

## Provider HotSheet – February 25, 2014

### **HOT TOPICS**

- **InfoShare Video Link**  
 On Wednesday, February 19<sup>th</sup> providers met at Covenant Presbyterian Church Fellowship Hall with MeckLINK and Cardinal leadership for a community meeting regarding the Medicaid Waiver Transition. Please see video [LINK](#) for the presentations you may have missed. A Frequently Asked Questions document is being finalized for review and will be shared in the near future.
  
- **Cardinal to begin accepting Authorization Requests mid-March**  
 Along with the other useful information included in Cardinal’s InfoShare presentation, Cardinal staff indicated that contracted providers with a Provider Direct login will be allowed to submit Medicaid authorization requests to Cardinal for April dates of service as early as March 18, 2014. MeckLINK encourages providers to pursue this option to assist in the transition of utilization review to Cardinal.
  
- **Therapeutic Foster Care (S5145) along with Therapeutic Leave (0183)**  
 Providers requesting this level of care should choose insurance type *Medicaid Fee for Service* instead of Medicaid B on the Service Authorization Request (SAR).
  
- **On Line – Provider Directory – LIVE!**  
 This directory allows 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. This directory is now [LIVE!](#)
  
- **Cardinal Innovations Provider Network Information**  
 Cardinal has created a webpage for the transition found [HERE](#). Provider Training schedule can be 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”.

### **NEW TOPICS**

#### ➤ **Top 5 Claims Denial Reasons for February 12-February 18th, 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.</p>
<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>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 Utilization Management or the Call Center at 704-3369-6404. Do not re-file if authorized units are truly exceeded.</p>
<b>5</b>	<p><b>CLAIM RECEIVED AFTER BILLABLE DATE:</b> A Provider’s contract specifies a certain number of allowable days to bill for a claim after the date of service. The Provider did not submit the claim on time.</p> <p><b>RECOMMENDED ACTION:</b> Write-off charges as non-billable. Do not re-bill.</p>
<b>7</b>	<p><b>CLIENT HAS OTHER INSURANCE WHICH COVERS THE SERVICE:</b> The client has another insurance that should pay for the service.</p> <p><b>RECOMMENDED ACTION:</b> Check DOS for accuracy. Resubmit only if incorrect. Do not bill service prior to service date.</p>

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- **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		
February	2/18/2014	2/25/2014	2/26/2014
March	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
April	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

- **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](#) and the schedule 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 is found [HERE](#).
- **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.**
- **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. **The meeting will take place from 9:00 – 10:00am.**

## Provider HotSheet – February 25, 2014

- 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@anotherlevservices.com](mailto:srichardson@anotherlevservices.com)

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

- 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)

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

- 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)

### 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](#)
- [Glossary of Terms and Acronyms](#)
- [NC Division of MH/IDD/SA Implementation Updates](#)
- [NC Innovations and CAP-MR/IDD waivers COMPARISON](#)
- [DMA – 1915 \(b\)\(c\) Waiver Updates](#)
- [DMA Medicaid Bulletin](#)
- [The Commission for Mental Health, Intellectual Developmental Disabilities and Substance Abuse](#)
- [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](#)

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