

## Provider HotSheet – February 18, 2014

### **HOT TOPICS**

→ **Cardinal Innovations Provider Network Information**

Cardinal has created a webpage for the transition found [HERE](#).

→ **Cardinal Innovations Provider Newsletter**

To sign up to receive Cardinal's Provider Newsletter called **Info Source** – Please email [Cardinal.Communications@cardinalinnovations.org](mailto:Cardinal.Communications@cardinalinnovations.org) and place in the subject line "Request Subscription to InfoSource".

→ **InfoShare TOMORROW!**

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](#). We have received some excellent questions; please keep sending your concerns 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](#). **An R.S.V.P. is not needed. If you have questions, please email: [MecklinkTransition@Cardinalinnovations.org](mailto:MecklinkTransition@Cardinalinnovations.org).**

→ **Additional Provider InfoShare Dates**

New dates are confirmed for additional Provider InfoShare Face-to-Face meetings from 9-11 AM at Covenant Presbyterian Church Fellowship Hall at 1000 E. Morehead Street. They are scheduled for **Monday, March 17th, Wednesday, April 2<sup>nd</sup> and Wednesday, May 7th**. There will also be 3 virtual webinars offered in March and April. Further information will be released.

→ **Credentialing Applications**

As previously mentioned, in late January, MeckLINK stopped accepting new applications for credentialing. If you are a clinician associated with a contracted MeckLINK Provider who is seeking credentialing, please visit [LINK](#) for instructions. **Please note: The Cardinal Innovations Provider Network is CLOSED; credentialing is only being offered to those clinicians that meet the criteria mentioned above.**

→ **Letters to Medicaid Providers and Consumers**

Due to the snowstorm, the **Medicaid Behavioral Healthcare Provider and Consumer Letters** with general information about the transition of Medicaid managed care to Cardinal Innovations effective April 1, 2014 have **NOT** been mailed. *We anticipate they will be sent by February 21<sup>st</sup>.* As a Provider, if you do NOT receive a letter by *February 28th*, which is being sent to the provider's address of record, please contact [Dennis Knasel](#) so that you can receive this important information. If you would like a copy of the Consumer letter, contact Communications Specialist [Melissa Marshburn](#).

→ **On Line – Provider Directory**

Due to the snowstorm and county offices closing, this new website addition will go live to the public by **Wednesday, February 26<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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### NEW TOPICS

#### Top 5 Claims Denial Reasons for February 5-February 11th, 2014

Reason Code	Denial Reason Description
<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>40</b>	<p><b>Weekly limit exceeded:</b> The service has a limit on the amount of units that can be billed per week. Either the claim has exceeded that limit or that the claim in addition to other claims (for that same week and services) has exceeded the limit</p> <p><b>RECOMMENDED ACTION:</b> Limit to occurrence of service billable per week. If necessary, submit a SAR for service authorization. Adjust off charges and do not re-file. Only if service is billed in error, file adjusted claim.</p>
<b>31</b>	<p><b>Monthly Limit Exceeded:</b> The amount of units on the claim along with the units on other claims for the same patient and service during the same month exceed what is allowed by the MCO.</p> <p><b>RECOMMENDED ACTION:</b> Units for monthly service exceeded. Do not re-file claim.</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 SAR for the service. Contact MCO if possible. Do not re-file if authorized units are truly exceeded.</p>

#### 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>	2/11/2014	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
	3/18/2014	3/25/2014	3/26/2014
<b>April</b>	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

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### **PREVIOUS TOPICS**

#### – **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.

#### – **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.

#### – **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

### **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)

## Provider HotSheet – February 18, 2014

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.

### 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