



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
January 08, 2010

PROVIDER HOT SHEET

- ⇒ 1/5/10 – NC Division of MH/DD/SAS Implementation Update # 66
[Implementation Update #66](#) | [IVC Application Form](#) | [Final NEA Letter](#)
- **Application Process for IVC Designation**
 - **Use of the Introductory PCP**
 - **ValueOptions ProviderConnect Updates**
 - **Accreditation for Residential Service Providers**
 - **Revised NEA Letter**
 - **Medicaid Waiver Amendment Submission**
 - **CABHA Clarification**
 - **Clarification on Procedures for Reviewing PA Requests & Obtaining Additional Information**
 - **Limits for Medicaid CM Services**
- ⇒ **Elements of a Functional First Responder System** –The Mecklenburg County Consumer and Family Advisory Committee (CFAC) and LME consider the following elements to constitute a Functional First Responder System (FFRS):
- Providers have a 911 prompt for medical crises on their voicemail systems.
 - Providers have a prompt that provides a phone or pager number for assistance with "urgent" or "crisis" needs that cannot wait until the next business day (this number should connect to a person and not another telephone number or voicemail.)
 - If crisis number contacts a pager, the message explains briefly what the caller will hear and how to respond.
 - If the caller does not reach a live person, the voicemail message gives the caller a wait time of no more than 15 minutes to expect a return call.
 - If the caller does not reach a live person, the call is returned within 15 minutes.
- All providers of enhanced Medicaid services who are required to serve as First Responders should ensure that these elements are included in your First Responder System. The LME and representatives from CFAC will periodically test providers through mock calls to ensure compliance with these requirements.
- ⇒ **Revised IPRS Benefit Plans** have been posted on the AMH website. They are located on the manuals page under IPRS Benefit Plans
<http://www.charmeck.org/Departments/Area+Mental+Health/For+Providers/Provider+Library/Manuals.htm>
- IPRS Benefit Plans**
- [Adult Substance Abuse Benefit Plan](#)
 - [Adult Mental Health Benefit Plan](#)
 - [Child Mental Health Benefit Plan](#)
 - [Developmental Disabilities Benefit Plan](#)

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⇒ **NC National Core Indicators (NC NCI) Consumer Survey** – The Division of MH/DD/SAS contracts with the Center for Development and Learning (CDL) to conduct NC National Core Indicators (NC NCI) Consumer Survey each year. The purpose of this survey is to measure core indicators of performance of state and local developmental disabilities service systems. The core indicators can also provide information for many of the desired outcomes stated in the Home and Community Based Services (HCBS) Quality Framework. As part of this project, selected providers are being asked to do two things for the LME:

- Obtain the formal consent of consumers or guardians.
- Complete the Pre-Survey and Background Information forms.

The Pre-Survey, Background Information and consent forms for the NC National Core Indicators (NC NCI) Consumer Survey have already been mailed for the 2009-2010 survey. The providers selected to participate in this year's survey have already been notified and some of the information has been completed and returned. Thank you to the providers that have responded to this survey. For those providers who have received survey information and have not returned it to this LME please do your best to complete the number of surveys requested and return it to this LME. The final day for all materials to be returned to this LME is February 1, 2010. This LME is responsible for recruiting 40 participants to participate in this survey. Your role in this project is critical as the National Core Indicators data enable the state to identify performance and outcome areas used in improving system management. Thank you for all your hard work. Please direct any questions concerning this process to Catherine Torrence @ 704-432-4292.

Email: Catherine.Torrence@mecklenburgcountync.gov.

Submit survey materials to:

Catherine Torrence, QI Division,
Samuel Billing Center, 429 Billingsley Rd, Charlotte NC 28211

⇒ **Reminder – The Provider Quarterly Incident Report** (DMH/DD/SAS form QM11) for the Second Quarter of SFY 09-10 (October, November and December) is due to the LME no later than Monday, January 11, 2010. This report is required for all Category A and B providers. Please submit reports to Nancy Cody via fax 704-336-7718 or email nancy.cody@mecklenburgcountync.gov.

⇒ **NC Division of Medical Assistance (Medicaid) Training Announcement** – Medicaid Recipient Appeal Process and Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Seminars scheduled. Medicaid EPSDT seminars are scheduled for the months of February and March 2010. Seminars are intended to address Medicaid recipient appeal process when a Medicaid service is denied, reduced or terminated. The seminar will also focus on an overview of EPDST – Medicaid for Children.

Seminars are scheduled for February and March 2010 in the following cities:

- Greensboro - February 16, 2010
- Fayetteville - February 18, 2010
- Greenville - February 23, 2010
- Raleigh - February 25, 2010

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- Concord - March 2, 2010
- Asheville - March 3, 2010

Pre-registration is required. Due to limited seating, registration is limited to two staff members per office. Unregistered providers are welcome to attend if space is available. The seminars are scheduled to begin at 9:00 a.m. and end at 4:00 p.m. Lunch will not be provided at the seminars.

- [Register online](#)
- [Register by fax](#)
- Refer to the [January 2010 Medicaid bulletin](#) for directions and additional information

Providers may register by completing and submitting the [online registration form](#). Or, providers may register by fax using the [Medicaid Recipient Appeal Process and EPSDT Seminar Registration Form](#) (fax it to the number listed on the form). **Pre-registration is required.** Providers will receive a registration confirmation outlining the training material(s) each provider should bring to the seminar.

⇒ **MeckCARES Updates** – Effective January 8th, MeckCARES flex fund requests should be submitted to:

Charmaine Carter, SOC Flex Fund Coordinator
3500 Ellington Street – Charlotte, NC 28211
Office: (704) 432-0698 Fax: 704-432-4591
Charmaine.Carter@mecklenburgcountync.gov

The following MeckCARES documents have been revised and posted on-line.

- [MeckCARES Overview](#)
- [Case Consultation](#)
- [SOC Coaching Fact Sheet](#)
- [Flexible Funding Request](#)
- [Flex Funding Factsheet](#)
- [Request for Enrollment in MeckCARES](#)
- [MeckCARES Enrollment and Consent Form](#)
- [MeckCARES Authorization to Release Information Form](#)

⇒ **Area's Top Mental Health Advocates Working Together** – Charlotte, NC (January 5, 2010) – MHA, in partnership with Mecklenburg's Promise, NAMI, DBSA, and InnerVision Recovery Center, have come together to provide recovery-focused education to mental health consumers. With some financial support from Janssen Pharmaceutica, MHA and its partners will host quarterly seminars throughout 2010. These workshops will be free of charge for consumers to attend. The goal of this partnership is to promote mental wellness, reduce the stigma associated with mental illnesses, empower consumers, and encourage self-advocacy. [For more information, see to the press release on page 7.](#)

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PROVIDER COUNCIL REMINDERS AND UPDATES

- ⇒ **Provider Council Minutes** for the Executive Board, General Membership and Committees are published and available on-line at the following website:
<http://www.charmeck.org/Departments/Area+Mental+Health/For+Providers/MPCouncil.htm>
- ⇒ **Provider Council Sub-Committees** – Four standing subcommittees have been formed by the Provider Council. If you are interested or want more information, please contact the committee chairs. All committee meetings are scheduled on the third Wednesday of each month and at the same location. Information re the four committees follows:
- **Training and Development Committee**
 - ♦ Trasha Black (Co-Chair), Genesis Project, tblack@genesisproject1.org, 704-596-0505
 - ♦ Angela R. Simmons (Co-Chair), The Right Choice MWM, 704-537-3650, arsrightchoice@therightchoicemwm.com.
 - > The next scheduled meeting is January 20, 2010 at 9:00 AM in the Carl Watkins Center Multipurpose room.
 - **Ethics Committee**
 - ♦ Miranda Little (Co-Chair), Family Preservation, Inc., 704-344- 0491, MLittle@fpscorp.com
 - ♦ Dammeon Chisholm (Co-Chair), Footprints Carolina, Inc., 704-566-3460 dchisholm@footprintsnc.com.
 - >The Ethics Committee will meet on Wednesday, January 20, 2010 at 10:30 AM in the Multi-Purpose Room at the Carlton Watkins Center.
 - **Provider Relations Sub-Committee**
 - ♦ Kira Wilson (Co-Chair), The Arc of NC, 704-568-0112, kwilson@arcnc.org
 - ♦ Tim R. Holland (Co-chair) Person Centered Partnerships, 704-319-7609, Tim.Holland@pcpartnerships.org
 - >The Provider Relations Committee will meet on Wednesday, January 20, 2010 at 12:00 PM in the Multi-Purpose Room, Carlton Watkins Center. (Bring your own lunch.)
 - **Provider Outreach Sub-Committee** – The Provider Outreach Committee is a new sub-committee, the general purpose of which is to establish mechanisms for the Provider Council to connect with new providers, to provide them basic resource information and to introduce them to the Provider Council.
 - ♦ Frankie Tack (Co-Chair), Anuvia Prevention and Recovery Center, Inc., 704-927-8789, frankie.tack@anuvia.org.
 - ♦ Miranda Little (Co-Chair), Family Preservation, Inc., 704-344- 0491, MLittle@fpscorp.com
 - >The next meeting will be on Wednesday, January 20, 2010 at 1:30 PM in the Multi-Purpose Room, Carlton Watkins Center.

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IMPORTANT REMINDERS AND RESOURCES

- ⇒ **IPRS Community Support Update** – Implementation Update #65 recently announced that the Centers for Medicare and Medicaid Services approved a request from DMH/DD/SAS to continue the case management component of Community Support service by qualified and licensed professionals until the new case management service definition is approved. This announcement specifically related to Medicaid recipients. However, LMEs have the option of doing the same under the provisions of their benefit plans. Mecklenburg County Area Mental Health has decided to allow the case management component of the services for IPRS consumers *subject to availability of state funding*. [Please refer to the 12/18/09 Hot Sheet for more information.](#)
- ⇒ **Change of Ownership** – The LME would like to remind providers of their responsibilities regarding Change of Ownership as outlined in the State Contract for IPRS funds and Memorandum of Agreements (MOA) for endorsed services. We strongly encourage you to incorporate the information below into your planning process if your agency is considering any change in ownership. [Please refer to the 12/18/09 Hot Sheet for more information.](#)

EDUCATION AND TRAINING OPPORTUNITIES

- ⇒ **Free: Presented by Duke University Child and Family Studies – Reactive Attachment Disorder (RAD 101)**. Feb. 10, 2010, 10:00 a.m. – 4:00 p.m., James Sprunt Community College, Williams Building, Room 100, 133 Kenansville Drive, Kenansville, NC 29349. Experts will present to the eastern region a full day looking at the aspects of diagnosis and treatment. This has been a diagnosis subject to wide interpretation and misinterpretation. Over time, one interpretation lead to the death of a child subjected to "holding" therapy (once often referred to as a method for "treating" children diagnosed with RAD).
- ⇒ **Mecklenburg's PROMISE Recovery and Crisis Training Calendar**. Please feel free to print and post at your locations or pass it on to anyone you feel would benefit from our trainings. To register, go to www.meckpromise.com. If you have any questions or concerns, please feel free to contact us at (704) 525-4398, ext. 207. <http://www.meckpromise.com/node/43>
- ⇒ **The Mecklenburg County Provider Council Training and Development Sub-Committee** has developed a comprehensive Training Calendar designed to serve as a one-stop location to view training events occurring in Mecklenburg County that are supported or sponsored by the provider community, the LME, AHEC or other entities. The Training Calendar is complete and ready for the provider community to begin event submissions. Following is a link to view or submit training events: <http://www.meckpromise.com/node/75>
- ⇒ **The LME Monthly Training Calendar** is posted on-line at the following web-link: <http://www.charmeck.org/Departments/Area+Mental+Health/For+Providers/Provider+Resources/training.htm>
- ⇒ **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
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help providers adapt to changing circumstances. For a list of currently scheduled training events and to register, go to www.nc-council.org.

Upcoming TIP Trainings

- January 11, 12, 2010— **Intensive In-home Services** - Training on clinical and administrative structure for Intensive In-home Services.
- January 13, 2010— **Being a Successful Provider in NC** - New, updated content taught by Dan Zorn, CEO, Families Together
- January 20, 2010—**Advanced Skills for Creating Plans and Writing Goals** - A training for Community Support Team Providers
- January 25 - 28, 2010 – **Excellence in Therapeutic Foster Care** - A train-the-trainer program for foster care agencies
- January 27, 2010 – **Documentation: Doing it Write** - A training for providers using the PIE format.
- January 28, 2010 – **Community Support Team** - A one-day session on appropriate ways to provide CS Team services.
- February 15, 16, 2010 – **Intensive In-home Services** - Training on clinical and administrative structure for Intensive In-home Services.
- February 17, 2010 – **Being a Successful Provider in NC** - New, updated content taught by Dan Zorn, CEO, Families Together
- March 8, 9, 2010 –**Intensive In-home Services** - Training on clinical and administrative structure for Intensive In-home Services.
- *Newly developed.* February 25, 2010 – **Case Management for 2010** - Proven approaches for providing case management services that meet Medicaid requirements. Taught by Mary Thornton, National Consultant on Medicaid and Behavioral Healthcare.

WEB-RESOURCES

- ◆ **NC DIVISION OF MH/DD/SAS:** <http://www.ncdhhs.gov/mhddsas/>
- ◆ **MECKLENBURG AMH:** <http://mentalhealth.charmeck.org>
- ◆ **AMH BEST PRACTICES COMMITTEES AND SCHEDULE:**
<http://www.charmeck.org/Departments/Area+Mental+Health/For+Providers/BestPractice.htm>
- ◆ **HOT SHEET ARCHIVE:**
<http://www.charmeck.org/Departments/Area+Mental+Health/For+Providers/Provider+Resources/Provider+Hot+Sheets.htm>

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FOR IMMEDIATE RELEASE

Area's Top Mental Health Advocates Working Together

Charlotte, NC (January 5, 2010) – MHA, in partnership with Mecklenburg's Promise, NAMI, DBSA, and Innervision Recovery Center, have come together to provide recovery-focused education to mental health consumers. With some financial support from Janssen Pharmaceutica, MHA and its partners will host quarterly seminars throughout 2010. These workshops will be free of charge for consumers to attend. The goal of this partnership is to promote mental wellness, reduce the stigma associated with mental illnesses, empower consumers, and encourage self-advocacy.

MHA's 77-year history of mental health advocacy within the local community is deeply rooted. "We have wanted to work together [with the other agencies] but until now haven't been able to make that possible", states Ellis C. Fields, MHA Executive Director. The agency's collaboration with other local advocacy organizations was fueled by a new partnership with Janssen Pharmaceutica.

Janssen developed a new tool to help individuals without an occurring mental illness understand some of the key symptoms of schizophrenia, one of the more pervasive mental illnesses. "Mind Storm" is a simulation tool, designed to allow anyone to experience the hallmark symptoms of schizophrenia, such as hallucinations and delusions. Janssen brought this simulation to a recent policy event so that MHA constituents could experience it. Some commented that Mind Storm helped them better understand the difficulties in managing a major mental illness.

Janssen will provide the keynote speaker for the first workshop "Choices in Recovery" to be held on Friday, January 22 from 10 a.m. until 2:00 p.m. ([click here to see brochure](#)). Kathleen S. Jarboe will be the keynote and is an advanced practice registered nurse specializing in psychiatry. She is a Clinical Team Leader for Quintiles Transnational, Inc., the largest Clinical Research Organization in the World. Prior to joining Quintiles, Inc., Ms. Jarboe practiced at Emory University School of Medicine for 16 years in nursing as a Head Nurse and Clinical Research Nurse Manager of the Schizophrenia and Bipolar Clinical Trials Program.

Mecklenburg's Promise will provide additional training and education on crisis management and developing natural supports. DBSA, Depression-Bipolar Support Alliance, will be on hand to discuss their mission and activities. NAMI (National Alliance on Mental Illness) will also provide materials related to their family-to-family training. Many other community partners will participate in the day and a hot lunch will be provided.

Other *tentative* dates for the education series include the following: May 7, August 13, October 29. To reserve your space or for more information, contact [Kathryn Falbo-Woodson](#), MHA Assistant Director and facilitator for this project.

Keynote Speaker
Kathleen S. Jarboe, PMHCNS-BC



Choices in Recovery

At InnerVision Recovery Center

First United Methodist Church – Fellowship Hall
501 N. Tryon St, Charlotte NC 28202

Friday, January 22, 10:00am – 2:00pm

A FREE educational program – the first in a series – to help you understand mental illness and recovery. The day will include presentations by consumers who will share information about crisis management planning. A hot lunch will be served. And MUCH MORE!



This program is brought to you by the Mental Health Association (MHA) in collaboration with Mecklenburg's Promise, NAMI, DBSA, and InnerVision Recovery Center.

Space is limited and reservations are required.
For more information or for reservations contact:
Kathryn Falbo-Woodson at 704-365-3454 or
Email kfalbo-woodson@mhacentralcarolinas.org

