



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
October 31, 2011

PROVIDER HOT SHEET

- ⇒ **Request for Proposals: Multisystemic Therapy** Mecklenburg County Area Mental Health, Developmental Disabilities and Substance Abuse Services is requesting proposals from qualified, endorsed and experienced providers of Multisystemic Therapy (MST) services. The primary target population is youth between the ages of 7 through 17 who are not eligible for Medicaid, but are eligible for State IPRS funding. The purpose of MST is to keep youth in the home by delivering an intensive therapy to the family within the home.

This Request for Proposals (RFP) is part of the LME's contract "re-bidding" process which means that any agency currently receiving state IPRS funds through a contract with the LME must submit an RFP and be evaluated through this process in order to be considered for continuation and future funding for this service.

Over the past two fiscal years the utilization rate of youth receiving State funded IPRS services during a six month period has been an average of 10-12 individuals. The total paid claims reimbursement amount for the provision of MST services to this number of youth has been in the range of \$90,000 - \$100,000.

The LME is seeking to award IPRS contracts to two (2) providers of MST services to ensure consumer choice. The initial contract award for each provider is limited to \$50,000. This will be a fee for service contract, therefore utilization will be monitored on a quarterly basis and funds may be reallocated based on consumer choice, clinical quality of care concerns, utilization trends and paid claims data.

 [Download the RFP.](#)

An information session will be held at the AMH administrative office on **Tuesday, November 08, 2011 at 2:00 p.m.**

- ⇒ Any questions regarding the RFP process should be directed to Cassandra Miller, Mecklenburg County Human Services Finance Division: Cassandra.miller@mecklenburgcountync.gov.
- ⇒ **NOV 3rd SOC AWARDS RESCHEDULED FOR MAY 2012.** Thank you to all those who have submitted nominations for the 3rd Annual SOC Awards event originally scheduled for November 3rd at the McGlohon Theater. The planning committee has decided to move the date of this event to May of 2012 (Mental Health Month) so that we may include even more providers, community partners, families and nominees in the planning and production of this very special annual awards event. We will continue to collect and include nominations throughout this process and will keep you informed about the new date for the event. If you have any interest in working on a planning team or have any questions, please contact Jill Scott at Jill.Dineen-Scott@MecklenburgCountyNC.gov.

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⇒ **Attention: Medicaid Enrolled Behavioral Health Providers Serving Health Choice Recipients**

Claims Denial and Retro Authorization for Services -Temporary Denial of Select Claims

Due to a systems start- up issue, the following codes are denying for reimbursement as non-covered services for Health Choice recipients. These services **are** covered for Health Choice recipients. The systems problem is being addressed and should be resolved within the next two weeks or by November 10, in time for submission of claims for the 11/15/2011 check write. Providers should hold submission of additional claims for these codes for Health Choice recipients until that time and then re-submit any denied claims and all new claims for reimbursement to HP. This issue relates only to claims for Health Choice recipients. It does not impact claims for these services for Medicaid recipients. We regret any inconvenience this delay may cause.

- H0032 Targeted Case Management - Mental Health / Substance Abuse
- T1017 HE Targeted Case Management for IDD

- S5145 Residential Services Level II, Family and
- H2020 Residential Services Level II, Group
- H0019 Behavioral Health long term residential

- T1023 Diagnostic Assessment
- H2011 Mobile Crisis Management
- H2012 HA Child and Adolescent Day Treatment
- H2022 Intensive In-Home Services
- H2033 Multi-systemic Therapy (MST)

Health Choice Requirements Prohibiting Retro Authorization for Services

Please note: Health Choice is now operating under the same policies as Medicaid: Effective as of the date of publication of this Bulletin, all authorization requests for behavioral health services for children and adolescents covered by Health Choice must be approved PRIOR to the delivery of the service. The ONLY exceptions are for emergency and crisis services, per current Medicaid policy, and for situations in which a recipient receives retro-eligibility for Health Choice and the service has already been delivered. These requirements are the same that apply to Medicaid recipients and include Out Patient Services, Residential Services, Enhanced, Psychiatric Residential Treatment Facilities and In Patient Services.

With only the exceptions noted above, any other claims for behavioral health services submitted without prior authorization approval will be denied and no provision is allowed for retro-authorization after a service has been provided.

⇒ **North Carolina Department of Health and Human Services (DHHS) Implementation Update #91**, dated October 10, 2011, includes the following topics: Notice of DMA Rate Reductions, Health Choice Transition, Payment on Professional Crossover Claims for CABHAs, Outpatient Behavioral Health Services Seminars and E-mail Updates on Medicaid Alerts. [Update091](#)

⇒ It is important for all businesses operating in Mecklenburg County to determine if they need a Privilege (Business) License issued by the Mecklenburg County Tax Office. Please read the important information below and contact the Tax Office as soon as possible to verify your need for a Privilege License.

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Q. Who is required to have a Privilege License?

A. Anyone doing business in Charlotte/Mecklenburg, whether home-based or at another location; whether it is a sole proprietorship, partnership, LLC, or corporation; full-time or part-time; regardless of size, unless the business is exempted by the North Carolina Department of Revenue and/or Federal Law.

[View or Print the Privilege License Classification Codes](#) of categories requiring the purchase of an annual **Privilege License**.

Q. How much does a Privilege License cost?

A. Fees vary depending on the type of business. Many businesses are charged based on gross receipts at a rate of \$0.60 per \$1,000 (minimum tax is \$50; maximum is \$10,000). Businesses subject to the gross receipts tax may also be taxed at a flat rate and certain types of businesses must pay both City and County taxes for licenses. Please contact the Business Tax Collections unit at 704-336-6315 for more details.

[View or Print the Privilege License Application](#)

Q. What is the penalty if my Privilege License renewal is not filed by the deadline of June 30th?

A. Your business is subject to a five percent (5%) additional tax each month of your total license fee until paid in full. Maximum interest is twenty-five percent (25%), with a minimum of \$5.00.

⇒ **Plan now to attend the next Provider InfoShare Meeting to be held on Wednesday, January 4, 2012, from 9:00 – 11:00, Fellowship Hall, Covenant Presbyterian Church, 1000 E. Morehead St. in Charlotte.**

⇒ **Between October 25 and November 18, 2011** the NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS) and the Division of Medical Assistance (DMA) will conduct Medicaid audits of Psychiatric Residential Treatment Facilities (PRTF) directly enrolled with North Carolina Medicaid.

The list of PRTFs to be audited, including the specific date and address of each scheduled audit, is posted on the [DMH/DD/SAS web site](#): The Medicaid Audit tool, Staff Ratio tool and the Staff Qualifications checklist will also be posted. Approximately one week prior to each audit, providers will receive a list of records to be reviewed. Audit tools are subject to revisions. Any changes made will be posted to this web site.

⇒ **WHAT IS MEDICAID FRAUD, WASTE AND ABUSE?**

- **Fraud:** Deception or misrepresentation made by a health care provider with the knowledge that the deception could result in some unauthorized benefit to him or herself or some other person. It includes any act that constitutes fraud under Federal requirements set forth in 42 C.F.R § 455 which relates to Medicaid.
- **Waste:** The over utilization of services, or other practices that result in unnecessary costs generally not considered caused by criminal negligent actions but rather the misuse of resources.
- **Abuse:** Provider practices that are inconsistent with sound fiscal, business or clinical practices and result in an unnecessary cost to the Medicaid program, or in reimbursement for services that are not medically necessary or fail to meet recognized standards for health care or clinical policy.

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WHAT MEDICAID FRAUD LOOKS LIKE?

Most types of Medicaid fraud, waste or abuse fall into one or more of these categories:

- Billing for “phantom patients” who did not really receive services
- Billing for medical services or goods that were not provided
- Billing for old items as if they were new
- Billing for more services that could be provided in 24 hours a day
- Billing for unnecessary tests
- Paying a “kickback” in exchange for a referral for medical services or goods
- Charging Medicaid for expenses that have nothing to do with caring for a Medicaid client
- Overcharging for health care services or goods that were provided
- Concealing ownership in a related company
- Using false credentials for staff
- Double-billing for health care services or goods that were provided
- Providing services by untrained staff

You may submit an [Online Medicaid Fraud and Abuse Confidential Complaint Form](http://www.ncdhhs.gov/dma/fraud/reportfraudform.htm) using the website <http://www.ncdhhs.gov/dma/fraud/reportfraudform.htm>.

To report suspected Medicaid Fraud, Waste or Abuse, please call the North Carolina DHHS Customer Service Center toll-free number at 1-800-662-7030 or the North Carolina Medicaid Program Integrity Tip-Line at 1-877-DMA-TIP1 (1-877-362-8471).

- ⇒ Your single point of contact for all suggestions, input, feedback, questions and concerns regarding the Hot Sheet should be directed to Dennis Knasel, LME Director of Network Development and Provider Relations at Dennis.Knasel@MecklenburgCountyNC.gov. [Subscribe](#) to the weekly Hot Sheet releases.

CLINICAL CORNER

- ⇒ In Mecklenburg County, NC MedAssist serves as a Community Pharmacy dispensing free prescription medication to individuals who are uninsured. Residents of the county can qualify for services if they are at or below 200% of the Federal Poverty Level. Please advise consumers to call 704-536-1790 for a phone screening, to determine how NCMedAssist may be able to help. More information, and a list of psychiatric medications, may be found on this link:

<http://www.medassist.org>

- ⇒ NC Practice Improvement Collaborative: Comprised of representatives of all three disability areas, the NC Practice Improvement Collaborative (NC PIC), organized by the Division of MH/DD/SAS, meets quarterly to review and discuss relevant treatment programs. Annually, the group presents a report of prioritized program recommendations to the Division Director at a public forum. This forum, defined as the North Carolina Practice Improvement Congress, features brief educational descriptions of the practices being recommended by the NC PIC in its report.

Please visit their website, www.ncpic.net, for more information about their scheduled meetings and synopses of various cutting-edge, evidence-based practices.

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PROVIDER COUNCIL REMINDERS AND UPDATES

⇒ **Provider Relations subcommittee will not meet in November.**

⇒ **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**

- ◆ Lisa Davis Co-Chair, Genesis Project, 704-596-0505 ldavis@genesisproject1.org
- ◆ Jessie Dancy Co-Chair, First Choice, 704-535-4342 ext 102 Firstchoiceincjd@gmail.com
 > The next scheduled meeting is **Wednesday, November 16, 2011 at 9 AM** 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, 704-596-5553
Angela.Bunting@connectionsbw.com
- ◆ Sonya Richardson (Co-Chair), Another Level Counseling & Consultation, 704-548-5298
srichardson@anotherlevels.com
- ◆ > The next meeting will be on **Wednesday, November 16, 2011 at 10:30 AM** in the Carlton Watkins Center Multipurpose room.

○ **Provider Outreach Sub-Committee** – The general purpose 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@fpsc.com
- ◆ Dellyne Samuel (Co-Chair), Total Care & Concern, dellyne@totalcareandconcern.org
- ◆ > The next meeting will be on **Wednesday, November 16 2011 at 12:00 PM** 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
- ◆ Tim R. Holland (Co-chair) Person Centered Partnerships, 704-319-7609,
Tim.Holland@pcpartnerships.org
 > The next scheduled meeting is **Wednesday, November 16, 2011 at 1:30 PM** in the Carlton Watkins Center Multipurpose room.

EDUCATION AND TRAINING OPPORTUNITIES

⇒ **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. [Register](#) Today!

- 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


⇒ **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 the main number at 980-321-4021 or John Cunningham at 980-321-4025 or via email at jcunningham@meckpromise.com to request a current calendar.

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- ⇒ **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.
- ⇒ **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** offers various training opportunities to include QPR (Question, Persuade, and Refer) suicide prevention training. Please visit website <http://mhacentralcarolinas.org> or call 704-365-3454 for more information.

WEB RESOURCES

- ⇒ [NC Division of MH/DD/SAS](#)
- ⇒ [NC Division of MH/DD/SAS Provider Endorsement Information](#)
- ⇒ [NC Division of MH/DD/SAS Implementation Updates](#)
- ⇒ [Mecklenburg AMH](#)
- ⇒ [AMH Best Practices Committees and Schedule](#)
- ⇒ [AMH Hot Sheet Archive](#)
- ⇒ **1915 (b)(c) Waiver Updates from Division Medical Assistance**
- [Comparison: NC Innovations and CAP-MR/DD Waivers](#)
 - [LME-MCO Appeal Process](#) (per federal CFR 438.400)
- ⇒ [AMH Provider Document Library](#)



NC DIVISION OF MH/DD/SAS
NC PIC

NORTH CAROLINA'S COMMITMENT TO EXCELLENCE

**THE NEXT PIC MEETING IS SCHEDULED FOR
NOVEMBER 9, 2011.**

The details of this meeting have not been finalized but an agenda will be posted on www.ncpic.net as soon as possible.

The primary speaker for this meeting is Dr. Paul Gendreau. Many approaches to criminal justice policy are based on beliefs and prejudices and not research. Dr. Gendreau has been successful in bringing an empirical approach to the policy domain of criminal justice. He has been a leader in pursuing research investigating the utility of justice interventions and debunking the utility of criminal justice policies with long track records of failure. In many ways, he has been a one-man PIC on a multi-national level (U.S. and Canada).

Included in this e-update is a series of links from the University of Kansas:

As noted in prior e-mail updates, the University of Kansas Department of Social and Rehabilitation Services is home to a best practices workgroup. In an effort to shed light on the efforts of other groups like the NCPIC across the country, I encourage all of you to take a peek at this link below and cruise the website.

<http://www.srs.ks.gov/agency/mh/Pages/Services/EBP/ListofPractices.aspx>

Behavioral health providers that serve children agree that engaging parents and/or guardians is critical to the success of their treatment planning. The link below is to a report on this topic. This literature review/report, entitled "Best Practices to Engage Parents of Children Receiving Mental Health Services", is part of a series of reports from the Kansas School of Social Welfare that explores issues surrounding the implementation and adoption of best practices.

<http://www.socwel.ku.edu/occ/projects/articles/Best%20Practices%20No.%202022.pdf>

Another compelling report offered by the University Of Kansas School Of Social Welfare, entitled "Best Practices for Families with Children that Experience Substance Abuse, Juvenile Justice, or Serious Emotional Disturbance", provides a thorough review of many of the programs we recognize as EBPs (e.g., MST). What's nice about this review is that the reader gets a real good sense of the State of Kansas' active consideration of the models.

<http://www.socwel.ku.edu/occ/projects/articles/Best%20Practices%20No.%202019.pdf>

A project of the [Governor's Institute on Substance Abuse, Inc.](#) and the [North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services](#). Funded wholly or in part by the federal Substance Abuse Prevention and Treatment Block Grant Fund (CFDA #93.959) as a project of the NC Division of Mental Health, Developmental Disabilities & Substance Abuse Services.