

Provider HotSheet – March 4, 2014

HOT TOPICS

- **MeckLINK Transition Update – Mecklenburg Board of County Commissioners**
Tonight, March 4th at 6:00 PM, during the Mecklenburg BOCC meeting, Assistant County Manager Michelle Lancaster will present an update regarding the transfer of Mecklenburg County Medicaid Waiver services to Cardinal Innovations. You can review the agenda for the BOCC meeting [HERE](#). You can watch this meeting on your television via the local government channel or online [HERE](#).

- **Medicaid Transition Letters**
If you have not received your official provider transition letter (mailed to the provider's address of record), regarding Medicaid Waiver management moving to Cardinal Innovations on 4/1/14, please contact [Dennis Knasel](#). The official transition letter for Consumers and Families is also in the mail, if you would like a copy to share with your members, please contact [Melissa Marshburn](#) or 704-353-1501.

- **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!](#) **Please note that this directory ties all the services you provide to one main address. Someone looking for your services would call the main referral number listed to request additional information regarding service site locations.** If you find your information is incorrect, please visit this [LINK](#) to make changes. For further information or questions, please contact [Melissa Marshburn](#) or 704-353-1501.

- **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.

- **MEDICARE – Extra Help Program**
The N.C. Department of Insurance is offering program presentations for provider staff on a new Medicare drug benefit from Social Security called **Extra Help**. This program can help pay for the costs of the Medicare Part D plan premiums, co-pays, and deductibles. Contact [Debi L. Lee](#) with [Centralina.org](#) or call 704-348-2714 to schedule a presentation or consumer meeting.

- **Master of Social Work (MSW) program**
Johnson C. Smith University is pleased to announce the Master of Social Work (MSW) program was admitted to candidacy during the Council on Social Work Education (CSWE) meeting of the Commission on Accreditation. This initial step enables the university to begin offering the graduate level social work program and admitting students. Beginning fall 2014, the university will offer a two-year program for individuals who have an undergraduate degree from regionally accredited colleges and universities. Graduate social work courses will be offered evenings and weekends on JCSU's main campus to provide opportunities for individuals in the workforce who want to pursue graduate social work study. Starting summer 2015, a one-year advanced standing option will be available for selected graduates from accredited Bachelor of Social Work programs. The final step, or initial accreditation for the MSW program, will occur in 2015 following a site visit by the CSWE. For further information, contact Director of Field Education, [Kai Burkins, MSW](#) or call 704-330-1314

- **Consumer & Family/Community Stakeholder/Advocacy Organization Meeting Dates Announced by Topic**
Please share the below information with consumers and families. Cardinal is offering several general information meetings regarding the transition of Mecklenburg County Medicaid Waiver services. Fliers are being finalized for your use. To receive a copy of the printed fliers for sharing, please contact [Melissa Marshburn](#).

Provider HotSheet – March 4, 2014

➤ **Consumer & Family/Community Stakeholder/Advocacy Organization Meeting Dates Announced by Topic Con't**

General Information Sessions - Medicaid Waiver Transition		
DATE	TIME	LOCATION
March 17th	1:00-3:00 PM OR 6:00-8:00 PM	Covenant Presbyterian Church Fellowship Hall 1000 E. Morehead Street Charlotte, NC 28204
March 24th	1:00-3:00 PM OR 6:00-8:00 PM	Covenant Presbyterian Church Fellowship Hall 1000 E. Morehead Street Charlotte, NC 28204

Relative as Provider (RAP) Sessions		
DATE	TIME	LOCATION
March 17th	5:00-6:00 PM	Covenant Presbyterian Church Fellowship Hall 1000 E. Morehead Street Charlotte, NC 28204
March 24th	5:00-6:00 PM	

Intellectual Developmental Disability (IDD)		
DATE	TIME	LOCATION
April 15th	1:00-3:00 PM	Central United Methodist Church 6030 Albemarle Road Charlotte, NC 28212
April 24th	6:00-8:00 PM	Covenant Presbyterian Church Fellowship Hall 1000 E. Morehead Street Charlotte, NC 28204

Mental Health & Substance Abuse (MH/SA)		
DATE	TIME	LOCATION
April 15th	6:00-8:00 PM	Central United Methodist Church 6030 Albemarle Road Charlotte, NC 28212
April 24th	1:00-3:00 PM	Covenant Presbyterian Church Fellowship Hall 1000 E. Morehead Street Charlotte, NC 28204

Provider HotSheet – March 4, 2014

➤ **Affordable Care Act – LAST Enrollment Event – March 15th**

Please join local nonprofits and county agencies on Saturday, March 15th from 10 am – 4 pm at the Children & Family Services Center (601 East 5th 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). ***Carolinas Health Care will be providing information on PreDiabetes and offering FREE screenings.***

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. If you would like a flier for your office, please contact [Melissa Marshburn](#) or 704-353-1501.

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

NEW TOPICS

➤ **February 19th InfoShare Video Link**

Please see video [LINK](#) for the presentations you may have missed. A Frequently Asked Questions document is nearing completion.

➤ **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).

➤ **Cardinal Innovations Provider Network Information**

Cardinal has created a webpage for the transition found [HERE](#). Provider Training and InfoShare schedule can be found [HERE](#). To sign up to receive Cardinal’s Provider Newsletter called **Info Source** – Please email Cardinal.Communications@cardinalinnovations.org and place in the subject line “Request Subscription to InfoSource”.

➤ **Top 5 Claims Denial Reasons for February 19-February 25th, 2014**

Reason Code	Denial Reason Description
4	<p>Basic Units: 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>RECOMMENDED ACTION: 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>
11	<p>Concurrent Service Has Already Been Approved; Cannot Bill Another: 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>RECOMMENDED ACTION: Cannot bill another; providers can contact their provider relations specialist for further assistance..</p>

Provider HotSheet – March 4, 2014

40	<p>Weekly limit exceeded: 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>RECOMMENDED ACTION: 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>
3	<p>AUTHED UNITS EXCEEDED: The service on the claim was authorized. However the provider has gone over the amount of units on the authorization.</p> <p>RECOMMENDED ACTION: 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>
1	<p>Rate Adjusted- Above Contract Rate: The rate charged in the claim is higher than the rate that is in the provider's contract</p> <p>RECOMMENDED ACTION: 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</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		
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

- **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.**

- **Consumer, Family, Provider 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 15th 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 HotSheet – March 4, 2014

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.**

- Lisa Davis (Co-Chair) – Genesis Project 1 – 704-596-0505 – ldavis@genesisproject1.org
- Sylvia Hines (Co-Chair) – LifeSpan – 704-393-5916 x1405 – shines@lifespanservices.org
- Sonyia Richardson, Consultant to Committee/UNC-C – 704-548-5298 – srichardson@anotherlevelservices.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
- Jalali Kerr, President Elect – Kerr Homes, Inc. – 704-405-5133/704-779-4376 – jalali@kerr-homes.com
- Kelly Husn, Secretary – Bayada – 704-688-2500 – khusn@bayada.com
- Rebecca Tracy, Secretary Elect – Monarch – 704-816-7514 – 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
- Diana Levitt (Co-Chair) – Teen Health Connection – 704-381-8374 – 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. 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.

Provider HotSheet – March 4, 2014

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