



MeckLINK Behavioral Healthcare December 31, 2012

PROVIDER HOT SHEET

⇒ **Alpha MCS Provider Portal Training:**

All provider staff that will be doing business with MeckLINK Behavioral Healthcare, including submission of authorizations and claims, must complete the online **Alpha MCS** training. Staff must also complete the form at the end of the training to supply us with the appropriate data to set up a user account and password. Providers must complete this on-line training even if they attended one of the overview sessions. The on-line training consists of six (6) short videos and includes a quiz section. At the end of the video, each staff member needing a login ID will be required to provide personal information and supply his/her security officer's name for verification purposes. If a provider has completed training with another LME/MCO that uses Alpha MCS they still must complete MeckLINK training, this is the only mechanism for collecting information needed to set up an account and password. Please note: providers will not be able to submit claims, submit authorizations, complete enrollments, get paid, etc. until they have completed the online training. Upon completion of the online training, you will receive email confirmation with user name and temporary password.

The online training includes:

- Video 1: Patient Search (1 min 45 sec) - Video demonstrates how Provider staff can find a specific patient.
- Video 2: Patient Enrollment (8 min 18 sec) - Video demonstrates how Provider staff enroll a patient, including completing the STR (Screening, Triage and Referral) form.
- Video 3: SAR Entry (7 min 42 sec) - Video demonstrates how Provider staff complete a Service Authorization Request (SAR).
- Video 4: Treatment Plans (4 min 38 sec) - Video demonstrates how Provider staff prepare and submit Treatment Plans.
- Video 5: Client Discharge (3 min 4 sec) - Video demonstrates how Provider staff complete a Discharge form.
- Video 6: Claim Submission (5 min 1 sec) - Video demonstrate how Provider staff complete a CMS1500 claim form

For more details, please refer to the Provider Portal Guide.

[Click Here](#) for the videos

[Click Here](#) for the Provider Portal Guide

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⇒ **AlphaMCS 837 Claim Submissions and Testing – Medicaid Waiver Claims:**

- In the coming weeks the MCO will go live with the Waiver. 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*” for professional claims, and *MeckLINK – 837I 5010 Companion Guide for AlphaMCS*” for institutional claims.
- **If you have not done so already**, you must submit a file for format testing and get approval before you can submit 837 electronic files via the Alpha MCS software system.
- Test files can be sent to 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:** A Care Review Session is required for all children seeking PRTF placement. If you are pursuing placement in one of the border PRTF facilities (within 40 miles of the NC state line), in-state denial letters do not have to be obtained; however, participation in a Care Review must occur prior to admission. If you are pursuing admission to an out-of-state PRTF facility, written denial letters from all in-state PRTF facilities must be obtained prior to your Care Review.

⇒ **RELATIVE AS PROVIDER/RELATIVE AS DIRECT SUPPORT EMPLOYEE PROCESS:**

Attention CAP-MR/DD (Innovations Providers), the “Relative as Provider/Relative as Direct Support Employee Process” is now available for Agencies who currently employ family members or guardians to provide CAP-MR/DD waiver services to the recipient who lives in the same home. All agencies must complete the Part B application for the family members or guardians and submit them to MeckLINK Behavioral Healthcare’s Provider Relations and Network Development Unit for approval to continue to be the paid provider of care under the NC Innovations Waiver. All Part B application should be submitted no later than January 4, 2013 to insure approval prior to February 1, 2013. For additional information please: [Click Here](#)

Chuck Hill presented “Relative as Provider/Relative as Direct Support Employee” at the December 12, 2012 InfoShare. You can watch this presentation at the following link: [VIDEO](#). 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 includes an overview of the Relative as Direct Support Employee Process including the application process and timelines.

⇒ **Provider Quarterly Incident Reports** are due by January 10th, 2013. These reports are not accepted by fax. Please email the Provider Quarterly Incident Report to 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**

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⇒ **LOCUS/CALOCUS Train the Trainer**, January 16 & 17, 2013. 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. See attached flyer and registration form.

⇒ **“Demystifying the Supports Intensity Scale (SIS)”**

Beverly Nagy presented “Demystifying the Supports Intensity Scale (SIS)” at the December 12, 2012 InfoShare. You can watch the presentation at the following link: [VIDEO](#). The presentation provides information about the Supports Intensity Scale. It is targeted for agency staff and QPs that will be responsible for writing Short Range Goals and Task Analysis for NC Innovations Consumers and includes:

- an explanation of core components of the interview tool
- how the interviews are conducted
- how the results obtained from the interview process are used to drive planning for the Individual Support Plan preparation process.

Additional information 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

Please send questions regarding the SIS and/or this presentation to:

Beverly.Nagy@mecklenburgcountync.org

⇒ **NEW Division of Medical Assistance MCO Communication** Bulletins available in the Provider Resource Library under “Document Type: Waiver Information”. [Click Here](#)

- ⇒ **Bulletin 1:** “Local” Modifiers in LME-MCO systems, Billing by Associate-Licensed Professionals
- ⇒ **Bulletin 2:** Updates to Policy 8C
- ⇒ **Bulletin 3:** Extension of CAP IDD Waiver and IDD Targeted Case Management (IDD TCM)
- ⇒ **Bulletin 4:** Policy Guidance: Medication Administration, Use of NC Innovations Services in Compensatory Education Classes, NC Innovations Residential Supports in Alternative Family Living Homes
- ⇒ **Bulletin 5:** 2013 CPT Code Changes

⇒ 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

⇒ **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
- ♦ Sonya Richardson. Another Level Counseling & Consultation, 704-548-5298, srichardson@anotherlevelservices.com

The next scheduled meeting is Wednesday, January 16, 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
- ♦ 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, January 16, 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.

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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.

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

[1915 \(b\)\(c\) Waiver Updates from Division Medical Assistance](#)
[NC Division of MH/DD/SAS](#)
[NC Division of MH/DD/SAS Implementation Updates](#)
[MeckLINK Behavioral Healthcare website](#)
[MeckLINK Behavioral Healthcare hot sheet archive](#)
[Comparison: NC Innovations and CAP-MR/DD Waivers](#)
[LME-MCO Medicaid Recipient Appeal Process \(per federal CFR 438.400\)](#)
[MeckLINK Behavioral Healthcare Provider Document Library](#)

Presents

LOCUS/CALOCUS Train the Trainer

January 16 & 17, 2013

*Carlton G Watkins Center
3500 Ellington St, Charlotte, NC 28211
Multipurpose Room*

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

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.

**Registration is first come, first serve for PAID Registrants
PLEASE note, there are only 40 seats available**

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: 3500 Ellington St, Charlotte, NC 28211
Multipurpose Room**

LOCUS/CALOCUS Train the Trainer

*Carlton G Watkins Center
3500 Ellington St, Charlotte, NC 28211
Multipurpose Room*

9 AM – 4 PM

REGISTRATION FORM

**ON LINE REGISTRATION DETAILS AVAILABLE
WWW.GENESISPROJECT1.ORG**

___ I am registering for LOCUS/CALOCUS Training January 16 -17, 2013 - \$60.00

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

**Location: Carton G Watkins Center, 3500 Ellington St, Charlotte, NC 28211
Multipurpose Room**

For more information contact Lisa Davis or email ldavis@genesproject1.org .

ALL FIELDS MUST BE COMPLETED

NAME/TITLE _____

ORGANIZATION _____

BILLING ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE _____ EMAIL (must complete) _____