



Provider Communication Bulletin #13 March 22, 2013

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REVISED Residential Support Rates to Change Effective April 1, 2013: Partners BHM will increase the rates for Alternative Family Living (AFL) Residential Supports effective with service dates of April 1, 2013. However, some rates posted in Provider Communication Bulletin #12 were incorrect. The rates for non-AFL Residential Supports will not increase but stay the same.

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	\$84.78—stays the same
Level I AFL- H2016 U2	\$84.78	\$89.78
Level II - T2014	\$122.46	\$122.46—stays the same
Level II AFL T2014 U2	\$122.46	\$127.46
Level III- T2020	\$141.31	\$141.31—stays the same
Level III AFL T2020 U2	\$141.31	\$146.31
Level IV - H2016HI	\$160.14	\$160.14—stays the same
Level IV AFL- H2016HI U2	\$160.14	\$165.14

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

Clarification on Back-Up Staffing Incident Reporting Procedure: The following information is from DMA in response to questions they have received from providers regarding completion and submission of Level I Back-Up Staffing Incident Reports.

This information will be included in the next version of the Innovations Waiver Technical Guide.

When to Complete a Level I Back-Up Staffing Incident Report:

Scenario	Type of Incident	Provider Action Step	Submit to Partners BHM (Yes/No)
Consumer had doctor's appointment and services were not provided	Service Break	Document the service break in the consumer record- <i>No Level I Incident Report Required</i>	No
Consumer went on vacation and did not receive services	Service Break	Document the service break in the consumer record- <i>No Level I Incident Report Required</i>	No
Regularly scheduled staff out due to illness. Back-up staff was offered but consumer/family did not want another staff person	Level I Incident	Complete Level I Back-Up Staffing Incident Report	Yes
Regularly scheduled staff quit. Back-up staff was offered but consumer/family did not want another staff person	Level I Incident	Complete Level I Back-Up Staffing Incident Report	Yes
Consumer/family not utilizing all authorized service units available	Service Break	Document the service break in the consumer record- <i>No Level I Incident Report Required</i>	No
Consumer/family did not notify the supervisor that regularly scheduled staff did not show up for work until several days after the fact	Level I Incident	Complete Level I Back-Up Staffing Incident Report	Yes
New regularly scheduled staff in the process of being hired. Back-up staff offered during interim but declined.	Level I Incident	Complete Level I Back-Up Staffing Incident Report	Yes

Remember:

- Consumers may miss a service(s) for a variety of reasons. Holidays, family vacations, weather conditions, illnesses, and scheduling conflicts can cause brief interruptions in services. These are "service breaks" not a back-up staffing issue and do not need a Level I incident report.
- "Service Breaks" need to be documented by the provider and monitored by the Care Coordinator but are not reported to Partners Behavioral Health Management's (BHM) Quality Management (QM) Department.

- The Level I Back-Up Staffing Incident Report must be completed anytime regularly scheduled staff is unavailable and 1) No back-up staff is available; *or* 2) back-up staff is declined. The report is completed even if natural supports are in place and there are no health/safety risks to the consumer.
- When a Level I Back-Up Staffing Incident Report needs to be completed, the incident report must be submitted to Partners BHM's QM Department within 72 hours. Please submit the incident reports via FAX to Kathleen Meriac, Quality Management Director at fax number 704-852-3503.
- Please ensure that the incident reports are legible and all requested information is included as the Quality Management Department is responsible for logging and reviewing the reports to ensure that health and safety issues are addressed and appropriate follow-up occurs.

Utilization Management Information

Attention ICF-IID Providers: March 31, 2013 is quickly approaching. If you have individuals who have care authorized through March 31, 2013 but his/her authorization has not been extended, then Partners BHM did not receive a current, legible MR2 or Level of Care form that continued to be valid beyond March 31st. At this time, please submit a Service Authorization Request through AlphaMCS to begin April 1, 2013 through 180 days from the signature of the current MR2 or LOC form. Please attach the MR2/LOC and any supporting documentation to that SAR and we will process this request. *We are no longer accepting faxes for extension of current MR2/LOC forms.*

Reminder: When the current authorization expires, providers should submit a SAR through AlphaMCS (for a six-month authorization) and attach a packet including:

- The Level of Care form (located on the Partners BHM website—For Providers/Information & Documents/Utilization Management)—Required
- Medical Assessment form (located on the Partners BHM website—For Providers/Information & Documents/Utilization Management)—If Applicable
- Treatment Plan—Optional

Authorization Info for Day Treatment providers: Please note the service definition has listed these two things as required for authorization:

“Section C” under “Entrance Criteria”--Both of the following shall apply:

- Evidence that less restrictive Mental Health/Substance Abuse rehabilitative services in the educational setting have been unsuccessful **as evidenced by documentation from the Local Education Authority (school)** (e.g., Functional Behavioral Assessment, Functional Behavioral Plan, Individual Education Plan, 504 Plan, behavior plans).
- The child exhibits behavior resulting in significant school disruption or significant social withdrawal as documented by the Local Education Authority.

Starting April 15, 2013, if documentation from the Local Education Authority (school) is not attached with the SAR, the request will either be returned as “unable to process” or sent to be reviewed with the Partners BHM Medical/Associate Medical Director or designee. It is important to include school history information in your Comprehensive Clinical Assessment and PCP.

REVISED Medicaid and IPRS Benefit Grids: The Medicaid and IPRS Benefit Grids have been revised and reposted to the website. The grids are effective March 25, 2013. Mobile Crisis Management was accidentally left off the Medicaid grid posted last week. It is now on the grid. To view the Medicaid Benefit Grid, [click here](#). To view the IPRS Benefit Grid, [click here](#).

Reminders from UM:

- Person Centered Plans submitted for concurrent request must be updated within 30 days of the requested start date. Any update older than 30 days before the requested start date will be returned as “unable to process.”
- Partial Hospitalization does NOT require a PCP update with every concurrent request. Progress notes should be submitted.
- The correct fax number for Elkin Utilization Management is 336-835-2077.

Issues that Partners BHM is aware of:

- Residential providers use 0183 revenue codes to bill Therapeutic Leave. We recognize there have been issues with claims being denied for this code. We are working to correct the way this code is set up in AlphaMCS. Partners will provide more detailed information regarding how to submit your claims for this service.
- Some Therapeutic Foster Care providers are still receiving denied claims for authorizations that Value Options had previously approved. Partners BHM is no longer automatically loading VO authorizations. If you have had claims denied for those dates, please submit a SAR for the dates AND indicate in the justification that the retro request is due to the VO data download issue.

Consumer Relations News

REVISED--Provider 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.* **This report includes all Level I incidents EXCEPT NC Innovations Back Up Staff reports. NC Innovations Back Up Staff reports must be reported daily or as soon as identified and faxed to the Quality Management staff at Partners BHM within 72 hours of occurrence. Innovations Level I Back Up incidents are NOT to be reported on the QM11 report due April 10.**

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 22, effective March 25)

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 22, effective March 25)

Regulatory Compliance Information: New information is available on the Regulatory Compliance Departmental page, including the Partners BHM/DMA Program Integrity Training for Providers. To access the page, hover over the “About Us” menu bar on the left side of the page and select “Departments”.

Provider Council Webpage: The Partners BHM Provider Council webpage includes information about the Council. To access the page, hover over the “For Providers” menu bar on the left side of the page and select “Provider Council”.

System of Care Webpage: A “System of Care” departmental webpage has been added to the site. To access the page, hover over the “About Us” menu bar on the left side of the page and select “Departments”.

Partners Sponsored Training and Meetings

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.

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.

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 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.