

Provider HotSheet – January 2, 2014

➤ **Next InfoShare - Wednesday, January 15th**

Please mark your calendars for the next Provider InfoShare which will be held from 9-11 am on Wednesday, 1/15/14 at the Covenant Presbyterian Church at 1000 East Morehead Street in the Fellowship Hall. The discussion topic will be shared in the next few weeks.

Please review the NC DHHS news release from 12/17/13 - [LINK](#) - Proposed Consolidation Plan

MeckLINK Transition Update

If you were unable to watch the meeting of the Mecklenburg BOCC on Tuesday 12/17/13, please visit this [LINK](#) for full coverage starting at 01:39:29. In summary, the following was presented by Assistant County Manager, Michelle Lancaster regarding the ongoing discussions to transfer Medicaid Waiver services for Mecklenburg County to Cardinal Innovations. Michelle indicated that negotiations are slower than all had originally hoped because Cardinal is seeking an amendment to their contract with DHHS.

The discussions to transfer the Waiver include 7 main areas of focus:

1. Governance
2. MeckLINK Employees
3. \$8.4M Loan repayment
4. Assumption of leased space in two locations
5. Delegation of credentialing
6. Financial obligations including Cardinal's startup costs
7. Mecklenburg County CFAC and Provider Council Executive Board to remain intact

Although Cardinal has not shared a comprehensive staffing plan, they have provided a conservative estimate of positions to be 120-130 employees for Mecklenburg County. Another area of focus is how to manage and administer county funded services.

Mecklenburg County has transitioned 6 MeckLINK employees to Criminal Justice Services. These positions provide mental health forensic evaluations for juveniles and adults in the court system.

As requested previously, please continue to reach out to Communications Specialist, [Melissa Marshburn](#) (704-353-1501) with your concerns, questions, suggestions or ideas. ***And most of all, as we continue to move forward, thank you for your hard work and dedication to the consumers, families, and providers in our community.***

➤ **IT Technical Assistance – ALPHA**

If you require technical assistance for passwords, new account inquiry, SAR submission issues, Claim or Billing issues – please fill out the updated form on our website found at this [LINK](#). This form is found off of the [Provider Landing Page](#), in the center, highlighted by a turquoise bar [Request IT Assistance](#).

➤ **Service Authorization Requests (SARs) for January 2, 2014**

UM will allow a two week grace period for providers to submit their 1/1/14 SARs, without penalty for lateness.

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➤ **NC Innovations Provider**

Respite services provide periodic support and relief to the primary caregiver(s) from the responsibility and stress of caring for the participant. This service enables the primary caregiver to meet or participate in planned or emergency events, and to have planned time for him/her and/or family members. **This service may not be used as a daily service in individual support.**

Please note that using Respite as a daily service is not allowable according to the service definition. If consumers are in need of additional regularly scheduled supports please contact Care Coordination so that a team meeting can occur to discuss consumer needs.

➤ **Innovations Behavior Support Plans**

Please remember that when UM IDD approves Innovations funding for the development and implementation of a behavior support plan, it is expected that all caretakers/providers receive a copy of this plan and are consistently implementing the plan, and that a licensed professional is adequately monitoring plan implementation and providing training as needed to all caretakers/providers. For Innovations clients, Specialized Consultation Services can be requested to facilitate the creation, implementation, and ongoing monitoring/training for the Behavior Support Plan.

➤ **Clinical Risk Management**

Quarterly Incident Reports are due January 10, 2014. These are the aggregate reports for October through December 2013. Please send your reports to carol.goerner@mecklenburgcountync.gov.

IRIS Training in January will be held on January 9, 2014 at the Carlton Watkins Center on Ellington Street. We will do the technical IRIS portion of the training in the computer lab so everyone will have a chance to work on entering information into the IRIS test database. Thanks to everyone who made this suggestion.

The study about the relation of medication adherence to the occurrence of incidences will continue through December. Residential and day program providers will be asked to enter the last date the consumer took medication prior to the incident and the date of the last medication evaluation. This information should go into the Incident Comments field. If you have any questions, please contact the Clinical Risk Manager at 704-336-7109 or at carol.goerner@mecklenburgcountync.gov.

➤ **The full 2014 MeckLINK check write schedule is found online [HERE](#) under document type CLAIMS.**

Snapshot of upcoming dates:

Month	Checkwrite Cycle	Checkwrite	EFT Effective Date/RA
	Cutoff Date	Date	Available Date
January	12/31/2013	1/7/2014	1/8/2014
	1/7/2014	1/14/2014	1/15/2014
	1/14/2014	1/22/2014	1/23/2014*
	1/21/2014	1/28/2014	1/29/2014

*moved due to MLK Jr Day

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➤ **Registration for AlphaMCS Technical Assistance for Providers**

If you are interested in these sessions, please follow the process below.

You will need to have your AlphaMCS user name and password in order to attend. If you do not have an AlphaMCS user name and password, you will need to [CLICK HERE](#) to complete the online training. A user name and password will be sent within a few days after completing the online course. You must wait until you receive the user name and password before you register.

After you have obtained your user name and password, you will be able to register for the technical assistance session by submitting an e-mail to mcoprovdertraining@mecklenburgcountync.gov

1. You will receive an email with a registration form. Complete the form and submit back to mcoprovdertraining@mecklenburgcountync.gov
2. You will be registered for the next available session. You will receive a notice informing you of the date and time of the session, as well as the location.
3. Please print the Provider Portal Handbook and bring to the session (found online at the link above).

The sessions begin promptly at 9:00 a.m. and end at noon.

Your single point of contact for all suggestions, input, feedback, questions and concerns regarding the Hot Sheet should be directed to Chuck Hill, Director of Provider Relations and Network Development at Charles.Hill@MecklenburgCountync.gov. Subscribe to the weekly Hot Sheet releases.

PROVIDER COUNCIL REMINDERS AND UPDATES

The next scheduled meeting for both Sub-Committees is Wednesday, January 15th following InfoShare – Covenant Presbyterian Church – 1000 E. Morehead Street.

Provider Council Sub-Committees – Standing sub-committees have been formed by the provider Council. If you are interested or would like more information, please contact the committee chairs. The committees include:

Training and Education – The purpose of the meeting is to promote best practices and collaborative growth in the areas of training, education, understanding and support with regard to state and local processes.

- Lisa Davis (Co-Chair) – Genesis Project 1 – 704-596-0505 – ldavis@genesisproject1.org
- Sylvia Hines (Co-Chair) – LifeSpan – 704-393-5916 x 1405 – shines@lifespanservices.org
- Sonya Richardson, Consultant to Committee/UNC-C – 704-548-5298
srichardson@anotherlevelformer.com

Network Development and Project Management – The purpose of this meeting is to provide recommendations and feedback to the MCO specific to ongoing development of the Provider Network within a waiver environment and to develop information and learning sessions to assist provider in managing quality outcomes.

- Angela Bunting (Co-Chair) – Connections BWB – 704-596-5553 Angela.Bunting@connectionsbw.com
- Diana Levitt (Co-Chair) – Teen Health Connection – 704-381-8374
Diana.Levitt@teenhealthconnection.org

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EDUCATION AND TRAINING OPPORTUNITIES

- **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 MeckLINK Behavioral Healthcare 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, Mental Health First Aid USA, and Creating a Ripple of Hope: Telling Your Story & Inspiring Positive Change – Advocacy 101 for Consumers & Their Caregivers. Please visit their [website](#) or call 704-365-3454 for more information.

Web Resources

MeckLINK

[MeckLINK Homepage](#)

[MeckLINK HotSheet Archive](#)

[MeckLINK Provider Document Library](#)

NC DHHS - DMA

[NC Division of MH/IDD/SA Homepage](#)

[Glossary of Terms and Acronyms](#)

[NC Division of MH/IDD/SA Implementation Updates](#)

[The Commission for Mental Health, Intellectual Developmental Disabilities and Substance Abuse](#)

[NC Innovations and CAP-MR/IDD waivers COMPARISON](#)

[DMA – 1915 \(b\)\(c\) Waiver Updates](#)

[DMA Medicaid Bulletin](#)

[LME-MCO Medicaid Recipient Appeal Process](#) (per federal CFR 438.400)

NC Legislature

[General Assembly](#)

[Joint Legislative Oversight Committee for MH/IDD/SA](#)

Peer Support Specialist

[UNC BHRP NC Certification Information](#)