



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
February 05, 2010

PROVIDER HOT SHEET

⇒ **02/02/10 [Implementation Update #68](#)** – Please review this update for new information on the following issues:

- Records Management Webpage Established
- Child and Adolescent Day Treatment
- IIH and CST
- SAIOP and SACOT
- ACTT Mid-size Team Physician Time
- CS Case Management Component
- Endorsement of Day Treatment, Community Support Team and Intensive In-Home
- CABHA Physician
- Provider Changes for Targeted Case Management
- Policy Changes for Case Management Services
- Revised PCP Format & One Page Profile
- Important ValueOptions Updates
- Residential Services Levels III & IV Updates

⇒ **Reminder to Child and Adolescent Providers** – Due to the current State budget crisis in North Carolina, the Department of Health and Human Services has had to make significant changes in our service delivery system. The Department intends to restructure the Child and Adolescent MH/DD/SA Residential Services and require transition of current recipients of this service to more appropriate options. As a result of these changes, the Mecklenburg LME has suspended any further endorsement actions and new requests for MOAs for Level II Program Type, Level III and Level IV C&A Residential Services. This means that any provider who has not successfully completed the endorsement process and received enrollment for one of the above services will not be able to complete the process. This also means that Mecklenburg LME will not enter into any new MOA agreements for these services with providers who request to serve Mecklenburg County consumers outside of the Mecklenburg County catchment area. **If you have questions regarding this information, please contact your Service Analyst.**

⇒ **Important ValueOptions Update** – Beginning March 1, 2010, notices of new authorization approvals, and the letters themselves, will be available **only** on the ValueOptions online provider portal ProviderConnect. ValueOptions will end the mailing of paper authorization approval letters as of March 1, 2010. Adverse determination letters will continue to be mailed to the recipient with a copy to the provider. Providers who have not previously used ProviderConnect must register for ProviderConnect at <https://www.valueoptions.com/pc/eProvider/providerRegisterFromLogin.do>. Training webinars will be conducted in February 2010 to educate providers about the new online

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approval letter process. Visit

www.valueoptions.com/providers/Network/North_Carolina_Medicaid.htm and scroll to "Provider Training Opportunities" to register for a webinar.

Thousands of approvals for Targeted Case Management and Therapeutic Foster Care are made to LMEs, not the individual providers. LMEs will no longer receive paper approval letters for TCM and TFC as of March 1; LMEs will access the approval letters via ProviderConnect.

For some time LMEs have been accessing ProviderConnect to look up authorizations. LMEs are strongly encouraged to participate in a training webinar for routinely obtaining online approval letters if their TCM or TFC pass-through payment process includes some use of letters.

- ⇒ **Frequency and Extent of Monitoring Reports** – The Mecklenburg County Local Management Entity (LME) has the responsibility of monitoring all providers of Mental Health, Developmental Disabilities and Substance Abuse services in accordance with rules, regulations and procedures set forth by the North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services (MH/DD/SAS).

One monitoring tool that was developed by the State and is required of all LMEs to use is the Frequency and Extent of Monitoring (FEM). The FEM is conducted on all service providers who have a service contract or a Medicaid Memorandum of Agreement with the LME; provider scores are reported to the NC Division of MH/DD/SAS. Mecklenburg County LME community of providers FEM scores are now posted on-line and will be updated as changes are made. For more information and to review FEM scores, please click on the following link. [Find Out How Your Provider Rates](#)

- ⇒ **Save the Date - 2010 Mecklenburg County Public Health Forum** – Presented by: Mecklenburg County Healthy Carolinians & Mecklenburg County Health Department. Healthy Kids: A Better Future Starts Today, Friday April 30, 2010. 8:00am – 2:00pm. [Please see the flyer on page 5 for more information.](#)

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. The four committees are:
- **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 Wednesday, February 17, 2010 at 9:00 AM in the Carl Watkins Center Multipurpose room.

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- **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 not meet in February.
- **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, February 17, 2010 at 1:30 PM in the Carlton Watkins Center Multipurpose Room.

IMPORTANT REMINDERS AND RESOURCES

- ⇒ **Hiring a Psychiatrist – an Informal Discussion** – Dr. Salazar, Medical Director for Mecklenburg County LME will hold an informational discussion with Providers.

Date and Time: February 16, 2010 from 10:00 a.m. to 11:30 a.m.

Location: Carlton Watkins Multipurpose Room, 3500 Ellington Street, Charlotte

Who: J. Octavio Salazar, Medical Director, Mecklenburg County AMH

Summary: The Informal Discussion will include the following points of interest:

 - Brief, practical overview of physician requirements for potential CABHA's
 - Important aspects of recruitment including 'where, when & how'
 - Practical reviewing of physician CV's.
 - Other practical considerations e.g. salary & benefits packaging will be discussed.

Space is limited. Registration is not required.
- ⇒ **Reminder regarding special arrangements for treatment** – Please be advised that ***any treatment requirements that extend beyond the standard service definition must be very clearly noted in a consumer's Person Centered Plan.*** This applies to requirements such as: the need for additional staffing in the home or community; the need for a youth to be in a family-like setting with no other children; gender-specific requirements regarding staff, consumers, or others in the treatment setting; staffing during transport; special nutritional requirements; and medical issues impacting mental health treatment, such as those that would compromise the safe use of restrictive interventions, etc. This level of specificity is required to ensure that all team members are aware of, and adhere to these requirements. It also ensures that special arrangements remain intact during times of staff transition.
- ⇒ **Modifications to the Provider Discharge Event Form** – Please note that the Provider Discharge Event has been recently modified in order to add the following to reasons for discharge: Consumer has aged out of current benefits. This reason is appropriately used for IPRS adolescent consumers who have reached their 18th birthday. Please discard previous

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editions of the Provider Discharge Event and use the latest revision located on AMH's website under Provider Resources. [Discharge Event](#)

- ⇒ **Public Notice:** Mecklenburg County Area Mental Health's Local Management Entity (LME) will be hosting a public meeting on Wednesday, February 10, 2010 from 6:00-7:00 pm at the Naomi Drenan Recreation Center, Multipurpose Room, 750 Beal Street, Charlotte. *Please encourage consumers, their families, and other stakeholders to attend.* The LME's objective is to seek public input regarding how the LME will take **state** and **county** budget reductions. The LME will keep the public informed on budget reduction decisions and show how public input influences these results. [Please see the announcement on page 6.](#)
- ⇒ **The Child and Adolescent Mental Health/Substance Abuse Service Gaps/Best Practice Committee** meets the first Thursday of each month from 4:00pm until 5:30 pm at Anuvia Prevention and Recovery Center. This committee assists the community and LME in identifying and evaluating local service needs and gaps. The committee also identifies evidence based practices to target identified needs and makes recommendations for implementation of these practices to the Community Collaborative. Providers who are interested in participating in this committee should contact either Tiffany Simpson-Crumpley at (704) 336-4757 Tiffany.Simpson-Crumpley@mecklenburgcountync.gov or BJ Cloud at (704) 258-5280 cloud_training@bellsouth.net by February 28, 2010 for further details.

EDUCATION AND TRAINING OPPORTUNITIES

- ⇒ **NC Division of Medical Assistance (Medicaid) Training Announcement** – Medicaid Recipient Appeal Process and Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Seminars planned. Trainings have been 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
- 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

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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.

- ⇒ **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** 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. Following is a link to submit training events: <http://www.meckpromise.com/node/75>. To view training events, click on the following link: <http://www.meckpromise.com/mptc>
- ⇒ **The LME Monthly AMH Training Calendar** is posted on-line at the following 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 help providers adapt to changing circumstances. For a list of currently scheduled training events and to register, go to www.nc-council.org.

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>

Public Meeting

Mecklenburg County Area Mental Health Budget Reductions



Wednesday
February 10, 2010
6:00 - 7:00 p.m.
Naomi Drenan
Recreation Center
750 Beal Street, Charlotte

Share your voice.
Make a difference.

Tel: 704-336-3793
Jill.Scott@MecklenburgCountyNC.gov
Mecklink.charmeck.org

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Call. Connect. Care.
704.336.6404



Healthy Kids: A Better Future Starts Today

Save the Date

Friday April 30, 2010

8:00am - 2:00pm

Student Union Building

The University of North Carolina at Charlotte
9201 University City Blvd, Charlotte, NC 28233

Event hosted by the UNC Charlotte

Graduate and Undergraduate Public Health Student Associations



Keynote Speaker: Kwain Bryant

Kwain Bryant is a noted national speaker & CEO of Empowerment Exchange. As an advisor for the NC Department of Public Instruction's Youth Advisory Council, winner of the Male's Place 2007 Distinguished Service Award, & a former health educator with Teen Health Connection, he is known for his ability to engage audiences