



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
August 20, 2012

PROVIDER HOT SHEET

- ⇒ **Quarterly Provider InfoShare Meeting:** Plan to attend the next quarterly Provider InfoShare meeting to be held on Wednesday, August 29th, 2012 from 9:00 until 11:00 at Covenant Presbyterian Church, Fellowship Hall, 1000 E. Morehead Street, Charlotte. This meeting will be an opportunity to meet MeckLINK Behavioral Healthcare's new Director and to learn about Consumer Communications and Education.
- Consumer Communications and Education: The Waiver Communications Committee is sending letters to all Medicaid Recipients in Mecklenburg County explaining that, as a Medicaid recipient, they are eligible for behavioral health services funded by Medicaid. This letter, along with an information sheet, will explain what the 1915 b/c Waiver is, the upcoming changes associated with the Waiver, what the changes will mean for them, and what they need to do if they currently have services or if they wish to receive services. The Information Sheet also includes a schedule for the public information sessions that will be held September through December. These sessions will be held at the Mecklenburg County DSS building on Billingsley Rd in the evening and are population specific. The December sessions will be in Spanish. All current CAP MR-DD recipients will receive an information sheet about the Innovations Waiver by mail. A Care-Coordination Information Sheet will be provided to all providers to give to consumers. All of this information will be available on the MeckLINK Behavioral Healthcare public website and contains contact information for MeckLINK for questions or assistance. Waiver Communication with Medicaid recipients will be ongoing and will include quarterly mail-outs, information sessions, focus group, forums, and other events.
- ⇒ **A New Approach to Assessment:** The Supports Intensity Scale (SIS) from the Developmental Disabilities Training Institute: Attention providers of services to consumers with I/DD; The Supports Intensity Scale (SIS) website from the Developmental Disabilities Training Institute is an excellent resource for both providers and families to learn about and gain a greater understanding of the Supports Intensity Scale. Link: <http://ddti.unc.edu/SIS.asp>
- ⇒ **Cultural Competence Plans** - Thank you to the 61 agencies who responded to the Cultural Competence and Disaster Response Survey. 55 agencies reported having a written cultural competence plan. The Cultural Competence Plan Quality Improvement Project requires that you submit copies of your Cultural Competence Plan. Please mail, email or fax your Cultural Competence Plans to me by August 31, 2012. Thank you in advance.

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Reports on results of both the Cultural Competence and Disaster Response portions of the survey should be available in the Provider Resource Library in September. We will let you know when the reports are available.

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- ⇒ **Provider Claims Denials for “Invalid Diagnosis Effective Date”:** Claims submitted to MeckLINK Behavioral Healthcare must include a diagnosis and a diagnosis code/pointer. The code/pointer identifies what diagnosis is assigned to the service rendered. If submitted incorrectly, the claim will be denied for “Invalid Diagnosis Effective Date”. Instructions for submitting a diagnosis and its associated pointer/code has been posted to the Provider Resource Library on the Mecklenburg County Area Mental Health website under Document Type Manual Guide: [Submitting Diagnoses](#)
- ⇒ **Innovations Waiver Technical Manual:** The [Innovations Waiver Technical Manual](#) has been posted to the [Provider Document Library](#) under the Manual/Guide Document Type on the [MeckLINK Behavioral Healthcare website](#). This is an important document for all Agencies that will be providing Innovations Services in the MeckLINK Behavioral Healthcare Provider Network. The Innovations Waiver Technical Manual is part of all provider Medicaid Waiver contracts. Please take the opportunity to download and review this document.
- ⇒ **The Administration for Children and Families “Youth Guide On Psychotropic Meds”:** The Administration for Children and Families (ACF), in collaboration with other agencies including SAMHSA, has created a Youth Guide on Psychotropic Medications. The Guide can be downloaded from the following web address: [Youth Guide On Psychotropic Meds](#)
- ⇒ **The National Resource Center for Youth Development website states,** “This new guide -written specifically for youth in foster care with input from youth and professionals- looks at ways to handle powerful feelings and behaviors and make healthy choices. Understanding how psychotropic medication can help and what other options are available can be challenging. This guide can help you decide what’s best. Making Healthy Choices includes useful information, questions to ask, worksheets, and tips on:
- Recognizing you need help
 - Knowing your rights about your health and who can help you make decisions
 - Considering your options, including helpful approaches other than medication
 - Making decisions about how best to stay healthy
 - Maintaining treatment (taking medication safely and continuing or stopping treatment after leaving foster care)”

A Spanish version is being completed and should be posted by the early Fall.

- ⇒ **PCP/ISP Format Update:** MeckLINK Behavioral Healthcare has received multiple inquiries regarding the status of a suggested PCP format for treatment plans completed by a provider agency on behalf of an individual they are supporting. Please be aware that this is a subject being discussed at MeckLINK Behavioral Healthcare amongst the clinical team and the format is still under consideration. At this time providers should continue with business as usual, utilizing the state PCP format for treatment planning. Further direction and information will be shared via the Hot Sheet as it becomes available.
- ⇒ **SAVE THE DATE!!!!!!!!!! -** The Behavioral Health Section of the [North Carolina Health Information Management Association](#) (NCHIMA) will be having a Mid -Year Conference for health information/medical records staff on November 9, 2012 at Pitt Community College near Greenville, NC. More information will be forthcoming and will also be posted on www.nchima.org. NCHIMA’s mission is to advance professional practice and standards for the effective management and security of health information across the continuum of care for the benefit of its members, healthcare consumers, providers and other users of clinical data.

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MECKLINK BEHAVIORAL HEALTHCARE ON THE MOVE

Effective Aug 22, 2012 Ima Veal, LPC will be serving as an AMH Manager for Customer Service in the MeckLINK Customer Service Call Center. Ima will manage a team of licensed Utilization Review Specialist and Case Coordinators who will be responsible for screening, triage and referral with a primary focus of referral to Care Management. Ima brings a wealth of experience in the area of children's mental health. She has been with county since May 2011.

Effective Aug 22, 2012 Rena White, LPC will be serving as an AMH Manager for Customer Service in the MeckLINK Customer Service Call Center. Rena will manage a team of licensed Utilization Review Specialists and Case Coordinators who will be responsible for screening, triage and referral with a primary focus on community hospital referrals. Rena brings a wealth of experience in the area of adult mental health and work with SPMI populations. She has been with the county since January 2011.

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

CLINICAL CORNER

- ⇒ **National Association for Dual Diagnosis**-There is a very valuable resource for providers working with dually-diagnosed individuals (MH/IDD), who often have a unique presentation with complex and challenging needs. The NADD (National Association for Dual Diagnosis) is an organization that focuses solely on assisting providers gain expertise and information to better assist these consumers and their families. They are currently developing a collaborative to facilitate information-sharing among providers and to assist with referrals; they also offer conferences and continuing education to promote awareness of best practices in this field. More complete information about the organization may be obtained at www.thenadd.org.

PROVIDER COUNCIL REMINDERS AND UPDATES

- ⇒ **Provider Council Sub-Committees** – Two standing subcommittees have been formed by the Provider Council. If you are interested or want more information, please contact the committee chairs. The two committees are:
- **Quality Training Management Committee (QTM)** – The purpose of the meetings is to promote best practices collaborative growth in the areas of training and quality management, and understanding and support with regard to state and local processes.
 - ◆ Lisa Davis ,Genesis Project 1, 704-596-0505 ldavis@genesisproject1.org
 - ◆ Angela Bunting, BWB Connections, 704-596-5553 Angela.Bunting@connectionsbw.com
 - ◆ Sonyia Richardson. Another Level Counseling & Consultation, 704-548-5298 srichardson@anotherlevelservices.com

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- ⇒ > **The next scheduled meeting is Wednesday, September 19th, 2012 at 9 AM Hickory Grove United Methodist Church, 6401 Hickory Grove Road (at the back of the church)**

Provider Outreach Sub-Committee has transformed into the Network Development Sub-committee. The purpose is to provide recommendations and feedback to the LME specific to the development of a provider network within a waiver environment and to develop information and learning sessions to assist providers in becoming waiver ready.

- ♦ Jalai Kerr (Co-Chair) Kerr Homes, Inc., 704-779-4376, Jalai@kerr-homes.com
- ⇒ > **The next scheduled meeting is Wednesday, September 19th, 2012 at 11 AM Hickory Grove United Methodist Church, 6401 Hickory Grove Road (at the back of the church)**

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** – Meck Promise 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.
- ⇒ **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 (MHA) offers various training opportunities to include [QPR](#) (Question, Persuade, and Refer) suicide prevention training, [QPR Train-the-Trainer](#) certification course, [Mental Health First Aid USA](#), and [Creating a Ripple of Hope: Telling Your Story & Inspiring Positive Change – Advocacy 101 for Consumers & Their Caregivers](#). 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 Hot Sheet Archive](#)
[1915 \(b\)\(c\) Waiver Updates from Division Medical Assistance](#)
[Comparison: NC Innovates and CAP-MR/DD Waivers](#)
[LME-MCO Appeal Process \(per federal CFR 438.400\)](#)
[AMH Provider Document Library](#)