



**MECKLENBURG COUNTY**  
**Area Mental Health, Developmental Disabilities and**  
**Substance Abuse Services**  
October 1, 2012

***PROVIDER HOT SHEET***

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**INFOSHARE**

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⇒ **The next InfoShare will be Wednesday, October 3, 2012, 9-11 a.m., at Covenant Presbyterian Church, at 1000 East Morehead St.**

The primary focus of this InfoShare is training that will provide an **overview of the Service Management Division and what providers can expect from Utilization Management and the Call Center** as we move into the waiver and post waiver.

- Speakers will discuss:
  - Overview of Service Management
  - Review of Medical Necessity Criteria
  - Review of Utilization Management Guidelines and Timeframes

⇒ **Alpha MCS Provider Overview/Training Dates:**

The computer application providers will use to do business with MeckLINK is **Alpha MCS.**

⇒ **The overview/training agenda is attached. Be sure to print it and bring it with you. Copies will not be distributed at the overview/training.**

- ***Overview/Training is mandatory, with priority given initially to providers contracted for IPRS services, which will go live October 29<sup>th</sup>***
  - October 10 at Covenant Presbyterian off Morehead, 9-11 a.m. (Registration is NOT required for October 10th overview/training), at 1000 East Morehead St.
  - Additional Alpha MCS Provider Overview/Trainings will be held on the dates and times below. Due to limited space, registration is required. Locations will be disclosed upon registration. Email us at [providerrelations@mecklenburgcountync.gov](mailto:providerrelations@mecklenburgcountync.gov) with the names of your agency's representatives that will be attending.
    - October 17, 9-11 a.m. *(fully booked, no slots available)*
    - October 24, 9-11 a.m. *(fully booked, no slots available)*
    - October 31, 9-11 a.m.

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⇒ **Attention Providers: The Enrollment and Credentialing Process for Licensed Independent Practitioners (LIPs), Group Practices, and Hospital Inpatient, Outpatient, and Emergency Department Services is now open.** The link to download applications and associated documents for Licensed Independent Practitioners (LIPs), Group Practices, and Hospital Inpatient, Outpatient, and Emergency Department Services at the MeckLINK Behavioral Healthcare/Medversant Document Management site is now operational. Providers will use this same site to upload their completed applications. All providers must complete and sign the appropriate MeckLINK Behavioral healthcare Enrollment Application and submit it electronically - along with the required credentials and documents - to our credentialing verification organization, Medversant Technologies, LLC. [Click Here](#) for the LIP, Group Practice and Hospital Provider Enrollment webpage. For questions regarding the LIP, Group Practice, or Hospital Application Process please contact the Provider Relations and Network Development Department at [providerrelations@mecklenburgcountync.gov](mailto:providerrelations@mecklenburgcountync.gov).

⇒ **Submission Date for the Agency Application Process for participation in the 1915(b)(c) waivers through MeckLINK Behavioral Healthcare:** The deadline for acceptance of Agency Applications to be included in the Standard Review process is 12:00 PM, October 1, 2012. 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 the Provider Relations and Network Development Department at [providerrelations@mecklenburgcountync.gov](mailto:providerrelations@mecklenburgcountync.gov).

⇒ **Supports Intensity Scale:** NC's Department of Health and Human Services is improving its service delivery system for people with intellectual and developmental disabilities in order to:

- Create a more equitable system
- Use resources more effectively and efficiently
- Make sure people get the right supports for their needs

The first step of this process is to use an objective assessment called the Supports Intensity Scale (SIS) to find out about the support needs of people with I/DD participating in the NC Innovations Waiver. These assessments will occur over the next year for people on the Innovations Waiver or on the Registry of Unmet Needs.

MeckLINK, along with the Developmental Disabilities Training Institute (DDTI), will begin the SIS assessment process in late October. Interviews will be scheduled by DDTI staff and MeckLINK Behavioral Healthcare's Care Coordination Division.

The support of the provider network and existing TCM's is pivotal in the success of this roll out as we go through the transition process and move forward with the Innovations Waiver. Please encourage the people that you and your agency support to participate actively in the process with MeckLINK Behavioral Healthcare and DDTI staff.

If you have any questions, please contact Bev Nagy, SIS Supervisor, at 1-877-700-3001.

⇒ **ALL SERVICE PROVIDERS:** Thanks to a remarkably effective collaboration between the Mecklenburg County Provider Services Organization (PSO), the Sheriff's Office, Charlotte Mecklenburg Police Department, town police departments, CPCC, and multiple private providers, approximately 445 police

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officers have graduated from Crisis Intervention Training (CIT). **Please instruct staff to request a CIT trained officer when calling police to respond to a MH/IDD/SAS crisis. This request should also be incorporated into Crisis Plans for consumers.** These officers are a wonderful resource for our community and will help to increase positive outcomes for our consumers in crisis. CIT is a national policing model, and Mecklenburg County provides quarterly 40-hour classes for over 100 officers per year.

⇒ **The Behavioral Health Section of NCHIMA** will be having a Mid-Year Conference on November 9, 2012 at Pitt Community College. Although all are welcome, this conference is specifically targeted towards those persons working with health information management/medical records. [Click here](#) for additional information.

⇒ **Elements of a Functional First Responder System**

The Mecklenburg County Consumer and Family Advisory Committee (CFAC) and LME consider the following elements to constitute a Functional First Responder System (FFRS):

- The provider has a 911 prompt for medical crisis on their voicemail system.
- The provider has a prompt that provides a phone or pager number for assistance with "urgent" or "crisis" needs that cannot wait until the next business day (**It is recommended that this number connect to a person and not to another telephone number or voicemail.**)
- If crisis number contacts a pager, the message explains briefly what the caller will hear and how to respond.
- If the caller does not reach a live person, the voicemail message gives the caller a wait time of no more than 15 minutes to expect a return call.
- If the caller does not reach a live person, the call is returned within 15 minutes.
- **Each CABHA shall adhere to all requirements as outlined in Implementation Update #86 which require the following:**
  - *Consistent with 10A NCAC 22P .0302(e), CABHAs shall perform "first responder" crisis response 24 hours a day, 7 days a week, 365 days a year to all consumers accessing CABHA services, as follows: CABHAs shall serve as first responder when any consumer who has been assessed by the CABHA and is receiving services from the CABHA undergoes a crisis. For purposes of first responder requirements, crisis is defined as: a high level of mental or emotional distress, or an episode, which without immediate intervention will foreseeably result in the person's condition worsening, environmental instability or could result in harm to self or others.*
  - *All CABHAs 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 CABHA consumers in crisis. The first responder shall use the crisis plan developed with the consumer to coordinate and communicate with all other crisis responders (in accordance with HIPAA and 42 CFR Part 2) to ensure that the crisis plan is implemented.*
  - *All CABHAs shall have written policies and procedures in place that will be made available to all consumers, and shall include contact information for the consumer to first contact the CABHA rather than other crisis responders, such as hospital emergency departments and mobile crisis management teams. Each CABHA shall provide all consumers with a phone number to contact a live person 24/7/365 for use when crises occur. First response may be telephonic, but face to face intervention shall be attempted prior to referral or if necessary, in conjunction with other crisis responders. If a CABHA refers the consumer to an emergency facility or other crisis responder, the CABHA shall communicate with the crisis responder in order to facilitate coordination of care.*

All providers of enhanced Medicaid services that are required to serve as First Responders should ensure that these elements are included in your First Responder System. **(These expectations are not only for clinical home providers who have service sites within Mecklenburg County, but also apply to out of county clinical home providers who have a current Memorandum of Agreement or contract with Mecklenburg LME.)** The LME and representatives from CFAC will periodically test providers through Mock Calls to ensure compliance with these requirements.

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**Recommendations to providers:**

- Keep the LME informed with up to date contact information.
- Check the LME's website under Provider Services for your agency's web pages. These web pages for designed for consumers so it is extremely important for all information to be accurate.
- Implement the 15 minute time limit for calls to be returned and include that time in all phone messages.
- Tell callers what to do if they do not receive a response within 15 minutes. This is an important element that needs to be added to almost all providers' messages – even those who succeeded in the mock calls.
  - Some agencies recommend calling 911 or give the Mecklenburg Mobile Crisis Team number as a back-up if a consumer receives no response to their crisis call.
  - CFAC does not recommend referring to 911 as a back-up. 911 is for true health related emergencies. It is an inappropriate and expensive resource for someone in a crisis that can better be addressed by a mental health professional.
  - Using the Mobile Crisis Team as a back-up responder is acceptable as long as this is not a substitute for an agency's implementation of its own first responder system.
- Identify the agency or say "crisis line" when answering the crisis line. Most providers answered the crisis line with "hello".

Periodically do an internal check of your own system after hours to make sure it is working. This should include if it is easy to understand the message – is it loud enough, clear enough, are phone numbers clearly announced and repeated a second time.

⇒ **Provider Quarterly Incident Reports** are due by October 10th, 2012. These reports are not 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**

⇒ **IRIS Training** will be held Tuesday, October 9, 2012 from 9-12 at the Watkins Center 3500 Ellington St. If you or your staff would like to attend, please email [nancy.cody@mecklenburgcountync.gov](mailto:nancy.cody@mecklenburgcountync.gov) to register.

⇒ **Attention Providers:** Effective immediately, when requesting a Care Review Team Session in order to have a child placed out of state, please ensure that you have already applied to all in- state PRTF facilities and have received written denial letters. Care Review Sessions will not be scheduled if you have not received denials in advance. Providers can still request Care Review Sessions as needed for assistance with problem solving & strategizing, consensus building and plan development, etc.

⇒ **Attention All Providers:** Please remember to notify your assigned Service Analyst when your agency decides to no longer provide a service or has stopped taking new referrals. This will ensure that your agency is removed as a choice for consumers in our provider directory and with our MeckLink Department.

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**MeckLINK Behavioral Healthcare on the Move**

- ⇒ Effective September 19, 2012, Stephanie Porter, LPC has joined the Service Management Division as the Senior Manager for Customer Service. Stephanie has an accomplished background in emergency services and crisis management. She previously managed the ACCESS Call Center for Pathway's LME (Partners). Stephanie will be responsible for the operational management of the clinical and administrative functions of the Customer Service Call Center.
- ⇒ Effective September 19, 2012, Tonya Brown and Tania Bowers have joined the Advocacy, Outreach, and Communications team as Consumer Advocates. Tonya Brown has a background as a strong advocate in her previous work experience as a Rape Crisis Coordinator, Mental Health Therapist, and Child Protective Services Worker. Most recently, Tonya was the System of Care Coordinator for PBH. Tonya will respond to complaints/concerns regarding children who receive MH/IDD/SA services. Tania Bowers comes to MeckLINK Behavioral Healthcare with an extensive background in Rehabilitative Counseling with individuals with diverse and multiple disabilities. Tania will be responsible for complaints/concerns regarding adult consumers receiving MH/IDD/SA services. Both Tonya and Tania may be reached at 704-336-6027 – the MeckLINK Behavioral Healthcare complaint line.

- ⇒ 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 Provider Relations and Network Development at [Charles.Hill@MecklenburgCountync.gov](mailto:Charles.Hill@MecklenburgCountync.gov) . [Subscribe](#) to the weekly Hot Sheet releases.

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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@anotherlevels.com](mailto:srichardson@anotherlevels.com)
- ⇒ **The next scheduled meeting is Wednesday, October 17, 9:00to 10:30 a.m., at Hickory 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](mailto:Jalali@kerr-homes.com)
  - ◆ Shari Wright (Co-Chair) Connections BWB, Inc. 704-596-5553, [shari.wright@connectionsbw.com](mailto:shari.wright@connectionsbw.com)
  - ◆ Sonya Richardson. Another Level Counseling & Consultation, 704-548-5298, [srichardson@anotherlevels.com](mailto:srichardson@anotherlevels.com)

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- ⇒ **The next scheduled meeting is Wednesday, October 17, 10:30 a.m. to 12:00 p.m., at Hickory Grove United Methodist Church, 6401 Hickory Grove Road (at the back of the church)**
- ⇒ The MH/IDD/SA Rally Planning Committee will meet directly following the Network Development meet from 12:00 to 1:00PM.

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**EDUCATION AND TRAINING OPPORTUNITIES**

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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). The current training calendar can be viewed at [www.meckpromise.com/mptc](http://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](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, [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](#) 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](#)



# Provider Training Agenda

- I. Welcome
  - a. New AlphaMCS
  - b. Go live date
  - c. Explain Q&A time
  
- II. Basic Functionality
  - a. Zoom in/out
  - b. Logging in
    - i. E-mail address is the User name
    - ii. This is set up by the MCO
  - c. Moving between tiles
  - d. Get more detail in a record
  - e. Which fields are required
  - f. Tabs on left hand side
  - g. Filter button
  - h. Look up a patient (at least two fields required, name + SSN/DOB/ID/Insurance)
  - i. Active checkbox
  - j. User visit history
  
- III. Provider Details
  - a. Info providers have sent the MCO
  - b. If it needs to be updated, contact the MCO
  
- IV. Scheduler
  - a. How this is similar to current scheduler
  - b. How to indicate open time for referrals
  - c. How to remove open time
  - d. How to accept an appointment
  - e. How to reschedule an appointment
  - f. How to deny an appointment
  - g. Follow-up after appointment
  
- V. Enrollment
  - a. For state insurance ONLY
  - b. Clients in the old system will be in the new system
  - c. Search for the Patient and see if their insurance is active
  - d. If not, go to Enrollments
  - e. Go through tiles
  - f. What shows automatically
  - g. Filtering for other records
  - h. Creating an enrollment
  - i. Go in depth on how to complete screening portion

- j. Save vs. Submit
- k. Review

VI. Clinical Update Request

- a. Go through tiles
- b. What shows automatically
- c. Filtering for other records
- d. Creating a clinical update request
- e. Under Comments, enter what you changed
- f. Save vs. Submit
- g. Review

VII. PCP/Treatment Plan

- a. Go through tiles
- b. What shows automatically
- c. Filtering for other records
- d. Create a PCP
- e. Save vs. Submit
- f. Timeline at bottom
- g. Review

VIII. SAR

- a. Go through tiles
- b. What shows automatically
- c. Filtering for other records
- d. Show SAR
- e. Save vs. Submit
- f. Timeline at bottom
- g. Look for review comments on SAR under review
- h. Show guidelines/service defs in Docs tab
- i. Respond to comments
- j. Explain appeal

IX. Authorization/Denial

- a. Allows you to view an authorization
- b. How to print an auth letter

X. Claims

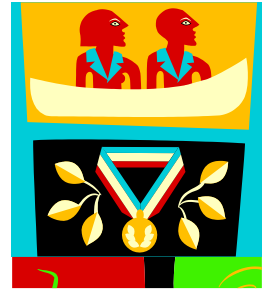
- a. Go through tiles
- b. CMS 1500 vs. UB-04
- c. What shows automatically
- d. Filtering for other records
- e. Creating a CMS 1500
- f. Ability to copy a claim



g. Save vs. Submit

- XI. Transactional Upload/Download
  - a. What is uploaded and how
  - b. What is downloaded and how
  
- XII. Discharge Requests
  - a. Go through tiles
  - b. What shows automatically
  - c. Submitting a discharge request
  - d. Save vs. Submit
  
- XIII. Reset Password
  - a. How to
  
- XIV. Final Q&A

MPC  
Mecklenburg Provider Council



*Presents*

## ***CBT Supervision & Leadership Training***

**Friday, October 26<sup>th</sup>, 2012  
Friday, November 2<sup>nd</sup>, 2012  
9am-5pm**

**--LOCATION:** The University of North Carolina at Charlotte 9201 University City Boulevard Charlotte, NC 28223-0001. Training will take place in the College of Education Building room 203.

**REGISTRATION:** Register online: [www.genesisproject1.org](http://www.genesisproject1.org) (Registration fees will be payable via PayPal)

**\*Total training hours: 12**

**\*\*Cost: \$100.00**

**\*\*Plus: \$10 fee for CEU's.**

**\*\*Recording device needed. Examples are a cell phone, a tape recorder, iPod/iPod, etc.**



*Dr. Susan Furr is a licensed psychologist who received her PhD from the University of North Carolina at Chapel Hill. She has worked as a school counselor, a psychologist at a university counseling center, and currently is a Professor in the Department of Counseling at the University of North Carolina at Charlotte. She has published on topics such as college student suicide, grief and loss counseling, career counseling, and development of counseling students. A major focus of her training has been in the area of cognitive therapy.*

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

