



Provider Communication Bulletin #14

April 1, 2013

(revised April 5, 2013)

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Change in April Provider Forum

Partners Behavioral Health Management will hold *one Provider Forum in the month of April via videoconference from Partners BHM's Elkin, Gastonia and Hickory locations*. The forum will be held on Tuesday, April 9 from 1 PM-4 PM. Providers planning to attend are urged to RSVP for the location in which you will attend.

- Partners BHM—Elkin, 200 Elkin Business Park Dr., Elkin NC 28621. [Click here for Elkin.](#)
- Partners BHM—Gastonia Auditorium, 901 S. New Hope Rd., Gastonia NC 28054. [Click here for Gastonia.](#)
- Partners BHM—Hickory Multipurpose Room, 1985 Tate Blvd. SE, Hickory NC 28602. [Click here for Hickory.](#)

Attention IPRS (State-Funded) Providers—Agreement Renewal: This is a reminder that in the near future, IPRS providers will be receiving their new 2013-2014 IPRS Agreement Renewal. Agencies and Licensed Independent Practitioners must be credentialed prior to having an IPRS contract renewed. **Further instructions will be forthcoming regarding this process.**

Once you receive your new IPRS Agreement Renewal, please read all instructions and mark services that you are currently providing. If you have any questions regarding your IPRS Agreement Renewal, please feel free to contact June Littlefield, Program Assistant – Provider Services, at 336-527-3202 or by email jlittlefield@partnersbhm.org. Remember--there is a deadline for the IPRS Agreement Renewal.

Additional Check Write: On Wednesday, March 27, Partners BHM notified Providers via a Constant Contact blast email and www.partnersbhm.org that a check write cycle was added for the week of March 31, 2013 with payment on April 3, 2013. If you have questions regarding the check write or checks, you can contact Jessica Spence at jspence@partnersbhm.org or call 704-884-2516. You can view the updated Partners BHM Check write schedule by [clicking here](#).

AlphaMCS Claims Guide: Provider staff handling billing and claims are reminded that the AlphaMCS Claims Guide is available on our website at <http://www.partnersbhm.org/providers/alphamcs.aspx>.

This is the same guide that Partners BHM staff use to determine the reason for claim problems. The Guide goes in depth about what conditions will cause an adjusted claim to return a denial code and possible steps to correct the errors. The “in-depth look” section shows in detail the series of checks that AlphaMCS has performed during the validation routine of a claim. By reviewing the guide, providers can learn more about the claims process within AlphaMCS and have a better opportunity to submit clean claims and minimize denials. As always, if you have an issue that you are not able to rectify on your own, please email claims_department@partnersbhm.org.

Utilization Management Information

Expedited Reviews: An Expedited Review is only intended for a case where there is an imminent health and safety issue. It cannot be used because a provider is submitting a Service Authorization Request late and is concerned about a gap in authorization dates.

Documentation Reminder for Residential Level III, IV or PRTF: If a provider is re-requesting an initial SAR for Residential level III, IV or PRTF, you must include the “Action Plan” (from the Care Review) which is completed by the System of Care Liaison.

Day Treatment Service Definition: The Day Treatment service definition clearly states that it is not an after school service. If a consumer is attending a traditional school during the day, services for after school hours should not be requested. A “Day Treatment Technical Assistance” training was held on March 26, 2013 and the presentation slides are available by [clicking here](#).

A Functional Behavioral Assessment (FBA) is a process of identifying and evaluating factors that reliably predict and maintain problem behavior. Such an assessment may include conducting interviews with the student, parents, teachers, and/or others most closely associated with the student: a precise, descriptive observation(s) of the student; and designing a Behavior Intervention Plan (BIP). A BIP involves systematically changing specific factors, such as a schedule of reinforcement, individual consequences or reinforcements, and the sequence or time of day instructional activities are presented, to see if they affect the problem behavior. When conducting an assessment, consideration should be given to factors such as the purpose of the behavior, consequences of the behavior, events/occurrences (antecedents) prior to the behavior, and the setting and events in which the behavior occurred. Since the focus of interventions includes manipulating environmental events and building new, appropriate skills, a functional behavioral assessment should assist with understanding what maintains the problem behavior, predicting when problem behavior may occur, identifying ways to prevent the problem behavior, and designing ways to respond to the problem behavior when it does occur.

An FBA/BIP can be developed anytime the parent or school staff see a pattern or major problem with the student’s inappropriate behaviors. It is **mandatory** for the School Staff to conduct an FBA/BIP when an Exceptional Children’s student has been **suspended five cumulative days or more from school**. It can be revised any time within a year as necessary. It is mandatory for the IEP Team to revisit it when a student has ten cumulative days of suspension and/or when a Manifestation Determination is needed.

The form for conducting/submitting the assessment/plan is available at <http://www.partnersbhm.org/providers/provider-forms.aspx#> in the Utilization Management category.

Benefit Grids have been republished to www.partnersbhm.org to reflect the addition of an H Code for Outpatient Therapy.

Partners Sponsored Training and Meetings

An Introduction to Child and Family Teams: A Cross System Training from the Family's Perspective: This training, also known as CFT Part 1, will be held on April 11-12 from 9 AM-4 PM at Little Joe's Chapel at Barium Springs, Troutman Rail-Trail, Troutman, NC 28010. Cost is \$15.00 per person (Free for families and youth). To assess the registration form, [click here](#). Registration deadline is April 4, 2013. (Sessions must have a minimum of 15 participants with a maximum of 20.) If you have questions, contact Candice Moore at 336-527-3215 or email cmoore@partnersbhm.org.

NC TOPPS 101 Training: The next NC TOPPS trainings will be held Tuesday, April 16, 2013. Two sessions will be held: one from 9:30 AM-11:00 AM; and another from 2:00 PM-3:30 PM. Both sessions will be held in the Partners BHM Training Room, 901 S. New Hope Rd., Gastonia NC 28054. This training will be an overview of the NC TOPPS System. This training is strongly recommended for all new agency staff, however all staff are welcome to attend. Space is limited to 12 staff, as it will be "hands on" to help you navigate the NC TOPPS. Email cbradshaw@partnersbhm.org to register for this training and indicate the class you would like to attend.

NC TOPPS Super User Training: The next NC TOPPS Super User Trainings will held on Wednesday, April 17, 2013. Two sessions will be held—one from 9:30 AM-11:00AM and another from 2:00 PM -3:30 PM. Both sessions will be held in the Partners BHM Training Room, 901 S. New Hope Rd., Gastonia NC 28054. This training will be an overview of the NC TOPPS System for the agency Super User. Space is limited to 12 staff per class, as it will be "hands on" to help you navigate and understand the role of the NC TOPPS Super User. Only agency NC TOPPS Super Users need to attend this training. Email cbradshaw@partnersbhm.org to register for this training and please indicate the training class you would like to attend.

Critical Case Conference: Partners BHM will host a "Critical Case Conference" on Wednesday, April 17 from 12 PM-1:30 PM. The presenter will be Dr. Michael Clark, MD, assistant medical director with Partners. The conference will be video conferenced to Partners' Elkin, Hickory and Gastonia locations. Space is limited; participants are asked to RSVP for the location where they plan to attend:

- [Click here to attend in Elkin](#)—200 Elkin Business Park Dr., Elkin, NC 28621
- [Click here to attend in Hickory](#)—1985 Tate Blvd. SE, Hickory NC 28602, Multipurpose Room
- [Click here to attend in Gastonia](#)—901 S. New Hope Rd., Gastonia NC 28054, Board Room

Participants are welcome to bring a bag lunch; drinks will be provided. If you have further questions, please email Tammy Perrott at tperrott@partnersbhm.org.

NC Implementation of USDOJ Settlement Agreement Supportive Employment Consultation Meeting: Anyone that is providing, or is interested in providing supported employment to a disability group is invited to attend a Supportive Employment Consultation Meeting on Wednesday, April 24 beginning at 2 PM. The meeting will be conducted via videoconference over the three Partners locations. Please register for the location in which you will attend.

- Partners BHM—Elkin, 200 Elkin Business Park Dr., Elkin NC 28621. [Click here for Elkin.](#)
- Partners BHM—Gastonia Board Room, 901 S. New Hope Rd., Gastonia NC 28054. [Click here for Gastonia.](#)

- Partners BHM—Hickory Multipurpose Room, 1985 Tate Blvd. SE, Hickory NC 28602. [Click here for Hickory.](#)

If you have questions, please contact Kim Maguire at kmaguire@partnersbhm.org.

ASAM Training: This training is geared to clinical staff and providers who work with individuals with a substance abuse diagnosis. Training will be held Wed., April 24, 2013 at Partners BHM-Gastonia Auditorium, 901 S. New Hope Rd., Gastonia NC. Registration is limited to 40 participants. To register, [click here](#).

State News

Communication Bulletin #129 has been posted to the MH/DD/SAS website at <http://www.ncdhhs.gov/mhddsas/communicationbulletins/index.htm>

Special training for the Medicaid NC Tracks System: DHHS and CSC, the State’s vendor for NCTracks, the new multi-payer system for North Carolina healthcare providers, will present information on the new system implementation. The discussion will include NCTracks benefits, system features & functionality, provider preparedness and provider training. NCTracks will go live July 1, 2013.

This training will be held on April 18, 2013 from 3 PM-5 PM at Leviton Auditorium on the Western Piedmont Community College Campus, 1001 Burkemont Ave, Morganton, North Carolina 28655.

Many practices/hospitals/agencies may have already attended training on this topic but may still have unanswered questions. This event is to help answer those questions and to prepare **ALL** NC providers of services that bill Medicaid a way to get clarification so that your claims will process without interruption. This training is for anyone who handles Medicaid billing for hospitals, Behavioral Health providers, specialists, or Primary Care Offices. Please RSVP to Joy Durham at jdurham@ncaccesscare.org by April 10th if you plan to attend.

Partners Behavioral Health Management communicates Provider Information through Provider Communication Bulletins, its website, www.PartnersBHM.org, and the “Monday Coffee Break” newsletter. If you have any questions regarding this Bulletin, please reference the subject contact, contact your provider specialist, or email questions@partnersbhm.org. All Provider Bulletins and training event information are posted at www.PartnersBHM.org.