



**MECKLENBURG COUNTY**  
**Area Mental Health, Developmental Disabilities and**  
**Substance Abuse Services**  
April 23, 2010

***PROVIDER HOT SHEET***

⇒ **Request For Proposal release dates:**

- DSS RFP will be released on 4/30/10
- Jail Services Wellness Program RFP will be released on 5/14/10
- CMS Provider RFP will be released 6/4/10

More details regarding the information sessions and the RFP due dates will be announced later.

⇒ **LME Contract Providers - Year-End Date for submitting invoices and claims**

We strongly encourage your agency to submit all invoices and claims and bill us no later than May 17, 2010 for all contracted services that were provided July 1, 2009 through April 30, 2010. July 5, 2010 is the deadline for submitting invoices and claims for all services rendered and expenditures incurred through June 30, 2010.

*Please see attached memo for more information.*

⇒ **Provider Expectations for Transition of CMC –Randolph Child and Adolescent Outpatient Consumers**

- In response to the elimination of Outpatient Services for child and adolescent consumers at CMC-R, the following expectations have been established. These apply for any provider who would like to offer outpatient services these consumers.

- Services must be provided by a fully licensed Mental Health professional.
- The provider must be able to respond to a referral within 48 hours and must be able to schedule two visits within 14 days and 4 visits within 45 days. If not, the provider will need to decline the referral.
- There must be a high level of service coordination; the therapist must continually assess the level of need and refer as appropriate.
- The provider must treat children in the context of their family and in the context of System of Care values and principles.
- The provider must ensure that medications are appropriately managed, discussed with the parents and guardians and coordinated with the physician. If the child's medications are being managed by CMC-R the provider must coordinate those services with the CMC-R Medication Clinic physicians.

**The list of Medicaid and Non-Medicaid providers who have informed the LME that they have capacity to deliver outpatient therapy has been posted on the AMH website in the "Find A Provider" section, and updated as new information is received by the LME.**

⇒ **The Mecklenburg Provider Performance Report (MPPR)** is a local four star measurement of the performance of child and adult mental health, developmental disability and substance abuse service providers based on specific quality indicators. It brings together pieces of

*-To be a community that supports individuals and families who are fully empowered to lead healthy and independent lives.-*

## Mecklenburg Area MH/DD/SA Services

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information about each provider that have not previously been available in one place. For a full description, please click on the link below:

<http://www.charmeck.org/Departments/Area+Mental+Health/PPR.htm>

When are Provider Performance Reports (PPR) completed?

A Provider Performance Rating (PPR) will be completed on each provider agency as follows:

- After the Provider Monitoring Tool (PMT) has been completed.
  - The scheduling of the PMT monitoring will be based on the score your agency received from the Frequency and Extent Monitoring Tool (FEM).
  - Providers agencies will have the FEM completed after they receive a service contract or an endorsement with the LME. FEM reviews for newly Endorsed providers will occur after the 60 day review when the provider organization has begun accepting consumers and delivering services, i.e., post endorsement and enrollment.
- Information gathered to complete the PMT, such as QA/QI information, Incident Reporting and Compliance will be used in completing the PPR; however, if additional information is needed, a written request will be sent via **certified mail** to the provider. The provider will have 15 business days from the date of the request to submit additional information via e-mail, US mail, or hand delivered to the LME. **Please note that reminders will not be issued.**
- The PPR will be initiated within 30 days following the completion of the PMT review, and completed within 90 days after the PMT review.

#### ⇒ Implementation Bulletin #71

<http://www.ncdhhs.gov/mhddsas/servicedefinitions/servdefupdates/index.htm>

[Summary of Implementation Update #71](#)

- Attachment 1 [CABHA Position Descriptions](#)
- Attachment 2 [TCM Transition Requirements](#)
- Attachment 3 [TCM Attestation Letter Template](#)
- Attachment 4 [Supplement 1 for Attachment 3](#)

#### ⇒ NOTIFICATION REGARDING AGENCY CHANGES

**Please remember if your agency is changing ownership, merging, or closing, you must notify the LME, DMH and CSC within 30 days of this change.**

**Updates and changes should be submitted to the following:**

NC Medicaid Provider Enrollment

CSC

PO Box 300020

Raleigh NC 27622-8020

Or Fax to 1-866-844-1382

**AND to:**

DMH/DD/SAS

3012 Mail Service Center

Raleigh, NC 27699-3012

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Or Fax to 919-508-0968

**AND to:**

The LME (send information to your assigned Service Analyst)

**Please refer to Implementation Update #70 dated March 1, 2010 for more detailed information regarding when notification is required and the information that must be provided:**

<http://www.ncdhhs.gov/mhddsas/servicedefinitions/servdefupdates/update70/dmadmh3-1-10update70.pdf>

- ⇒ **Please Note:** Providers need to ensure when releasing confidential consumer information that the recipient of the information is aware of the following:  
PROHIBITION AGAINST RE-DISCLOSURE  
10A NCAC 26B .0304(a)  
Agencies disclosing confidential information pursuant to G.S. 122C-52 through G.S. 122C-56 shall inform the recipient that redisclosure of such information is prohibited without client consent.  
10A NCAC 26B .0304(b)  
A Stamp may be used to fulfill this requirement.
- ⇒ **CHOICES IN RECOVERY II – Live Your Life Well – Achieving Wellness & Recovery** at The Park (formerly the Charlotte Merchandise Mart), Freedom Hall – AA Rooms, 800 Briar Creek Road, Charlotte, NC 28205 - Friday, May 7, 10:00am – 2:00pm.  
*Please see attached flyer for more information.*
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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. The four committees are:
- **Training and Development Committee**
    - ◆ Trasha Black (Co-Chair), Genesis Project, [tblack@genesisproject1.org](mailto:tblack@genesisproject1.org), 704-596-0505
    - ◆ Angela R. Simmons (Co-Chair), The Right Choice MWM, 704-537-3650, [arsrightchoice@therightchoicemwm.com](mailto:arsrightchoice@therightchoicemwm.com).
      - > The next scheduled meeting is Wednesday, May 19, 2010 at 9:00 AM in the Carlton Watkins Center Multipurpose room.
  - **Provider Relations Sub-Committee**
    - ◆ Kira Wilson (Co-Chair), The Arc of NC, 704-568-0112, [kwilson@arcnc.org](mailto:kwilson@arcnc.org)
    - ◆ Tim R. Holland (Co-chair) Person Centered Partnerships, 704-319-7609, [Tim.Holland@pcpartnerships.org](mailto:Tim.Holland@pcpartnerships.org)

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>The Provider Relations Committee will meet on Wednesday, May 19, 2010 at 12:00 PM to 1:30 PM in the Carlton Watkins Center Multipurpose room.

- **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](mailto:frankie.tack@anuvia.org).

- ◆ Miranda Little (Co-Chair), Family Preservation, Inc., 704-344- 0491, [MLittle@fpscorp.com](mailto:MLittle@fpscorp.com)

>The next meeting will be on Wednesday, May 19, 2010 at 1:30 PM in the Carlton Watkins Center Multipurpose Room.

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## IMPORTANT REMINDERS AND RESOURCES

- ⇒ **Save the Date: Friday, May 21, 2010, Marshall Park, 1:00 – 3:00 PM** – Rally to Support Individuals with Mental Illness, Developmental Disabilities and Substance Abuse needs. This is the 2<sup>nd</sup> annual rally and a Call to Action: We Need Your Help. Calling all service providers, public agencies, faith organizations, consumers, family members, advocates and general public to come and attend the Rally to:

- **Help Raise Public Awareness**
- **Provide helpful Information/Literature**
- **Build Partnerships**
- **Reach out to the Community**
- **Support Individuals in Recovery**
- *\*A short walk will follow the Rally as a show of Unity*

*Please see attached flyer for more information.*

- ⇒ **National Children's Mental Health Day - WANT TO SHARE YOUR INFORMATION ON MAY 6<sup>th</sup>?**

MeckCARES, WTVI, the Junior League of Charlotte and other community partners will host a special Ask Me How I Am event from 5:30-8:00 pm at the Great Aunt Stella Center at 926 Elizabeth Avenue to honor youth and families in Mecklenburg County. Please join us! RSVP: to (704) 371-8855.

Also, if you are interested in having your information and resources made available to attendees during the vendor fair/reception portion from 5:30-6:00 pm, please contact Charmaine Carter at 432-0698. *Please see attached memo for more information.*

- ⇒ **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 attached flyer for more information.*

## Mecklenburg Area MH/DD/SA Services

### PROVIDER HOT SHEET

April 23, 2010

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#### EDUCATION AND TRAINING OPPORTUNITIES

- ⇒ **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](http://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](http://www.nc-council.org).

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#### 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>



**MECKLENBURG COUNTY**  
Area Mental Health, Developmental Disabilities and  
Substance Abuse

MEMORANDUM

DATE: April 22, 2010  
TO: LME Contract Providers  
FROM: Jean-Claude Toussaint, Jr.,  
Fiscal Administrator  
SUBJECT: Year-End Date for submitting invoices and claims

The purpose of the memo is to ensure that the LME receives all of your invoices and claims for State & County funded services within a timely manner.

We strongly encourage your agency to submit all invoices and claims and bill us no later than May 17, 2010 for all contracted services that were provided July 1, 2009 through April 30, 2010. July 5, 2010 is the deadline for submitting invoices and claims for all services rendered and expenditures incurred through June 30, 2010.

Additionally, as we approach the end of the fiscal year, we will be making decisions about allocations for Fiscal Year 10/11 contracts. One of the criteria we use is utilization during Fiscal Year 09/10. Therefore, it is imperative that your reporting and billing to us be current. If you have questions about your billing or payments, please consult your assigned fiscal analyst for assistance.

Thank you for your cooperation.

cc: Carlos Hernandez, Deputy Director  
Julie Daughety, Sr. Fiscal Administrator  
Dennis Knasel, Sr. AMH Manager  
Martha Joslin, Director of Utilization Management  
Kimm Campbell, Director, MeckCARES SOC & Forensic Evaluations  
Angie Jackson, Provider Relations and Support Manager  
Kimberly Alexander, CAP-MR/DD Provider Network Manager  
AMH Financial Services

**PEOPLE • PRIDE • PROGRESS**

429 Billingsley Rd, 2<sup>nd</sup> Floor • Charlotte, NC 28211-1098 • 704-336-2550 • Fax 704-432-0145

Director  
704-432-0695

Assistant Director  
704-336-4757

Clinical Supervisor  
704-432-5539

Enrollment Coordinator  
704-336-4757

SOC Coaching Coordinator  
704-432-5539

Resource Development Coordinators  
704-432-0698  
704- 432-4567

Administrative Support  
704-432-4592

Training Coordinator  
704-432-0986

Public Information Specialist  
704-336-3793

MeckLINK  
704-336-6404

April 9, 2010

Dear Provider Agency:

On May 6, 2010 Mecklenburg County will recognize National Children's Mental Health Awareness Day. MeckCARES, in partnership with WTVI, Teen Health Connection, The Junior League of Charlotte and others, will host a community event.

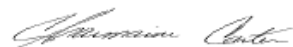
This is the 4<sup>th</sup>. Year that MeckCARES and community partners will host an awareness event, to provide mental health related education, information and resources to the community. Each year we have a large representation from families who are living with a child that has mental health challenges. This year many of those same families have agreed to provide the audience with firsthand testimonials about their personal experiences. We will also hear from Ms. North Carolina. In addition, we expect to have a panel of experts to answer questions from the audience as well as enjoyable entertainment.

We want to invite you to partner with us by providing promotional items that can be used as give-a-ways and door prizes for the event. It would be extremely helpful if you have items that would appeal to youth as well as adults. If you do not have promotional items, we would encourage you to consider purchasing one or two large items to be given away as a door prize in recognition of your agency. This is an excellent opportunity for you to support this event while gaining exposure for your agency.

Please do not miss this opportunity. Together, we can deliver vital resources and information to help improve outcomes for children and families who struggle with mental health challenges.

Thank you for your thoughtful consideration.

Sincerely,



MeckCARES, Resource Development Coordinator



**Our community; coming together for families**

# Ask Me How I Am

## Thursday, May 6

National Children's  
Mental Health  
Awareness Day

- 5:30pm** Food and Entertainment  
**6:00pm** Special Sneak Preview Screening –  
PBS documentary  
*Misunderstood Epidemic*  
**6:15pm** Screening of *In Our Words*  
and Family Discussion

**Special Guest: Miss North Carolina**

**Great Aunt Stella Center**  
**926 Elizabeth Avenue, Charlotte, NC 28204**

**FREE event • ALL ages welcome • Door prizes & gifts!**

**PLEASE RSVP to (704) 371-8855 • [www.wtvi.org](http://www.wtvi.org)**

**Sponsored by:**







# Healthy Kids: A Better Future Starts Today

## Save the Date

Friday April 30, 2010

8:00am - 2:00pm

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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



## CHOICES IN RECOVERY II

### Live Your Life Well – Achieving Wellness & Recovery

at The Park (formerly the Charlotte Merchandise Mart)

Freedom Hall – AA & BB Rooms

800 Briar Creek Road, Charlotte, NC 28205

Friday, May 7<sup>th</sup> - 10:00am – 2:00pm

A FREE educational program – the second in a series – to help you understand mental illness and recovery. The day will include a keynote presentation by *Dr. Michael Fuller from the University of Texas*, as well as presentations by consumers who will share information about achieving wellness. **Participants will select breakout sessions at time of registration.**

*Selections for breakouts include: (1) Is Recovery Possible? (2) Mentoring for Peer Success (3) Practical Steps to Wellness (4) Creative Arts: Using Creative Arts to Support Recovery.*

Community resources will be on hand; a boxed lunch will be served; and

**MUCH MORE!**

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@mhcentralcarolinas.org](mailto:kfalbo-woodson@mhcentralcarolinas.org)





**“BE THE BRIDGE”**

**RALLY**

*To support individuals with Mental Health, Developmental Disabilities & Substance Abuse needs*

Sponsored by the Provider Council of Mecklenburg

**Friday, May 21<sup>st</sup>, 2010  
Marshall Park (800 E. Third Street)  
downtown Charlotte  
1:00 - 3:00pm**

**Call to Action: We Need Your Help**

Calling all service providers, public agencies, faith organizations, consumers, family members, advocates and general public to come and attend the Rally to:

- **Help Raise Public Awareness**
- **Provide helpful Information/Literature**
- **Build Partnerships**
- **Reach out to the Community**
- **Support Individuals in Recovery**

*\*A short walk will follow the Rally as a show of Unity*

**For Additional Information Please Contact:**

Tim Holland: Phone: 704-319-7609  
Ellis Fields: Phone: 704-365-3454  
or email us at [bethebridgemeck@yahoo.com](mailto:bethebridgemeck@yahoo.com)

**Come and Join Us as We  
Build Bridges to Community Resources**

Visit us on line at [bethebridgemeck.org](http://bethebridgemeck.org)

## **BE THE BRIDGE RALLY UPDATES**

- **Vendors**: This year we will have vendors set up under tents at booths to pass out information/literature about the programs, services, etc. they provide. Already we have over 30 provider/agencies committed. Time is running out. If you have not signed up and still would like to be a vendor please complete the attached “Vendor Reservation” form and mail **no later than Monday, April 26<sup>th</sup>** (we have to receive them no later than April 29<sup>th</sup>). Cost is \$75 for space rental.
- **Participant/Consumer Rally Speakers**: We need to identify a couple of participants who would be willing to speak at the Rally and share their story of Recovery and/or self determination. If you have someone from your agency that you would like to nominate, please complete and fax the attached “Consumer Rally Speaker Nomination” form to Tim R. Holland at 704-567-8735 no later than by Wednesday, April 21<sup>st</sup>, 5pm.
- **Be the Bridge Rally T-Shirts**. This year we will be ordering Rally t-shirts. If your agency would like to order t-shirts for your staff and/or participants, please fill out the attached Rally T-shirt Order form. The t-shirts will be purple with yellow and blue lettering, front and back. We will have men and women’s styles and sizes. T-shirts are \$10 a piece and **we must receive your order along with your check no later than Tuesday, April 27<sup>th</sup>**.
- **Next Planning Subcommittee meeting** – Thursday, April 22<sup>nd</sup>, 12:00 – 1:30pm at 5700 Executive Center Drive, second floor conference room (bring your own lunch).

This year is going to be a great Rally. Please support this cause by helping us to get the word out by inviting all your staff, consumers and their family members, advocacy groups, support groups, other human service providers, neighbors, faith based organizations, private businesses and government officials. Remember – there is power in numbers.

For additional information please contact Tim Holland (704-319-7609) or Ellis Fields (704-365-3454) or email us at [bethebridgemeck@yahoo.com](mailto:bethebridgemeck@yahoo.com)

# “Be the Bridge”

## Vendor Reservation Agreement Form

Date: May 21, 2010

Time: 1:00 - 3:00pm

Location: Marshall Park (downtown Charlotte)

Agency/provider name: \_\_\_\_\_  
(please print legibly)

Contact person: \_\_\_\_\_

Contact person phone #: \_\_\_\_\_

Contact person's email: \_\_\_\_\_

This is my confirmation that my agency will be a vendor at the “Be the Bridge” Rally at Marshall Park, May 21, 2010. Enclosed is my check for \$75.00 that is required of all vendors to secure their reservation.

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

Please mail/make the check out to the agency/location listed below;

**Make checks payable: The MHA Central Carolina**  
(earmarked: “Be the Bridge Rally”)

**Amount: \$75.00**

**Mail check to: The MHA of Central Carolinas**  
c/o Be the Bridge Rally  
3701 Latrobe Dr., Suite #140  
Charlotte, NC. 28211



# “Be the Bridge”

## T-shirt Order Form

Agency/provider name: \_\_\_\_\_  
 (please print legibly)

Contact person: \_\_\_\_\_

Contact person phone #: \_\_\_\_\_

Contact person’s email: \_\_\_\_\_

I would like to place an order for the “Be the Bridge” Rally t-shirts. The number of t-shirts and sizes I need to order are listed below. I have also enclosed my check for the total cost. (Note: All sizes are considered “true fit” and are Hanes 100% preshrunk cotton. The woman sizes are for ladies who do not want the bulky fit of a unisex sized t-shirt).

Adult Women Sizes					Total	Unisex Sizes					Total
S	M	L	XL	XXL		S	M	L	XL	XXL	

Total number of t-shirts ordered \_\_\_\_\_ x \$10.00 = \_\_\_\_\_ (total amount)

**\*Please be aware that no t-shirts can be ordered without prior payment. Also, once the t-shirts have been ordered there can be no changes made to the order.**

**All orders and payments must be received no later than Tuesday, April 27<sup>th</sup>. No exceptions. Please allow a couple of days if submitting your order by mail. Orders may also be dropped off at the locations listed below.**

**Make all checks out to:**     **The MHA Central Carolinas**  
 (earmarked: “Be the Bridge Rally” t-shirts)

**Mail all t-shirt order forms to:**     The MHA of Central Carolinas  
 c/o Be the Bridge Rally  
 3701 Latrobe Dr., Suite #140  
 Charlotte, NC. 28211

**Drop off orders:**     The MHA of Central Carolinas  
 Mon – Fri/8am – 5pm     3701 Latrobe Dr., Suite #140  
 (two locations)         Charlotte, NC. 28211

*or*

Person Centered Partnerships  
 5601 Executive Center Drive  
 Suite 201  
 Charlotte, NC. 28212