



**MeckLINK Behavioral Healthcare**  
**November 12, 2012**

***PROVIDER HOT SHEET***

⇒ **Waiver “Go Live” Date:** The North Carolina Division of Medical Assistance has indicated the “go live” date for MeckLINK Behavioral Healthcare is February 1, 2013.

⇒ **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).

**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.

⇒ **NCMOM Free Adult Dental Clinic:** 6 a.m. Friday, December 7 through 6 p.m. Saturday, December 8. See attached flyer.

⇒ MeckLINK Behavioral Healthcare has invited the NC Council of Community Programs to bring the Locus and Calocus Train the Trainer to Charlotte. This Train the Trainer course will allow you to be a certified Deerfield Behavioral Health Locus/Calocus Trainer. This is a train the trainer event and agencies only need to send one person who in turn would be certified to train all relevant staff within their agency. It will be held December 3-4, from 9:00 a.m.-4:00 p.m. Register by November 16<sup>th</sup> for the “early bird” discount. There are 10 CE credits available for APA, NBCC, and ASWB. See attached flyer.

⇒ **“KUDOS”** to Community Care Services for adding their schedule in the AlphaMCS scheduler. They are the first provider to do so. The Call Center encourages all providers to add their schedules and availability. This will make it easier to refer consumers to as well as fill out the screening, triage, and referral information in AlphaMCS.

Also, when doing an enrollment request in AlphaMCS, you will have to fill out the “Additional Clinical Information” screen in order for AlphaMCS to generate a medical record number.

When submitting Client Updates, please put what you are updating in the comments section.

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⇒ **AlphaMCS On-line training:** Each staff member who 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 who 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 needing 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](#)

⇒ The following **MeckLINK policies** have been updated in the Consumer and Provider Resource Library on the AMH Public Website.

- IM-04 Request to Inspect or Obtain Copy of a Record=Consumer Side
- IM-07 Notice of Privacy Practices Policy=Consumer Side
- IM-09 Release of Confidential Consumer Information =Consumer Side
- IM-10 Request for Data=Provider Side
- IM-12 Consumer Request to Restrict PHI=Consumer Side
- IM-25 Special Protection of PHI=Consumer Side and Provider Side
- IM-28 Security or Privacy Breach of Protected Health Information Policy=Provider Side

All MeckLINK Policies are reviewed at least annually and revised and updated as needed. If you have any questions, submit them to [providerrelations@mecklenburgcountync.gov](mailto:providerrelations@mecklenburgcountync.gov) and a Provider Relations Specialist will respond to your question(s).

⇒ **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), began 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.

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⇒ 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 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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⇒ November meetings for the Mecklenburg Provider Council are all cancelled for Nov 21<sup>st</sup>

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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

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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](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](#)



# FREE ADULT DENTAL CLINIC

The North Carolina Missions of Mercy (NCMOM) portable FREE DENTAL CLINIC is for adults in financial need with no other options.

NCMOM will provide the following dental services on a **first come, first serve basis** (no appointments):

- Extractions (teeth pulled)
- Fillings
- Teeth Cleaning
- Partial Denture Construction (front teeth only)
- Full Denture Repair (NO full denture construction)

**6 AM Friday, December 7, 2012  
thru 6 PM Saturday, December 8, 2012**

**Charlotte Convention Center**

For Free Parking Locations and Other Information, go to:  
**[www.ncmom-charlotte.com](http://www.ncmom-charlotte.com)** (click the "for patients" tab)

- 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) \_\_\_\_\_