



Provider Communication Bulletin #12 March 15, 2013

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Correction from PCB#11--Clarification on Unmanaged Visits and Psychological Testing: Psychological testing is counted as part of the unmanaged **16 child/eight adult visits**. There is a cap of five hours per day for all codes except 96118. 96118 will have an eight-hour total limit before authorization is required. Additional testing beyond these limits will require prior authorization.

When Contacting Partners BHM about contractual or Alpha issues, please specify the complete provider name, and if the request is relating to IPRS or Medicaid. This will allow Partners' staff to more effectively address provider voice messages and emails.

Submission of LIP and Agency License Updates: Providers should submit LIP and agency license updates to their assigned specialist. It is not necessary to submit those renewal certificates through Medversant.

Utilization Management Information

Medicaid and IPRS Benefit Grids: The Medicaid and IPRS Benefit Grids have been revised effective March 15, 2013. To view the Medicaid Benefit Grid, [click here](#). To view the IPRS Benefit Grid, [click here](#).

Utilization Management Fax Numbers: Please use the following fax numbers when documents must be faxed to Partners' Utilization Management offices:

- Gastonia: 704-866-7727
- Elkin: 336-835-6808 or 336-835-1002
- Hickory: 828-325-9826

LOCUS/CALOCUS/ASAM Reminder: Effective March 15, 2013, LOCUS/CALOCUS scores must be on *all* Service Authorization Requests or they will be returned as "unable to process." The score must be on *all* the SARs you submit, even for concurrent requests. It is our expectation that providers will update the scores as changes take place to show consumer progress or identify a need for a different level of care.

Partners BHM has already noticed that SARs have been submitted with LOCUS/CALOCUS scores that are higher than the requested level of care. Providers need to be sure that the score matches the criteria for service requested. If a higher score is continually identified, it may be an indicator that a different level of care is needed.

ASAM scores are required for *all substance abuse service requests*. If a person is receiving a mental health service and has *a primary* substance abuse diagnosis, the ASAM score *and* the LOCUS/CALOCUS score are both required on the SAR.

Code Information:

- **E&M Codes** (99xxx) do not require prior authorization. The medical doctor or nurse practitioner can bill E&M codes without submitting a SAR. The limit is 22 visits for adults per year and unlimited for children.
- **CPT Codes** 9071 and 90792 are for CCAs or Psychiatric assessment. Only one can be billed a year without prior authorization.

ICF IID Requests for Authorization: ICF-IID requests for authorizations do not require a medical assessment attached. Providers do need to complete the medication section of the SAR in AlphaMCS.

Reminder on How to Factor Units and How They Correspond to Service Benefit Limits: Providers are urged to pay attention to the number of units being requested in a SAR.

When entering a SAR for services that allows one unit per day (residential, ACTT, PRTF etc.), enter "1" for the unit, "daily" for the frequency, and AlphaMCS should auto-calculate the total units based on the dates entered. Providers need to ensure that the dates requested do not exceed the benefit limits.

For example, "1" unit a day with a frequency of "daily" for dates of "March 1, 2013 through March 31, 2013" would equal "31 days". If the benefit limit is 30 days, the SAR will be returned as "unable to process" since the request is over the benefit limit.

H Codes for Outpatient Services: H Codes for outpatient are authorized and billed in 15-minute units. For example, if the provider requests and is authorized **80** units for **90** days, the provider could bill:

- 30 minutes sessions (2 units),
- 45 minute sessions (3 units) or
- 1 hour sessions (4 units)

For up to a total of 80 units for that authorization period.

Finance/Claims News

Partners BHM Checkwrite Schedule: On March 6, 2013, Partners BHM posted a new Checkwrite Schedule to its website. Partners modified its checkwrite schedule at the request of the State to correlate our schedule to the HP Checkwrite schedule. Due to Partners’ effort to quickly transition to a schedule that was consistent with HP’s schedule, we failed to communicate the information to you before the new schedule was in effect. Partners BHM apologizes for not giving providers ample notice to amend internal operations to meet the new checkwrite cycle dates.

There will continue to be times that we need to communicate about improvements in the system. We will do so with as much advance notice as possible in an effort to minimize any disruption or negative consequences. One way we will use to pass along important information about changes is through an email to all providers subscribed to our “Information for Providers” email list as well as note in the next Provider Communication Bulletin. If you need to subscribe, or are not sure if you are subscribed to this list, please go to www.partnersbhm.org and click on “Register”, located on the top of the home page. If you have questions about your email preferences, please contact Stacy Bryant, Communications Officer, at sbryant@partnersbhm.org or 704-884-2558.

Residential Support Rates to Change Effective April 1, 2013: Partners BHM will increase the rates for Residential Supports effective with service dates of April 1, 2013. Changes are as follows:

Residential Supports	Rate for Service Dates now through March 31, 2013	NEW effective Rate for Service Dates of April 1, 2013
Level I - H2016	\$84.78	\$89.78
Level I AFL- H2016 U2	\$84.78	\$89.78
Level II - T2014	\$ 122.46	\$ 127.46
Level II AFL T2014 U2	\$ 122.46	\$ 127.46
Level III- T2020	\$ 141.31	\$ 146.31
Level III AFL T2020 U2	\$ 141.31	\$ 146.31
Level IV - H2016HI	\$ 160.14	\$ 165.14
Level IV AFL- H2016HI U2	\$ 160.14	\$ 165.14

A revised rates sheet will be posted to our website on March 29, 2013.

Consumer Relations News

Quarterly Level I Incident Report Reminder : Category A, B, and D Providers are reminded that the Quarterly Level I Incident Report is due to Partners BHM on April 10, 2013 for the third quarter – January, February and March of 2013. *Many of you have an effective date of February 1, 2013 on your contract. If you do have this date, you are required to complete this quarterly report for February and March only.* The link for the quarterly report form, QM11, is on the NC Incident Response Improvement

System (IRIS) page of the NC MH/DD/SAS website at:

<http://www.ncdhhs.gov/mhddsas/providers/NCincidentresponse/index.htm>.

Please make sure you change the year and quarter as you complete the form. One form must be completed for each service site. For example, if you have six 5600 homes then you would complete six QM 11 forms, and note the name of the group home at the top of the form with your provider agency name. Also, please enter the number of incidents on the first page. Section 3 is to list your strategies determined through the Peer Review and Consumer Rights Committee process to deal with any trends identified. There should not be a list of incidents in this section unless there is an odd situation which cannot be reported with the listing on the first page in Section 1.

You may email this report to us at irisquarterlyreport@partnersbhm.org. Please feel free to ask questions as you submit these reports. Our Consumer Rights Officers are Kim Miller, Cheryl Billings and Michelle Harris. They will receive and review your reports as well as respond to your email questions.

Web Updates

Medicaid Information: The following item have been posted to the site and is located at <http://www.partnersbhm.org/providers/provider-forms.aspx> under the “Medicaid Plan Information” category:

- Medicaid Services Benefit Grid (updated March 15)

IPRS Information: The following items have been posted to the site and are all located at <http://www.partnersbhm.org/providers/provider-forms.aspx> under the “IPRS Information” category:

- IPRS Benefit Grid (updated March 15)

Alpha MCS Information: The following items have been posted to the site and are all located at <http://www.partnersbhm.org/providers/alphamcs.aspx>:

- Alpha Claims Validation Document
- Alpha Denials Document

State News

NCTracks Survey: The North Carolina Department of Health and Human Services (DHHS) is planning for a July 1, 2013, implementation of a new claims processing system that replaces the existing legacy Medicaid Management Information System (MMIS) for the Division of Medical Assistance, the Integrated Payment and Reporting System (IPRS) for the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services, and the Purchase of Medical Care Services (POMCS) system for the Division of Public Health and the Office of Rural Health and Community Care. Among other features, the new system, NCTracks, offers streamlined claims filing capabilities.

To better communicate with providers and prepare for the transition to the new system, the NCTracks' training team seeks your feedback to a survey. [Click here to access the survey](#). The survey should take 5 minutes or less to complete. Your responses are important and will help inform and prepare providers for NCTracks training. The survey should be completed by March 28, 2013.

Medicaid for Pregnant Women (MPW): Behavioral health providers are urged to read the February Medicaid Bulletin's article regarding “Medicaid for Pregnant Women” with the behavioral health providers (located at <http://www.ncdhhs.gov/dma/bulletin/0213bulletin.htm#preg>). Per [Clinical Coverage Policy 1E-5, Obstetrics](#), beneficiaries in the MPW category have coverage for services treating any condition related to the pregnancy or the well-being of the mother or fetus, as stated in Section

2.1.2. As with other eligibility categories, Behavioral health treatment (including treatment for substance abuse) is covered for MPW beneficiaries. If you have questions about the bulletin, contact DMA at 919-855-4290.

Meetings and Training

March Enrollee Education Sessions: Partners BHM's Consumer Relations/Enrollee Education will host "Enrollee Q & A Drop-Ins" for individuals and families engaged in the Partners BHM care system to have an informal opportunity to ask questions and learn more about Partners and the Medicaid Waiver. "Drop-Ins" will be held:

- Tuesday, March 19, 2013 from 6 PM-8 PM; Partners BHM—Hickory Office Multipurpose Room, 1985 Tate Blvd. SE, Basement level, Hickory NC 28602.
- Thursday, March 21, 2013 from 6 PM-8 PM, Partners BHM-Elkin Office, 200 Elkin Business Park Dr., Elkin NC 28621.

To learn more, please contact Tom Gray at 704-884-2519 or email tgray@partnersbhm.org.

LAST CHANCE TO REGISTER! Program Integrity for Providers: Partners Behavioral Health Management will host a network-wide "Program Integrity for Providers" training on Wednesday, March 20, 2013 from 10 AM-12 PM. The training will be conducted at the Partners BHM-Hickory office, with participation via videoconference at Partners BHM's Elkin and Gastonia offices.

Due to limited space, registration is required and will be available by location. Registration is limited to one staff person per provider agency To register, select the registration link associated with the location:

Face to Face Session:

Hickory Regional Office, Multipurpose Room, 1985 Tate Blvd., SE. Hickory, NC 28602

To register for the Hickory location, [click here](#).

Video Conference Sessions:

Gastonia Corporate Office, Board Room, 901 S. New Hope Rd., Gastonia, NC 28054

To register for the Gastonia location, [click here](#).

Elkin Regional Office, Conference Room

200 Elkin Business Park Dr., Elkin, NC 28621

To register for the Elkin location, [click here](#).

If you have questions, please contact Selenna Moss at smoss@partnersbhm.org.

Community Guide Workgroup Meeting: Partners BHM's next Community Guide Workgroup meeting will be March 27, 2013 from 10 AM-12 PM in the Partners BHM-Hickory Multipurpose Room. If you have questions about this meeting, contact Christy Dowell, I/DD Training Coordinator at cdowell@partnersbhm.org or 336-527-3233.

Day Treatment UM Technical Assistance Training: Partners BHM's Utilization Management will provide technical assistance training to all Day Treatment Providers on March 26, 2013 from 1 PM-3 PM at Partners BHM-Gastonia Auditorium, 901 S. New Hope Rd., Gastonia NC 28054. This training will focus on medical necessity criteria and documentation needed when submitting a SAR. Providers are strongly encouraged to attend this training. To register for the training email Sharron Payton at SPayton@partnersbhm.org or call 704-884-2533.

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.

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](#).

NC Implementation of USDOJ Settlement Agreement Supportive Employment Consultation

Meeting: Stakeholders from the following categories are 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, Consumer Relations Director, at kmaguire@partnersbhm.org.

Partners BHM Seeks Applicants for Peer Support Specialist Training: Partners BHM is pleased to announce that it is sponsoring 40-hour Peer Support Specialist trainings in Morganton, Shelby and Mount Airy during April and May and are seeking applications for participants. To apply for the training, please complete the application available by [clicking here](#). If you have questions, please contact Kim Maguire, Consumer Relations Director at kmaguire@partnersbhm.org. Applications are due by March 25, 2013.

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.