psychiatric Facility Applications. The "Web Portal" should be available by September 14, 2012. All forms and instructions for submitting a LIP, Group Practice, and Hospital & Inpatient Psychiatric Facility Application will be available through the "Web Portal". The deadline for LIPs, Group Practices, and Hospitals & Inpatient Psychiatric Facilities to submit their applications will be 12:00 PM, November 16, 2012. LIP, Group Practice, and Hospital & Inpatient Psychiatric Facility Applications submitted after 12:00 PM, November 16, 2012 will be addressed on a case-by-case basis and will not be guaranteed a contract with MeckLINK Behavioral Healthcare.

- ⇒ **Incident Reporting Reminder:** All providers need to make sure you have resubmitted incident reports in IRIS as requested by the LME. Currently there are many reports that are out of compliance with 10A NCAC 27G .0600 because reports requiring corrections or updates have not been resubmitted. If you have submitted any incident reports since June, 2012 please check to make sure they are closed. If they are not you will need to look in the report for communication from the LME as to what was requested, complete the report, and resubmit it, or call Nancy Cody at 704-336-6027.

- ⇒ **Provider Performance Report Update** - MeckLINK Behavioral Healthcare has completed the initial phase of Provider Performance Report(PPR) reviews for IPRS contracted providers. The findings of the reviews will be presented at the September 2012 Consumer and Family Advisory Committee as well as the

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Provider Council Executive Board meeting. Final results will be sent out to providers and posted on the MeckLINK Behavioral Healthcare website the first week in October.

⇒ **Consumer Education and Communication Documents for the Medicaid Waiver:**

The following documents can be accessed by clicking "[Waiver Information](#)" for providers to print and distribute to consumer and family members:

- Letter mailed to all Medicaid Recipients
- Information sheet mailed to all Medicaid Recipients
- Innovations Fact Sheet mailed to current CAP MR-DD consumers
- Care Coordination Fact Sheet to be distributed by providers
- Registry of Unmet Needs to be mailed to those on the CAP MR-DD waiting list

As more information and education documents are developed they will be posted to the MeckLINK Behavioral Healthcare public website for distribution by providers. If you have questions please contact Nancy Cody at 704-336-6027.

⇒ 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.

CLINICAL CORNER

⇒ **The Administration for Children and Families (ACF), in collaboration across many agencies including SAMHSA, has created a Youth Guide on Psychotropic Medications.**

- This new guide – written specifically for youth in foster care with input from youth and professionals – looks at ways to handle powerful feelings and behaviors, and make healthy choices. Understanding how psychotropic medication can help and what other options are available can be challenging. *Making Healthy Choices* includes useful information for youth, including questions to ask, worksheets, and tips on:
 - Recognizing when help is needed
 - Knowing about rights regarding health and who can help make decisions
 - Considering options, including helpful approaches other than medication
 - Making decisions about how best to stay healthy
 - Maintaining treatment (taking medication safely and continuing or stopping treatment after leaving foster care)

Download the guide: www.nrcyd.ou.edu/psych-med-youth-guide

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

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⇒ > **The next scheduled meeting is Wednesday, September 19th, 2012 at 9:00to 10:30Hickory Grove United Methodist Church, 6401 Hickory Grove Road (at the back of the church)**

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.

- ♦ Jalali Kerr (Co-Chair) Kerr Homes, Inc., 704-779-4376, Jalali@kerr-homes.com

⇒ > **The next scheduled meeting is Wednesday, September 19th, 2012 at 10:30 to 12:00 PM at Hickory Grove United Methodist Church, 6401 Hickory Grove Road (at the back of the church)**

⇒ Finally, the MH/IDD/SA Rally Planning Committee will meet directly following the Network Development meet from 12:00 to 1:00PM.

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**–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. The current training calendar can be viewed at www.meckpromise.com/mptc or can be requested by contacting Mecklenburg's Promise.

⇒ **The [LME Monthly AMH Training Calendar](#)** is posted online.

⇒ **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, [MentalHealth 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](#)

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[Comparison: NC Innovations and CAP-MR/DD Waivers](#)

[LME-MCO Appeal Process \(per federal CFR 438.400\)](#)

[AMHProvider Document Library](#)