



MeckLINK Behavioral Healthcare November 19, 2012

PROVIDER HOT SHEET

⇒ **Revisions to the MeckLINK Behavioral Healthcare Criminal Background Check Release Form for Medversant:** Based on feedback from the Executive Board of the Provider Counsel and several providers, the MeckLINK Behavioral Healthcare Criminal Background Check Release form for the Medversant credentials verification process has been revised. The language that providers were objecting to has been removed and the following items have been added:

- The information obtained by Medversant and MeckLINK Behavioral Healthcare from Argus Search, Inc. and/or any of their agents shall not be re-disclosed to any other party except as may be required by Federal Law, North Carolina General Statute, or North Carolina Division of Medical Assistance's Contract with MeckLINK Behavioral Healthcare.
- I acknowledge that I have the right to revoke this Release Agreement at any time by sending written notification to Medversant. I understand that my revocation will be effective from the date it is received by Medversant. I further acknowledge that revocation of this release may prevent Medversant from completing required background and other required checks for MeckLINK Behavioral Healthcare's credentialing process including required ongoing monitoring of sanctions and this may affect my credentialed status within MeckLINK Behavioral Healthcare's provider network.
- This agreement shall terminate upon completion of the scope of work for credentialing and/or recredentialing the associated provider and/or practitioner.

⇒ **Award of the Agency with Choice, Community Guide, and (b)(3) Community Guide RFP:** MeckLINK Behavioral Healthcare is pleased to announce that In-Reach, The Arc of North Carolina, and First Choice Community Services have been awarded the Agency with Choice, Community Guide, and (b)(3) Community Guide RFP. These agencies are required to have the capacity to provide both Agency with Choice and Community Guide Services to Mecklenburg County Medicaid recipients on the Innovations waiver and (b)(3) Community Guide services for Mecklenburg County Medicaid recipients who have an Intellectual/Developmental Disability. This includes serving consumers that have been placed outside of Mecklenburg County for services and Mecklenburg County Medicaid recipients who are being discharged from institutional settings.

The RFP process included providers submitting a mandatory letter of interest and attending a mandatory information session. A total of eight (8) agencies submitted "letters of interest" and nine (9) agencies attended the information session. Five (5) agencies submitted RFP proposals by the required date and time.

The RFP review process consisted of three phases: a scope of service technical review, a financial viability review and a Community Review Team interview. Only agencies passing the technical and financial reviews were invited to a Community Review Team interview. The Community Review Team was comprised of individuals from the Mecklenburg Consumer and Family Advisory Committee (CFAC) and from the Mecklenburg Provider Council Executive Board. Of the three agencies invited to a Community Review Team interview, all were unanimously recommended to be awarded the RFP.

The RFP process and recommendations were presented to the MeckLINK Behavioral Healthcare CFAC on November 15, 2012. The CFAC voted unanimously to award the RFP to In-Reach, The Arc of North Carolina, and First Choice Community Services.

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- ⇒ **Deadline for Agencies to Submit Required Information to Medversant:** Agencies that have been notified their applications are in Medversant's Document Management site must log-in to the Medversant site and complete all required documents no later than close of business on **November 26, 2012**. This includes submission of a copy of your Certificate of Insurance (with Practitioner Roster if applicable), copies of facility licenses, a copy of your agency's accreditation certificate and/or letter, Criminal Background Check Release forms for owners and officers. Some of these documents may have been submitted with your Agency application; however, Medversant is requesting these documents be submitted separately to facilitate a quicker review process. Agencies with Licensed Independent Practitioners (LIPs) do not have to have all LIPs uploaded by November 26, 2012, but should click on the Submit button to complete the submission of their agency information. The site will allow agencies to add other Licensed Independent Practitioners at a later time. If you have any questions about this process please contact the Provider Relations and Network Development Unit at providerrelations@mecklenburgcountync.gov.
- ⇒ **MeckLINK Service Management** requires that clinical justification is provided for all services requested including services that are auto authorized. Please make sure that the Presenting Problem section of the SAR is completed prior to submitting the request. SARs without completed presenting problems will be returned to the provider as an incomplete request.
- ⇒ 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 16th for the "early bird" discount. There are 10 CE credits available for APA, NBCC, and ASWB. See attached flyer.
- ⇒ 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 and a Provider Relations Specialist will respond to your question(s).
- ⇒ **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](#)

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- ⇒ **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.

- ⇒ 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 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 . [Subscribe](#) to the weekly Hot Sheet releases.

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PROVIDER COUNCIL REMINDERS AND UPDATES

⇒ November meetings for the Mecklenburg Provider Council are all cancelled for Nov 21st

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](#) 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](#)
[Comparison: NC Innovations and CAP-MR/DD Waivers](#)
[LME-MCO Appeal Process \(per federal CFR 438.400\)](#)
[AMH Provider Document Library](#)

- 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 16th 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.

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 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 .

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

NAME/TITLE _____

ORGANIZATION _____

BILLING ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE _____ EMAIL (must complete) _____