



MeckLINK Behavioral Healthcare December 3, 2012

PROVIDER HOT SHEET

⇒ **Mercer Visits MeckLINK Behavioral Healthcare**

On November 29, 2012, at the Direction of the State of North Carolina Division of Medical Assistance, Mercer Government Human Services Consulting (Mercer) was on site conducting a focused assessment of MeckLINK Behavioral Healthcare. The purpose of this assessment was to evaluate the readiness of MeckLINK to successfully implement as a prepaid inpatient health plan (PIHP) for mental health, intellectual/developmental disabilities and substance abuse services. Mercer's assessment followed two tracks: an administrative assessment of Financial Management and Budgeting, Claims System, and Information Technology and a clinical assessment of Member Services, Care Coordination, Utilization Management, Network Operations and Quality Management. MeckLINK staff in each Division presented Mercer with an updated status report detailing accomplishments achieved since Mercer's last review on August 29, 2012. At the wrap-up session, Mercer made recommendations on specific areas to focus on for the next 60 days prior to the 'go-live' date of February 1, 2013. Kathy Nichols, DMA's MCO Waiver Contract Manager, stated how impressed they were with the significant progress MeckLINK has made over the past 90 days. Mercer's next visit will be on December 20, 2012.

⇒ **Infoshare:** Wednesday, December 12, 2012, 9:00-11:00 a.m., Covenant Presbyterian Church, 1000 East Morehead St.

"Demystifying the Supports Intensity Scale" (SIS).

This presentation will provide information about the Supports Intensity Scale. This presentation is targeted for agency staff and QPs that will be responsible for writing Short Range Goals and Task Analysis for NC Innovations Consumers including: an explanation of core components of the interview tool, how the interviews are conducted and how the results obtained from the interview process are used to drive planning for the Individual Support Plan preparation process.

Additional information to be included in the presentation:

- background information on the development of the SIS tool
- selection for use in the Innovations Waiver process
- training, vetting and supervision of interviewers
- selection of the AAIDD/DDTI sample group
- selection of respondents for the interview
- process of reporting results
- outcomes expected from the use of the tool

Time will be set aside for questions from the group. If you would like to send questions prior to the meeting, please send them to: Beverly.Nagy@mecklenburgcountync.org

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“Relative as Provider/Relative as Direct Support Employee”

This presentation is for Providers, Agencies with Choice, and Employers of Record that employ relatives/legal guardians (who live in the home of the NC Innovations waiver participant) to provide NC Innovations waiver (currently CAP/MR) services to their family member and will be required to comply with the NC Innovations Waiver Relative/Legal Guardian as Direct Support Employee Process. The presentation will include an overview of the Relative as Direct Support Employee Process including the application process and timelines.

⇒ **There are still several providers who are not using AlphaMCS.** Unless you have a legitimate business reason for not using AlphaMCS, it is our expectation that everyone in our network utilizes this system. If you DO have a legitimate business reason, please call the MeckLINK Behavioral Healthcare Call Center, at 704-336-6404, to inform us of this. Also, please let us know how we can assist you in getting up and running with the system. Thank you.

⇒ **Mecklink Service Management and AlphaMCS:** When you have a new consumer in AlphaMCS, please check and see if they are currently enrolled in the state/IPRS benefit plan before you submit a new enrollment. To do this, you would go to “Menu,” “Patient Search” and look up patient with two pieces of information (name, DOB, etc.). We will not be able to give this to you. You should then be able to go under the “Insurance” tile and see if the consumer has active “state” funding. Active would mean that the dates are currently active. If this is the case, they are considered “enrolled”.

If they are currently enrolled, please submit a client update with the updated information on the consumer. To do this, you would go to “Menu,” “Client Update,” then “Create”. **For IPRS providers, please also submit your SAR. It will be routed to the appropriate Care Manager to process. **This is a new process** We would like you to be doing your own SARs for assessments on currently enrolled consumers beginning Monday, December 3rd.**

If they are not currently enrolled, please submit a new enrollment. The Mecklink Service Management Call Center staff will do the SAR and authorization on the new consumers.

⇒ **Effective 1/1/2013, Psychiatric CPT codes will be changing.** The following CPT codes are being eliminated and will be cross-walked to the new CPT codes. The change in coding will allow practitioners the ability to more accurately capture service delivery.

CPT Code change highlights (National Council for Community Behavioral Healthcare, 2012):

- Removal of evaluation and management (E&M) plus psychotherapy codes from the psychiatry section (90805,90807)
- Deletion of pharmacologic management (providers to use appropriate E&M code)
- Psychotherapy and E&M services are distinguished from each other (time spent on E&M services is not counted towards psychotherapeutic services, and separate codes can be used in combination with one another)
- Inclusion of add on codes for psychiatry, which are services performed in addition to a primary service or procedure (and never as a stand-alone service)
- Addition of code 90785 for interactive complexity
- New code for psychotherapy for a patient in crisis

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Current requests for Outpatient Services until Dec 31, 2012 should use existing CPT codes. Requests beginning Jan 1, 2013 should utilize the New CPT codes. If the request spans Dec 1, 2012 to February 27, 2013, for example, two separate requests for authorization should be submitted with the applicable CPT codes.

Example Service Authorization Request begins Dec 17, 2012 and ends Jan 31, 2013 then the request should be December 17 to December 31 "90806" and January 1, 2013 to January 31, 2013 "90834".

If there are questions regarding the upcoming changes, call Service Management at 704-336-6404.

Current Code	Crosswalk to on 1-1-13
90801	90791
90802	90791 & 90785
90804	90832
90805	99214
90806	90834
90807	99215
90808	90837
90809	99215 & 90833
90810	90832 & 90785
90811	99214 & 90785
90812	90834 & 90785
90813	99215 & 90785
90814	90837 & 90785
90815	99215 & 90785
90857	90853 & 90785
90862	99211

⇒ **LIP and Group Practice Health & Safety Reviews:**

Beginning the week of December 3, 2012, Provider Operations staff will be contacting LIP and Group Practices that have submitted applications to participate in MeckLINK Behavioral Healthcare's Network to schedule the DMA required Health & Safety Reviews. The Health & Safety review must be completed to fully credential LIP and Group Practices. Contracts cannot be fully executed until the credentialing process is complete. The Health & Safety Review for LIPs and Group Practices will consist of the following elements:

- Physical Accessibility and Compliance with Building Codes
 - Office location is accessible for physically handicapped. Location is wheelchair accessible.
 - Office complies with applicable building, fire codes
- Adequate Seating/Lighting
 - Adequate seating is available
 - Office location has adequate lighting
- HIPAA/Confidentiality
 - Office location has a separate waiting area away from treatment/therapy service areas
 - Office location complies with HIPAA/Confidentiality requirements by ensuring privacy
- Access to Care

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- Practitioners have rights posted on their common area walls including how to contact NC state offices and Disability Rights NC".
- Office/practice hours are posted, and include 24 hour coverage, after hours and/or emergency services contact information for consumers served by the practitioner (Provider should be able to show how they direct consumers to handle true medical emergencies vs. how they handle true behavioral health emergencies.)
- Practitioner is prepared/equipped to provide services/ appointments for Urgent care needs within 48 hours
- State Standards Client Rights
 - Consent for treatment (sample form or example)
 - Authorizations to release/disclose/exchange protected health information (sample form or example)
 - Accounting of all releases/disclosures of confidential health information (sample form or example)
 - Notification of consumer rights (sample form or example)
 - Notification of Grievance procedure/process (sample form or example)
 - Consumer treatment plan (sample form or example)
 - Progress/treatment notes (sample form or example)
- Compliance with Record Standards
 - Treatment record organization
 - Ease of retrieving treatment records
 - Confidentiality of patient information (sample form)
- Confidentiality of Treatment Records
 - Records are stored securely
 - Only authorized personnel have access to records (policy and procedure or evidence/information on how access is controlled)

⇒ The Secretary of DHHS has prohibited the use of prone or face-down restrictive interventions. This prohibition of prone or face-down restraints includes both state facilities and community services. As of November 13, 2012 Secretary Delia has issued an immediate modification to the North Carolina Interventions (NCI) curriculum and program that updates any technique to eliminate the portion of the program where a person ends up in a prone or face down position. The Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS) staff will work with the NCI Quality Assurance Committee to implement this change as well as arrange and conduct training as appropriate. This modification also applies to all DMH/DD/SAS approved crisis intervention programs.

⇒ **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

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MeckLINK on the Move – New employees at Provider Relations and Network Development

- ⇒ Adrienne Lewis began her employment as a Provider Relations Specialist on October 31, 2012. Adrienne was previously employed as the Southern Regional Director, with The Child Welfare League of America working directly with providers in child and family services. Adrienne has over 10 years' experience working directly with provider agencies. Adrienne can be reached at 704-432-3937.
- ⇒ Angela Scott began her employment as a Provider Relations Specialist on November 14, 2012. Angela has worked in both AMH and DSS for more than 18 years in several capacities from case management, protective services (child & adult) and supervision of staff in I/DD as well as dually diagnosed. Angela can be reached at 704-353-0235.
- ⇒ Marla Satterfield began her employment as a Provider Relations Specialist on November 14, 2012. Marla previously worked with the NC Center of Excellence for Integrated Care as the Pediatric Program Manager. Marla is a Licensed Professional Counselor and she has worked in the healthcare field in various positions for over 10 years.
- ⇒ Nakia Alexander began her employment as a Credentialing Coordinator on November 14, 2012. She was a Managed Care Provider Services Specialist for Carolinas Healthcare System. During her 2 ½ year tenure at Carolinas Healthcare System, Nakia played an intricate part in provider relations and implementation of credentialing plans and delegated contracts. Nakia has an extensive background in process improvement, innovation, and project management. Nakia can be reached at 704-353-1764.
- ⇒ Rosalind Barksdale began her employment as a Provider Relations Specialist on October 31, 2012. She transferred from Mecklenburg DSS. Rosalind is a former MeckLINK Behavioral Healthcare employee who has been working at Mecklenburg DSS as a Fiscal Support Assistant III. Rosalind has worked for Mecklenburg County for over 14 years.

- ⇒ 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.

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
- ⇒ **The next scheduled meeting is Wednesday, December 19, 9:00to 10:30 a.m., at Hickory Grove United Methodist Church, 6401 Hickory Grove Road (at the back of the church)**

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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
- ♦ Shari Wright (Co-Chair) Connections BWB, Inc. 704-596-5553, shari.wright@connectionsbw.com
- ♦ Sonya Richardson. Another Level Counseling & Consultation, 704-548-5298, srichardson@anotherlevelservices.com

⇒ **The next scheduled meeting is Wednesday, December 19, 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)**

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 Peer Support Services and Recovery/Crisis Trainings.** MeckPromise offers free Peer Support Services and free Wellness, Recovery & Crisis Education classes for all community members, including consumers, providers, family/friends (no insurance or Medicaid needed!). They are located at 1041 Hawthorne Lane, Charlotte, NC 28205. For more information call 980-321-4021 or contact Program Manager Kim Roszelle at -980-321-4022 or Kroszelle@meckpromise.com. Visit www.meckpromise.com.

⇒ **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.

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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](#)



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 (click the "for patients" tab)