



## MeckLINK Behavioral Healthcare October 15, 2012

### **PROVIDER HOT SHEET**

#### ⇒ **Schedules for MeckLINK Behavioral Healthcare's Transition from eCura to AlphaMCS:**

Mecklenburg County's MeckLINK Behavioral Healthcare is transitioning from its current eCura based software to the AlphaMCS software system at the end of this month. In order for the successful transition from one software to another, MeckLINK has established the following calendar for claims submission during the month of October 2012.

- October 15 This is the last date MeckLINK will be able to receive a claim and process it through eCura Provider Connect.
- Oct 16-29 Providers will not be able to file a claim through the current eCura Provider Connect portal or the AlphaMCS Provider Portal.
- Oct 17 & 24 MeckLINK will run the normal check print functions and make claim payments for previously received claims via eCura.
- October 29 MeckLINK will receive and process provider claims via the AlphaMCS system.

Mecklenburg County's MeckLINK Behavioral Healthcare is transitioning from its current eCura based software to the AlphaMCS software system at the end of this month. In order for the successful transition from one software to another, MeckLINK Service Management Division has established the following calendar for submission of **routine** STR's and **routine** requests for authorization during the month of October 2012. All **emergent and urgent** requests for authorization and STR's will be processed in eCura until October 25, 2012. **All** requests after October 25 should be submitted through Alpha MCS beginning Oct 29, 2012.

- October 19 This is the last date UM and the Call Center will be able to receive a **Routine** Request for Service and process it through eCura.
- Oct 19-29 Providers **will not** be able to request authorization of **routine** services or requests and new consumers will not be enrolled in eCura or the AlphaMCS Provider Portal.
- Oct 19-25 Service Management will review and authorize **emergent and urgent** requests for services in eCura.
- Oct 26-29 **Urgent or Emergent** requests for enrollment or request for services should be faxed to UM and call center and will be manually authorized. Service Management will input the paper auth into Alpha CM when available on Oct 29.
- October 29 The call center and UM will receive and process Service Authorization Requests (SAR) and assist with enrollment of new consumers via the AlphaMCS system.

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**ALPHAMCS OVERVIEW SESSIONS**

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⇒ **Alpha MCS Provider Overview Session Dates:**

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

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

- **Overview/Training is mandatory, with priority given initially to providers contracted for IPRS services, which will go live October 29<sup>th</sup>**

- Alpha MCS Provider Overview Sessions 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.
  - October 24, 9-11 a.m. (7 slots available *priority given to providers contracted for IPRS services*)
  - October 31, 9-11 a.m. (3 slots available *priority given to providers contracted for IPRS services*)

⇒ There is an on-line training option. Each staff member that will use the system will have to go through the training and complete the form at the end of the training in order to supply us with the appropriate data. This on-line training is also required for those individuals that attend the overview sessions. Our on-line training consists of videos and includes a quiz type section. At the end of the video, each staff member that needs a login ID will be required to fill out personal information and to supply his/her security officer's name for verification purposes. Videos and manuals are be posted to the For Providers' web site, which you can find here: [For Providers: Training](#)

⇒ **AlphaMCS 837 Claim Submissions and Testing:**

- The MCO will go live with AlphaMCS on 10/29/2012. When submitting 837 files to MeckLINK, providers must follow the *Alpha MCS Companion Guide*. The Companion Guide is located in the [Resource Library](#) on the MCO Website in the *Manual/Guide* section. The document is named "*MeckLINK – 837P 5010 Companion Guide for AlphaMCS*".
- To verify that you have made the correct changes, files can be submitted for testing. Test files can be sent to [ebony.scott@mecklenburgcountync.gov](mailto:ebony.scott@mecklenburgcountync.gov) via *SECURE* email for format testing. Results from format testing will be sent through a reply email. If a file fails format testing, a 999 edi file will be sent in a reply email. The 999 file will indicate the reason for rejection.
- If you have questions, please submit them using the [Report a System Issue](#) link on the MCO Website.

⇒ **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

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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).

**Please note: This is not the process for agencies to submit applications for their Licensed Independent Practitioners. MeckLINK Behavioral Healthcare is submitting the agency applications to Medversant and will send an email to agencies instructing them on how to obtain and submit the LIP Application and other required documents upon notification that Medversant has uploaded the agency applications to its database.**

⇒ **The North Carolina Treatment Outcomes Program Performance System (NCTOPPS)** is scheduled to go on-line November 1, 2012 for MeckLINK Behavioral HealthCare. The last NCTOPPS Class to be held in person will be from 9am-11am on October 24, 2012 in the Carlton Watkins Center. The class on October 24, 2012 is full and is not open to further registrations. Thank you for your cooperation through this transitional phase. Please contact the NCTOPPS Helpline at 919-515-1310 with any questions. For monitoring questions only, contact Berkley Moore at 704-432-3059. This information was presented at the October info share and at the October 17 Provider Council Training Sub Committee. Please check with your agency training directors for more information.

**MeckLINK Behavioral Healthcare on the Move**

⇒ **Amy Rudisill and Cynthia Benjamin** have joined the Provider Relations and Network Development Department. Amy Rudisill worked with the Provider Relations Unit for 8 years, as a Service Analyst with the Developmental Disabilities continuum. Amy has worked in the Human Service field for approximately 21 years with a background/expertise primarily Intellectual Developmental Disabilities, both clinical & administrative. Amy can be reached at 704-353-0232. Cynthia Benjamin began her employment with MeckLink Behavioral Healthcare effective on October 3, 2012. Cynthia was previously employed by PBH in the Network Operations/Provider Relations Department. During the 27 years she was with PBH, Cynthia held various positions in the Developmental Disabilities Case Management Department and Network Operations/Provider Relations. Cynthia has an extensive background in working with consumers with Intellectual Developmental Disabilities and the dually diagnosed. Cynthia can be reached at 704-353-0234.

⇒ 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.

⇒ **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

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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 704-432-2397 or 704-572-7913.

⇒ The LME is in the process of holding **public information sessions** that address services for mental health, intellectual and developmental disabilities and substance abuse under the Medicaid waiver. It is an opportunity for consumers and families to get correct information about the changes involving targeted case managements, care coordination, and Innovations. They will also have the opportunity to ask questions and get answers at each session. So far, the sessions have been well attended and there has been positive feedback from those that have attended saying that they are feeling much better after attending and have appreciated the straightforward presentations and questions being answered directly. The schedule for the remaining sessions is below.

Thursday October 25, 2012	Mecklenburg County DSS – Room A/B 301 Billingsley Rd Charlotte, NC 28211	6:30 pm	Focus: MH/SA
Thursday November 8, 2012	Mecklenburg County DSS – Room A/B 301 Billingsley Rd Charlotte, NC 28211	6:30 pm	Focus: IDD
Thursday November 15, 2012	Mecklenburg County DSS – Room A/B 301 Billingsley Rd Charlotte, NC 28211	6:30 pm	Focus: MH/SA
Thursday December 6, 2012	Mecklenburg County DSS – Room A/B 301 Billingsley Rd. Charlotte, NC 28211	6:30 pm	Focus: IDD - Spanish
Thursday December 20, 2012	Mecklenburg County DSS – Room A/B 301 Billingsley Rd. Charlotte, NC 28211	6:30 pm	Focus: MH/SA - Spanish

⇒ 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)
- ⇒ **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)**

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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.

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⇒ **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

- MENTAL HEALTH
- DEVELOPMENTAL DISABILITIES
- SUBSTANCE ABUSE

NORTH CAROLINA  
**COUNCIL OF  
COMMUNITY  
PROGRAMS**

## **Presents**

# **LOCUS/CALOCUS Train the Trainer**

December 3 - 4, 2012

Dr. Carlton Watkins Center  
3500 Ellington Street  
Charlotte NC, 28211

9:00 a.m. - 4:00 p.m.

**There are 10 CE credits available for APA, NBCC & ASWB**

*This two-day training program prepares MCOs and providers to use the required level of care instruments - the LOCUS for adults and the CALOCUS for children and adolescents. The training includes an overview of the instruments, instructions on how to complete them, and case study practice to establish inter-rater reliability in using the instruments to determine an appropriate level of care.*

**Cost - \$350**

**Register by November 16<sup>th</sup> and receive an "Early Bird" discount of 15%. Registration is first come, first serve. Registration is open till 11/28/12 or until training is full.**

**For more information contact Laura Ring at (919) 327-1520 or email [laura@nc-council.org](mailto:laura@nc-council.org).**

### **Who Should Attend?**

The training is relevant for staff involved in care coordination, or other functions for which knowledge about level of care instruments is important. This training is also appropriate for providers who will be using or interpreting the tool for Utilization Management Purposes. **This is a Train-the-Trainer class** so participants will learn how to train others within their organization.

### **What Will I Learn?**

On the first day of the training participants learn about the LOCUS and how to appropriately use it. Participants also get "hands on" case study application of the tool to establish inter-rater reliability. In the afternoon participants will learn how to teach this content to providers within their local communities. On the second day of the training the same format will be applied to teach the CALOCUS.

### **Faculty**

#### **Elizabeth Burgess, Training Coordinator for Western Highlands**

Elizabeth is a highly skilled trainer and LCSW. She has been trained in the LOCUS and CALOCUS by Deerfield Behavioral Health Network and completed the Deerfield train-the-trainer program. She has trained numerous professionals within Western Highlands MCO and its provider system. She provides an added benefit of having real life experience using these instruments in NC's MCO environment.

**WHERE: Dr. Carlton Watkins Center, 3500 Ellington Street, Charlotte NC, 28211**

# LOCUS/CALOCUS Train the Trainer

December 3-4, 2012  
9 AM – 4 PM

## REGISTRATION FORM

ON LINE REGISTRATION AVAILABLE  
[WWW.NC-COUNCIL.ORG](http://WWW.NC-COUNCIL.ORG) with a Credit Card

OR

Use Registration Form below and Mail with a Check to:  
NC Council of Community Programs, 505 Oberlin Road, Suite 100 Raleigh, NC 27605  
(Please note this is **NOT** the training location.)

\_\_\_ I am registering **by Nov. 16 for the 15% Discount** on Dec 3 - 4 LOCUS/CALOCUS- \$297.50

\_\_\_ I am registering for LOCUS/CALOCUS Training December 3 - 4, 2012 - \$350.00

***PLEASE BE ADVISED – The training starts promptly at the times stated above and the registration table will close shortly after the scheduled start time.***

**Cancellation Policy:** You must cancel 3 business days (before 5:00 p.m.) prior to the training event in order to receive refund on your registration. If cancellation is not made at this time, no refund will be given. A \$15 administrative processing fee will be charged for all cancellations.

**Training Location: Dr. Carlton Watkins Center  
3500 Ellington Street  
Charlotte NC, 28211**

For more information contact Laura Ring at (919) 327-1500 or email [laura@nc-council.org](mailto:laura@nc-council.org) .

**ALL FIELDS MUST BE COMPLETED and CHECK INCLUDED FOR MAIL IN REGISTRATION**

NAME/TITLE \_\_\_\_\_

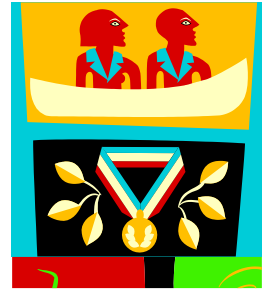
ORGANIZATION \_\_\_\_\_

BILLING ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_ EMAIL (must complete) \_\_\_\_\_

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)]**

