



**MECKLENBURG COUNTY**  
**Area Mental Health, Developmental Disabilities and**  
**Substance Abuse Services**  
**April 18, 2011**

***PROVIDER HOT SHEET***

⇒ **CABHA Affiliation Verification (immediate response required)**

The Division of Medical Assistance (DMA) in collaboration with the CSC EVC Call Center is conducting provider outreach to all Critical Access Behavioral Health Agency (CABHA) providers to verify that the provider enrollment information on file with N.C. Medicaid is accurately linked to the CABHA billing provider number. **To ensure that claims adjudicate correctly, it is important to verify that attending provider(s) and service affiliation information has been correctly linked to your CABHA billing provider number.**

An enrollment report from CSC will be sent to each CABHA for **immediate** review. The report contains a list of all attending providers and services affiliated with each individual CABHA billing provider number in the provider enrollment file. Once you receive the enrollment report, please review the provider affiliation information including the effective and end dates, and confirm that the information in the enrollment system is accurate. To report any corrections including additions or deletions, please contact the CSC EVC Call Center at 1-866-844-1113. Any attending provider (individual or service) not linked to the CABHA billing provider number that is billed through the CABHA billing provider will result in claim denials. **To avoid any interruption of Medicaid reimbursement for CABHA services, you must respond to this notification by May 15, 2011. If you have questions, please call 1-866-844-1113.**

⇒ **Special Rental Assistance available through Crisis Assistance Ministry -- Deadline May 31, 2011**

Through a change in local stimulus funding for rent, Crisis Assistance Ministry has additional support that may be available to individuals receiving MD/SA/DD services. In alignment with the goal of seeking to provide financial stability when people seek emergency relief, Crisis Assistance Ministry is pleased to be able to potentially provide up to **three months back rent** to help a family regain footing. This opportunity will end by May 31 (or when the funds are exhausted).

**Who can access this one time funding support and how:**

1. Individuals must be US citizens, over 18 years of age and have verifiable income.
2. Anyone coming to Crisis Assistance Ministry for rental assistance between now and the end of May will automatically be screened for this special program.
3. If you are one of our dozens of trained Partner Agencies, you may contact us directly without sending your client to our uptown location.

Please remember a person never needs an eviction notice or court papers to be helped with rent. An emergency can be justified with a late notice, proof of income, social security card and photo identification.

This is not a guarantee that all referrals will receive this special assistance opportunity, this is simply a onetime notice that many of the people we serve together may qualify. This funding does have restrictions that we will apply, but it can provide significant benefit to those who qualify.

Deadline for screening/application is May 31. Questions: Dial 704.371.3000 and press 0.  
Men Tchaas Ari, Director of Emergency Financial Assistance, Crisis Assistance Ministry

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⇒ **Revised Local Reconsideration Procedures**

The Local Reconsideration Procedures for the LME has been revised effective March 25, 2011. The revisions incorporate changes to aid in a more standardized process statewide among LMEs. Please review the policy prior to requesting a local reconsideration to ensure that you are aware of the most current changes. The policy can be found on the Area Mental Health website at the following link under the category of Reconsideration Hearing:

<http://charmeck.org/mecklenburg/county/AreaMentalHealth/ForProviders/Pages/ProviderDocuments.aspx>

⇒ **Revised Endorsement Policy**

Please note that effective April 15, 2011 the NC Division of Mental Health will have a revised Endorsement Policy. All Endorsement applications received by the LME on or after April 15, 2011 will be reviewed under this policy. Please review this policy in its entirety to ensure that your agency is compliant with the most current requirements. This policy can be found at <http://www.ncdhhs.gov/mhddsas/stateplanimplementation/providerendorse/index.htm> and should be dated April 15, 2011.

⇒ **Implementation Update #86**

Training Requirements for Community Support Team, Intensive In-Home, Day Treatment and Mental Health/Substance Abuse Targeted Case Management

- [Child and Adolescent Day Treatment Training Requirements](#)
- [Intensive In-Home Training Requirements as of January 1, 2011](#)
- [Community Support Team Training Requirements as of January 1, 2011](#)

**Special Note for CABHAs Regarding First Responder Requirements**

All CABHAs shall have written policies and procedures in place that will be made available to all consumers, and shall include contact information for the consumer to first contact the CABHA rather than other crisis responders, such as hospital emergency departments and mobile crisis management teams. Each CABHA shall provide all consumers with a phone number to contact a live person 24/7/365 for use when crises occur. First response may be telephonic, but face to face intervention shall be attempted prior to referral or if necessary, in conjunction with other crisis responders. If a CABHA refers the consumer to an emergency facility or other crisis responder, the CABHA shall communicate with the crisis responder in order to facilitate coordination of care. Please see Implementation Update #86 at [http://www.ncdhhs.gov/mhddsas/servicedefinitions/servdefupdates/update86/iu86\\_april2011\\_final.pdf](http://www.ncdhhs.gov/mhddsas/servicedefinitions/servdefupdates/update86/iu86_april2011_final.pdf) for more detailed information regarding these requirements.

**Community Support Team/Intensive In-Home Team Leader Clarified in Implementation Update #86**

- **Question:** Can a qualified professional who is an applicant to be licensed serve as the team leader in a service that allows the team leader to be licensed or provisionally licensed (e.g., CST or IIH)?
- **Answer:** In order to qualify to serve as a team leader in any enhanced service that allows a provisionally licensed individual to serve as the team leader, the professional must have already been granted the "provisional" status by their licensing board. The different licensing boards refer to this status of licensee by a variety of titles. The following list is the current title of the "provisionally" licensed professional according to the following licensing boards.
- North Carolina Psychology Board – Provisional Licensed Psychologist
- North Carolina Social Work Certification and Licensure Board – Provisional Licensed Clinical Social Worker
- North Carolina Substance Abuse Professional Practice Board – Provisional Licensed Clinical Addiction Specialist
- North Carolina Marriage and Family Therapy Licensure Board – Licensed Marriage and Family Therapist Associate
- North Carolina Board of Licensed Professional Counselors – Licensed Professional Counselor Associate

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⇒ **Basic Medicaid Seminars**

Basic Medicaid seminars are scheduled for the month of April 2011. These seminars are intended to educate all types of providers on the basics of billing for N.C. Medicaid, recent updates and changes, and the latest budget initiatives.

**Charlotte** - April 27, 2011

Crowne Plaza  
201 South McDowell Street  
Charlotte, NC 28204

**Note: Parking fee of \$6.00 per vehicle for parking at this location.**

⇒ The North Carolina Mental Health Association Collaborative and Charlotte AHEC will host the **Annual North Carolina Mental Health Association Collaborative Conference** on Wednesday, May 18, 2011 at **Friendship Missionary Baptist Church** located in Charlotte, North Carolina. The conference entitled, **Coming Full Circle: The Recovery Continuum**, is a statewide conference with guest speaker Mariel Hemingway, in addition to other highly-qualified, well-known speakers. See additional information attached.

⇒ Your single point of contact for all suggestions, input, feedback, questions and concerns regarding the Hot Sheet should be directed to Jill Scott, AMH Information/Education Coordinator at [Jill.Dineen-Scott@MecklenburgCountyNC.gov](mailto:Jill.Dineen-Scott@MecklenburgCountyNC.gov).

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**CLINICAL CORNER**

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⇒ A superb documentary relevant to many of our consumers and families will be airing on Tuesday, April 26 at 10 PM, on UNC-TV:

*Unlisted: A Story of Schizophrenia* was produced and directed by Delaney Ruston, MD, whose father had schizophrenia. It has been acclaimed by NAMI and many clinicians.

Additional information, including a guide for hosting a post-film discussion, may be found at:  
[www.unlistedfilm.com/screeningtoolkit](http://www.unlistedfilm.com/screeningtoolkit)

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**CONSUMER AND FAMILY ADVISORY COMMITTEE UPDATES**

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⇒ **Elements of a Functional First Responder System**

The Mecklenburg County Consumer and Family Advisory Committee (CFAC) consider the following elements to constitute a Functional First Responder System (FFRS):

- The provider has a 911 prompt for medical crisis on their voicemail system.
- The provider has 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 current CABHA providers are required to serve as First Responders should ensure that these elements are included in their First Responder System. Representatives from CFAC have recently

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contacted providers through Mock Calls to ensure compliance with these requirements. The results of those contacted will be published in a future Hot Sheet.

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**PROVIDER COUNCIL REMINDERS AND UPDATES**

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- ⇒ **Provider Council Sub-Committees** – Three 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 x1105, [angela@trcmwm.com](mailto:angela@trcmwm.com).
      - > The next scheduled meeting is **Wednesday, April 20, 2011 at 9 AM** in the Carlton Watkins Center Multipurpose room.
  - **Provider Relations Sub-Committee:** Our current project assignment is to look at the recommendation made to the County Board to rebid all contracted services with the LME over the next 12 months and every 3-5 years thereafter. The Provider Council Executive Board is very concerned and interested in having provider feedback into this process. At our meeting we will create a consolidated list of provider recommendations that will go to the Board of County Commissioners as they consider a new process of bidding for contracted MH/DD/SA services. Please try and have a representative from your agency present since this is a “time sensitive” issue.
    - ◆ 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)
      - > The next scheduled meeting is **Wednesday, April 20, 2011 at 1:30 PM** in the Carlton Watkins Center Multipurpose room.
  - **Provider Outreach 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.
    - ◆ Miranda Little (Co-Chair), Family Preservation Services, Inc., 704-344-0491, [MLittle@fpscorp.com](mailto:MLittle@fpscorp.com)
      - > The next meeting will be on **Wednesday, April 20, 2011 at 12 PM** in the Carlton Watkins Center Multipurpose room.
  - **Quality Improvement Sub-Committee** - The general purpose of this committee is to collectively organize a sound quality approach to delivery of clinical service as well as general standards for quality for MH/SA/DD providers.
    - ◆ Angela Bunting (Co-Chair), BWB Connections, 704-595-5553 [Angela.Bunting@connectionsbw.com](mailto:Angela.Bunting@connectionsbw.com)
    - ◆ Sonyia Richardson (Co-Chair), Another Level Counseling & Consultation, 704-548-5298 [srichardson@anotherlevels.com](mailto:srichardson@anotherlevels.com)
      - > The next meeting will be on **Wednesday, April 27, 2011 at 10:30 AM at BWB Connections**, 8430 University Executive Park Drive Suite 655, Charlotte, NC 28262

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**EDUCATION AND TRAINING OPPORTUNITIES**

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- ⇒ **MeckCARES Training Institute** offers a full range of high-quality classroom and now [online courses](#) that meet state service definitions and requirements and will empower you to improve outcomes for youth and families.
- Learn about System of Care principles and practices
  - See how Child and Family Teams should operate
  - Gain knowledge, power and respect to strengthen families and improve lives

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Register Today! <http://charmeck.org/mecklenburg/county/MeckCARES/training/Pages/default.aspx>

⇒ **Mecklenburg's PROMISE Recovery and Crisis Training Calendar.** MeckPromise is offering free Wellness, Recovery & Crisis Education classes for consumers and providers at our new location 1041 Hawthorne Lane, Charlotte, NC 28205. Please feel free to drop by and see what we've got going on! For more information on our classes please call 704-625-6236 or email John Cunningham at [jcunningham@meckpromise.com](mailto:jcunningham@meckpromise.com) to request a current calendar.

**Mecklenburg's Promise will be closed on Friday April 22<sup>nd</sup> in honor of Good Friday. April's calendar does not reflect this closing, as classes were scheduled in error.**

⇒ **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://charmeck.org/mecklenburg/county/AreaMentalHealth/ForProviders/Pages/ProviderTraining.aspx>

⇒ **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** offers various training opportunities in collaboration with Charlotte AHEC. Please visit website <http://www.charlotteahec.org/> for more information.

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## WEB RESOURCES

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- ⇒ [NC Division of MH/DD/SAS](#)
- ⇒ [NC Division of MH/DD/SAS Implementation Updates](#)
- ⇒ [Mecklenburg AMH](#)
- ⇒ [AMH Best Practices Committees and Schedule](#)
- ⇒ [AMH Hot Sheet Archive](#)
- ⇒ [AMH Provider Document Library](#)

# RESILIENCE

Giveaways

Music!  
Dancing  
Family Picnic Lunch



Sat. May 7th  
10a.m. - 4p.m.  
Pearl St. Park  
1200 Baxtor St.  
Charlotte, N.C.  
(parking available at front of park)  
(RAIN DATE MAY 14th)

bring your blankets for the lawn

www.ijnor.com

## MeckCARES Resilience Fest

Join Us to Celebrate- National Children's Mental Health Awareness Week!

### In Partnership with:

- A Caring Home
- Agape Services
- ATA Martial Arts
- Blackmon Lawn Care Services
- Bread of Life Youth and Family Services
- Carolina Family Comprehensive Services Inc.
- Connection BWB, Inc.

- Echelon Care
- EnterPro STC Services
- Family First Community Services
- Family Preservation Services of NC
- Genesis Project 1
- Miracle House
- My Peacekeeper
- NAMI (National Alliance on Mental illness)

- NC Mentor
- New Leaf Adolescent Care
- Primary Care Solutions
- Resourceful Solutions II
- Starlight Roller Rink
- Steps for Success
- The Right Choice MWM
- True Behavioral Healthcare

This family event brought to you by:

**MeckCARES, ParentVOICE,**

**The Junior League of Charlotte**

**Teen Health Connection**

**RSVP TODAY!!**

Contact Jill Scott  
@ 704.336.3793  
jill.scott@mecklenburgcountync.gov

Lunch will be served from:  
**11-1pm**





## What is the North Carolina Mental Health Association Collaborative?

The North Carolina Mental Health Association Collaborative (NC MHA Collaborative) is exactly what the name suggests - a collaborating group of Mental Health Associations from all around NC that are linking educational and advocacy initiatives together. The “Collaborative” came about after the demise of MHA-NC, which was the state leader in mental health advocacy and education for nearly 100 years and until the summer of 2010.

Our collective goal of separate, nonprofit 501-c-3 organizations is to provide statewide coordination of mental health advocacy, public policy and education. MHA Central Carolinas (Mecklenburg & Cabarrus) is leading this new charge without additional funding, and with the participation of the following associations:

- MHA in High Point
- Stokes County MHA
- MHA in Wilson County
- MHA in Greensboro
- Cleveland County MHA
- MHA in Forsyth County
- Tar River MHA
- MHA in Stanly County
- MHA in Wayne County
- MHA in Orange County
- MHA in Columbus County

For more information or questions about the NC MHA Collaborative, please contact Ellis Fields, MHA Central Carolinas Executive Director, at 704-365-3454 or email: [mha@mhacentralcarolinas.org](mailto:mha@mhacentralcarolinas.org).

North Carolina Mental Health Association Collaborative  
Statewide Conference – Coming Full Circle: The Recovery Continuum  
Friendship Missionary Baptist Church, 3400 Beatties Ford Road, Charlotte  
Wednesday, May 18, 2011  
*Tentative Conference Agenda*

9:30-10:30 AM – Registration/Exhibit Hall

10:30-11:15 AM – *The Good News is the Bad News is Wrong: How to Harness the Underdog Edge for Advocacy Success* by Amy Showalter with TheShowalterGroup Inc. in Cincinnati, OH

11:15-11:30 AM – *My Hope & Recovery* by Robert Livingston, Consumer Presenter with Mecklenburg's Promise in Charlotte, NC

11:30 AM-12:15 PM – Buffet Lunch/Networking/Exhibit Hall

12:15-12:45 – *Celebrating Recovery within North Carolina* – Mental Health Association Annual Awards Ceremony by Andy Hagler, Kimberly Hickerson, and Renee Gray

12:45-1:45 PM – *Choices in Recovery: Achieving Wellness* by Lee Stephan, M.A., L.C.S.W., Director of Services for Adults with serious Mental Illness for Community Health Network in Indianapolis, IN

1:45 – 2:00 PM – Break/Exhibit Hall

2:00-3:15 PM – *Maintaining Balance: Finding an Oasis in a Frenetic World* by Mariel Hemingway (& book signing)

3:15-3:45 PM – *The Statewide Recovery Movement in Behavioral Healthcare* by Steve Jordan, M.A., Director, NC Division of MH/SA/DD, Raleigh, NC

3:45 – 4:00 PM – *Moving On* (Final Thoughts/Wrap up/Door Prizes) by Amy Showalter with The Showalter Group

*Note: MINDSTORM will be available throughout the day and by appointment in a side room. Appointments will be made at the Janssen vendor table.*

*Door Prizes will be distributed throughout the day for added fun and excitement!*

*Contact Kate Patton with Charlotte AHEC if you would like to become a vendor or provide a Door Prize for the conference at [kpatton@charlotteahec.com](mailto:kpatton@charlotteahec.com).*



February 21, 2011

**Re: Invitation to Participate in the Annual NC MHA Collaborative Conference**

Dear Sir or Madam:

The North Carolina Mental Health Association Collaborative and Charlotte AHEC will host the **Annual North Carolina Mental Health Association Collaborative Conference** on Wednesday, May 18, 2011 at **Friendship Missionary Baptist Church** located in Charlotte, North Carolina. The conference entitled, **Coming Full Circle: The Recovery Continuum**, is a state-wide conference with guest speaker Mariel Hemingway, in addition to other highly-qualified, well-known speakers. This conference will bring together mental health experts, including the medical and recovery mental health professionals, community members, consumers, and vendors to promote the educational experience of current and relevant mental health information. Continuing education credits (CEU) will be offered to professionals; physicians and psychiatric nurse practitioners will be granted continuing medical education (CME) category one continuing education credit. This conference will include the annual MHA awards ceremony honoring volunteers, consumers and professionals from around the state. We feel that this will be a unique opportunity for you to network with a diverse group of mental health professionals, physicians, experts, community members and affiliates, and consumers while exhibiting your organization's information and products. We have deliberately allotted several time slots throughout the day to afford conference attendees ample opportunities to interact with our exhibitors and explore the resources available to the community. Therefore, we extend an invitation to your organization to be a sponsor and/or exhibitor at this conference.

If you are interested in participating, please complete the attached form and return it to Charlotte AHEC as soon as possible, as we anticipate that exhibitor space will go quickly. Please note that sponsors/exhibitors are encouraged to remain for the duration of the event, in order to promote interaction with attendees throughout the day. Exhibitors/vendors will be granted one conference ticket and sponsors are given two conference tickets; both vendors and sponsors have the option to purchase additional tickets.

We appreciate your consideration and look forward to your involvement in the Annual Mental Health Association Collaborative Conference. Please contact Ellen Penninger should you have any questions or require further information at [kate.patton@carolinashealthcare.org](mailto:kate.patton@carolinashealthcare.org) or (704) 512-6091.

Sincerely yours,

Ellis C. Fields  
Executive Director  
Mental Health Association  
of Central Carolinas, Inc.

Charlotte AHEC Mental Health Team