

## Provider HotSheet – February 11, 2014

### **HOT TOPICS**

➤ **InfoShare Date Announcement**

On Wednesday, February 19<sup>th</sup> from 9-11 AM at Covenant Presbyterian Church Fellowship Hall at 1000 E. Morehead Street both MeckLINK and Cardinal leadership will hold a community meeting. **Please see agenda link found in the original HotSheet Newsletter email.** Although there will be time for questions and answers during the meeting, we encourage you to send in questions ahead of time to Communications Specialist, [Melissa Marshburn](#).

➤ **Provider Training Date Announcement**

Cardinal Innovations is hosting two 2-day Provider Trainings on March 4<sup>th</sup> and 5<sup>th</sup> and March 6<sup>th</sup> and 7<sup>th</sup>. **Please see the attached invitation link found in the original HotSheet Newsletter email.** An R.S.V.P. is not needed; however, if you have questions, please email: [MecklinkTransition@Cardinalinnovations.org](mailto:MecklinkTransition@Cardinalinnovations.org).

➤ **MeckLINK Transition**

On February 4<sup>th</sup>, Assistant County Manager, Michelle Lancaster presented terms of the transition and delegated credentialing agreements to the Mecklenburg Board of County Commissioners. The agreements were approved. **Providers are encouraged to watch this [video](#) and read the approved [agreements](#) for further information.** The MeckLINK report begins at 01:09:45.

In the coming week, **Medicaid Behavioral Healthcare Providers** will receive a letter with general information about the transition of Medicaid managed care to Cardinal Innovations effective April 1, 2014. If you do NOT receive a letter by February 25th, which is being sent to the provider's address of record, please contact [Dennis Knasel](#) so that you can receive this important information.

This week MeckLINK consumers will receive a letter at their address of record with general information about the transition of Medicaid managed care to Cardinal Innovations effective April 1, 2014. If you would like a copy of this letter contact Communications Specialist [Melissa Marshburn](#).

### **NEW TOPICS**

➤ **Top 5 Claims Denial Reasons for January 29- February 4, 2014**

Reason Code	Denial Reason Description
<b>11</b>	<p><b>Concurrent Service Has Already Been Approved; Cannot Bill Another:</b> AlphaMCS looks for claim lines that have already been adjudicated and stamped with reason code 1 – Adjusted above contract rate or 30 – monthly case rate already paid. A claim is then denied if two procedures are performed by the same provider or the same dates of service as defined in non-concurrent procedure code definition.</p> <p><b>RECOMMENDED ACTION:</b> Cannot bill another; providers can contact their provider relations specialist for further assistance..</p>
<b>4</b>	<p><b>Basic Units:</b> The total number of basic units has been exceeded. For certain services, usually Evaluations and Outpatient Therapy. Adults get 8 units covered without an authorization and children get 16. Basic units are renewed at the beginning of every fiscal year. They follow the patient across providers.</p> <p><b>RECOMMENDED ACTION:</b> Providers will need to enter a SAR for the service they are trying to get approved. Please contact the call center at 704-336-6404 for assistance.</p>
<b>1</b>	<p><b>Adjusted- Above Contract Rate:</b> The rate charged in the claim is higher than the rate that is in the provider's contract</p> <p><b>RECOMMENDED ACTION:</b> If the MCO or Provider determines that the higher rate is correct, the MCO can adjust the rate in the Maintain Provider Information Module. The Provider should not resubmit the claim. If the higher rate is incorrect, the claim will be paid at the Provider's contracted rate.</p>
<b>3</b>	<p><b>AUTHED UNITS EXCEEDED:</b> The service on the claim was authorized. However the provider has gone over the amount of units on the authorization.</p> <p><b>RECOMMENDED ACTION:</b> Verify units authorized and provided. The provider will need to enter a new</p>

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SAR for the service. Contact MCO if possible. Do not re-file if authorized units are truly exceeded.

- **2014 MeckLINK Check Write Schedule - online [HERE](#) under Complete Provider Resource Documents and the subtitle CLAIMS**  
 Snapshot of upcoming dates:

2014 Month	Check Write Cycle	Check Write Date	EFT Effective Date/RA Available Date
	Cutoff Date		
<b>February</b>	2/4/2014	2/11/2014	2/12/2014
	2/11/2014	2/18/2014	2/19/2014
	2/18/2014	2/25/2014	2/26/2014
<b>March</b>	2/25/2014	3/4/2014	3/5/2014
	3/4/2014	3/11/2014	3/12/2014
	3/11/2014	3/18/2014	3/19/2014
<b>April</b>	3/18/2014	3/25/2014	3/26/2014
	3/25/2014	4/1/2014	4/2/2014
	4/1/2014	4/8/2014	4/9/2014
	4/8/2014	4/15/2014	4/16/2014
	4/15/2014	4/22/2014	4/23/2014
	4/22/2014	4/29/2014	4/30/2014

### **PREVIOUS TOPICS**

- **MeckLINK Transition**

North Carolina’s Division of Medical Assistance (DMA) and Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH) officially placed MeckLINK Behavioral Healthcare under a transition plan. DMA and DMH will be monitoring this transition on a weekly basis. DMA & DMH will monitor MeckLINK’s provider network and the "turnover rate," meaning MeckLINK’s ability to maintain current capacity.

As of January 28, 2014, MeckLINK will **not** be adding new providers, new services, or new practitioners. In addition MeckLINK will **no** longer accept requests to add additional sites to provider contracts, approve sites moving within a provider agency or between provider agencies, provide a letter of support to add additional residential services, or enter into single case agreements with providers not currently in the MeckLINK provider network.

- **Service Authorization Requests**

MeckLINK Service Management will continue to review and process Service Authorization Requests based on the MeckLINK benefits plan, medical necessity guidelines and service definition requirements through March 31, 2014. If there are questions regarding MeckLINK’s Service Authorization procedures, please call 704-336-6404.

- **Credentialing Applications**

As of January 22, 2014 MeckLINK will no longer accept new applications for credentialing. Specifically, MeckLINK will no longer accept applications for new provider agencies, existing provider agencies, new licensed practitioners, and existing licensed practitioners. If you have questions regarding the status of your credentialing application, please contact one of our Credentialing Specialists at (704) 432-0146.

- **On Line – Provider Directory**

Together with the Mecklenburg County IT Department, several MeckLINK teams have been hard at work to complete the on-line provider directory. This new website addition will go live to the public by **Monday, February 17<sup>th</sup>**. This directory will allow providers, families and consumers to search the provider network based on different criteria. This system works with the ALPHA database to pull up-to-date addresses, phone numbers and provided services.

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### ➤ **Unmanaged Visits**

Unmanaged Outpatient visits for Basic State and Medicaid Outpatient Services became effective January 1, 2014. Unmanaged visits do not require SARs for the first 8 adult outpatient therapy services or the first 16 child or adolescent outpatient therapy visits. Under MeckLINK State and Medicaid Plans the following are counted separately above and beyond the first 8 adult or 16 child visits:

Assessments = up to 2 unmanaged units per year

Psychological Evaluations = up to 5 unmanaged units per year

Physicians Visits = up to 144 unmanaged units per year

If you have any questions please contact MeckLINK 24 Hour Customer Service at 704-336-6404.

### ➤ **February Event**

Please join local nonprofits and county agencies on Saturday, February 15<sup>th</sup> from 10 am – 4 pm at the Children & Family Services Center (601 East 5<sup>th</sup> Street, Charlotte, NC 28202) to learn about health insurance options and get covered in 2014. FREE enrollment assistance in the health insurance marketplaces will be provided by local in-person assisters on a first-come, first-served basis. You may call 1-855-733-3711 to book an appointment in advance (last appointment will be scheduled at 3:00 pm).

For those who do not qualify for financial assistance in the marketplace, several local health clinics will be present to enroll new patients. Representatives from the Mecklenburg County Health Department, Department of Social Services and MeckLINK Behavioral Healthcare will be available.

#### **Information needed to apply for Health Insurance includes:**

- Social Security number (if any) and date of birth
- Employer name, address and contact information
- Policy number for current coverage (if any)
- Proof of household income

### ➤ **March Event**

Please encourage parents, educators, caretakers and self advocates to join the **Mecklenburg County System of Care Community Collaborative** when they host the upcoming free event, “Work Your Story – Advocacy N Action” on Saturday, March 15<sup>th</sup> from 10 AM – 2 PM at Providence Baptist Church. Please RSVP and [REGISTER HERE](#). A PDF Flyer for printing at your office is available by contacting [Melissa Marshburn](#).

This event will be filled with community speakers sharing personal stories around the topics of: mental health, intellectual and/or developmental disability, substance abuse, homelessness, education, transportation, child welfare, jobs and emergency housing. We will also teach why advocacy is important, define the types, discuss our representatives at a County, City and State level and learn how to prepare a personal advocacy message to make a difference in the community. Each participant will also leave with a source guide and additional information for future reference

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### PROVIDER COUNCIL REMINDERS AND UPDATES

#### **Changes are coming! Mark your calendars! Wednesday, March 19, 2014!**

The Mecklenburg Provider Council (MPC) will be implementing the following changes in the month of March. The MPC has developed a community collaboration with Johnson C. Smith University and will be hosting our monthly meetings in the **"Family Dollar Room"** located on the campus at 100 Beatties Ford Road, Charlotte, NC 28216. Parking is available at the **Brayboy Gymnasium**, non-reserved spots.

**Training & Education Subcommittee:** 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](mailto:ldavis@genesisproject1.org)
- Sylvia Hines (Co-Chair) – LifeSpan – 704-393-5916 x1405 – [shines@lifespanservices.org](mailto:shines@lifespanservices.org)
- Sonya Richardson, Consultant to Committee/UNC-C – 704-548-5298 – [srichardson@anotherlevelservices.com](mailto:srichardson@anotherlevelservices.com)

**The meeting will take place from 9:00 – 10:00am.**

**MPC General Membership Meeting:** The purpose of the meeting is to promote fair and impartial representation of all service providers within the Provider Network. The Provider Council shall facilitate open exchange of ideas; share values, goals and visions; and, promote collaboration and mutual accountability among providers. The Provider Council strives to achieve best practices to empower consumers within our community to achieve their personal goals.

- Ashley Jacobs, President – Family Preservation Services of NC, Inc. – 704-344-0491 x1003/704-560-6662 – [ajacobs@fpscorp.com](mailto:ajacobs@fpscorp.com)
- Jalali Kerr, President Elect – Kerr Homes, Inc. – 704-405-5133/704-779-4376 – [jalali@kerr-homes.com](mailto:jalali@kerr-homes.com)
- Kelly Husn, Secretary – Bayada – 704-688-2500 – [khusn@bayada.com](mailto:khusn@bayada.com)
- Rebecca Tracy, Secretary Elect – Monarch – 704-816-7514 – [rebecca.tracy@monarchnc.org](mailto:rebecca.tracy@monarchnc.org)

**The meeting will take place from 10:00 – 11:00am.**

**Network Development and Quality 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 providers in managing quality outcomes.

- Angela Bunting (Co-Chair) – Connections BWB – 704-596-5333 – [angela.bunting@connectionsbw.com](mailto:angela.bunting@connectionsbw.com)
- Diana Levitt (Co-Chair) – Teen Health Connection – 704-381-8374 – [Diana.Levitt@teenhealthconnection.org](mailto:Diana.Levitt@teenhealthconnection.org)

**The meeting will take place from 11:00am – 12:00pm**

### 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](mailto:Kroszelle@meckpromise.com). Visit [www.meckpromise.com](http://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](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, 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.

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### Web Resources

#### **MeckLINK**

[MeckLINK Homepage](#)

[MeckLINK HotSheet Archive](#)

[MeckLINK Provider Document Library](#)

#### **NC DHHS – DMA**

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

[MH/IDD/SA](#)

[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)

#### **Peer Support Specialist**

[UNC BHRP NC Certification Information](#)

#### **NC Legislature**

[General Assembly](#)

[Joint Legislative Oversight Committee for](#)

To share suggestions, input, feedback, questions and concerns regarding the Hot Sheet, please contact Communications Specialist, Melissa Marshburn via [email](#) or phone – 704-353-1501