



Provider Communication Bulletin #6

November 6, 2012

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Information for Providers who have not applied for the Partners BHM Network: Per the *April 2012 DHHS NC Medicaid Special Bulletin*, <http://www.ncdhs.gov/dma/bulletin/April2012Specialbulletin1915bc.pdf>, the Center for Medicaid Services requires that each Local Management Entity-Managed Care Organization (LME-MCO) credential and enroll its own provider network. Providers who are unable to meet the enrollment application deadline must develop a transition plan to transfer consumers to participating MCO providers.

If Partners BHM either received your application after October 1, 2012, or has not received an enrollment application for your agency, then you should have received a letter outlining what needs to be done in regards to consumer transition. If you feel you have received this letter in error, please submit an email to enrollment@partnersbhm.org. If you have questions, please contact *Sherry Reece-Cota*, Provider Network Manager-Elkin Region, at 828-323-8052 or at sreece-cota@partnersbhm.org during normal business hours.

Consumer Enrollment Process: Partners BHM currently allows provider agencies to enroll consumers through the agency. All providers who can access the AlphaMCS Enrollment screen have the capability to enroll consumers and need to follow the process below. If you have questions, please contact the Access to Care/Customer Service Call Center at 1-888-235-HOPE (4673).

An enrollment needs to be completed in one of two ways. Both ways ensure that all required information is submitted.

1. If the consumer calls Customer Services – We will complete the enrollment, schedule an appointment and hand the consumer over to the provider via the slot scheduler. The provider can view and assess the consumer information, complete their part of the enrollment and submit it back to Partners BHM for approval.
2. If the consumer presents at the provider agency, or calls the provider directly and the provider gives the consumer an appointment-the provider will complete the total enrollment (including page 2) when the consumer shows for the appointment and then will submit the enrollment to Partners BHM for approval. **PLEASE NOTE:** *All provider agency staff need to be aware that you will not receive an AlphaMCS Medical Record number for a new enrollee until the enrollment is submitted and APPROVED by Partners BHM via one of the two methods mentioned above.*

Provider Orientation Toolkit: New to the Partners BHM network? The Provider Orientation Toolkit lists descriptions and quick links to some of the documents that you need to be familiar with. To view this document, visit <http://www.partnersbhm.org/providers/provider-forms.aspx#>, expand the Provider Forms section and select the link titled “Provider Orientation Toolkit.”

Reminder regarding Service Authorization Requests for Enhanced Services: Partners BHM Utilization Management expects that all Service Authorization Requests (both initial & continuation) be submitted prior to the start or continuation of services. This currently applies to IPRS –funded services and, especially, Medicaid funded services. The only current exception to this expectation is crisis services. If you have any questions, please contact Utilization Management at 1-877-864-1454, option 4, option 5.

“AlphaMCS Updates” Web Page and Training: Partners BHM has launched a web page to keep users up-to-date on the Partners BHM AlphaMCS system. To access the page, go to www.partnersbhm.org, select “For Providers”, then hover over the menu bar. When the secondary menu appears, select “AlphaMCS Updates”. Check it often to learn about user updates and information.

At this time, all AlphaMCS trainings scheduled before Nov. 13 are full. Trainings have been scheduled throughout December and are available for registration. Also, on-demand training videos are always available at <http://www.partnersbhm.org/providers/alphamcs.aspx>.

Care Reviews: Any child being considered for placement in a Residential Level III, Residential Level IV, Psychiatric Residential Treatment Facility (PRTF), Wright School, Whitaker PRTF and all out of state placements must be presented to the Care Review Teams prior to making the referral to the residential program. Anyone making a referral needs to contact the System of Care Liaison in his or her region to schedule a time and obtain necessary documentations.

Burke/Catawba: Contact Kim Sorrell, 828-323- 8049

Iredell/Surry/Yadkin: Contact Candice Moore, 336-527-3215

Cleveland/ Gaston/Lincoln: Contact Melinda Tagorda, 704-842-6300

Care Review Dates are as follows:

- Burke: First Monday of each month at 9:30 AM at J. Iverson Riddle Campus, 300 Enola Rd., Morganton NC 28655
- Catawba: Third Wednesday of each month at 12 PM at Partners BHM-Hickory Office, 1985 Tate Blvd. SE, Hickory NC 28602
- Cleveland: First Monday of each month at 9 AM at the Ollie Harris Center, 917 First Street, Shelby NC 28150
- Gaston-Third Friday of each month at 11 AM at Partners BHM-Corporate Office, 901 S. New Hope Rd., Gastonia NC 28054
- Iredell: Fourth Monday of each month at 2:30 PM (Location to be determined)
- Lincoln -First Tuesday of each month at 11 AM, Lincoln Counseling Center, 311 McBee St., Lincoln NC 28092
- Surry: Third Wednesday of each month at 9:30 AM (Location to be determined)
- Yadkin-Third Thursday of each month at 9 AM (Location to be determined)

Mental Health/Substance Abuse Targeted Case Mgmt. Transition Team Meeting: Adult and Child providers are invited to participate in a meeting on Friday, Nov. 9 at 10 AM in the Multipurpose Room (ground floor) at Partners BHM-Hickory Office, 1985 Tate Blvd. SE, Hickory NC 28601. The purpose of this meeting is to discuss:

- the discontinuation of the Mental Health/Substance Abuse Targeted Case Management service (effective 12/31/2012)
- the definition and criteria for Mental Health/Substance Abuse Care Coordination; and
- transition planning for consumers currently receiving Mental Health/Substance Abuse TCM.

RSVPs are not required but encouraged to assist in meeting preparation. For more information or to RSVP, visit the Event Calendar located at www.partnersbhm.org/calendar.

Provider Forums: RSVP/registration links for the Nov. and Dec. Provider Forums are now available at www.partnersbhm.org/calendar.

- Gastonia: Tuesday, Nov. 13, 1 PM - 4 PM, Partners BHM-Corporate Office, Auditorium, 901 S. New Hope Rd., Gastonia NC 28054
- Morganton: Wednesday, Nov. 14, 8:30 AM - 11:30 AM, Western Piedmont Community College, 1001 Burkemont Avenue, Morganton, Moore Hall, Leviton Auditorium
- Statesville: Wednesday, Nov. 14, 1 PM - 4 PM. Agriculture Extension Building - 444 Bristol Drive, Statesville, Auditorium 1 & 2

Intellectual/Developmental Disabilities Community Education Forums: Partners BHM will host a number of community education forums for those who want to learn more about Intellectual/Developmental Disabilities service topics. Consumers and families, providers and community stakeholders are welcome to attend. All forums will be held from 5:30-7:30 PM. RSVPs are not required but encouraged to assist in meeting preparation. For more information or to RSVP, visit the Event Calendar located at www.partnersbhm.org/calendar.

Community Guide:

Nov. 19: Partners BHM-Hickory, Multipurpose Room (ground floor), 1985 Tate Blvd. SE, Hickory NC 28601

Nov. 20: Partners BHM-Elkin, 200 Elkin Business Park Dr., Elkin NC 28621

Nov. 21: Partners BHM-Corporate Office, Auditorium, 901 S. New Hope Rd., Gastonia NC 28054

Individual and Family Directed Supports (Self-Determination):

Nov. 26: Partners BHM Multipurpose Room (ground floor), 1985 Tate Blvd. SE, Hickory NC 28601

Nov. 29: Partners BHM-Elkin, 200 Elkin Business Park Dr., Elkin NC 28621

Dec. 4: Partners BHM-Corporate Office, Auditorium, 901 S. New Hope Rd., Gastonia NC 28054

Innovations:

Dec. 10: Partners BHM Multipurpose Room (ground floor), 1985 Tate Blvd. SE, Hickory NC 28601

Dec. 11: Partners BHM-Elkin, 200 Elkin Business Park Dr., Elkin NC 28621

Dec. 12: Partners BHM-Corporate Office, Auditorium, 901 S. New Hope Rd., Gastonia NC 28054

Partners Provider Council: The Partners Provider Council serves as a professional representative and advocate for all service providers in the Partners Behavioral Health Management (PBHM) catchment area. The next meeting of the Partners Provider Council will be on Friday, Nov 30, 2012 in the Multipurpose Room at Partners BHM's Hickory Office, 1985 Tate Blvd SE, Hickory NC, 28602. All providers are welcome to attend. Providers will meet from 9:30 AM-10:30 AM. Partners BHM staff will join the meeting from 10:30 AM--12:00 PM. If you have questions, please contact John Waters at 828-695-5901.

Child Collaborative Meeting Time Changes:

- The Catawba Child Collaborative meeting time has changed. The meeting is held on the third Wednesday of each month, but will be held from 11 AM-12 PM for Care Reviews to occur. If you have a question about this meeting, contact Kim Sorrell at ksorrell@partnersbhm.org or call 828-323-8049.

- The Gaston Collaborative meeting is now being held on the third Friday of each month. The meeting will begin at 8:30 AM. The next Gaston Collaborative meeting will be on Friday, Nov. 16th from 8:30 am to 10:30 am. There will be a break from 10:30 AM-11:00 AM, and Care Review Meetings will begin at 11:00 AM. Questions? Contact Melinda Tagorda at mtagorda@partnersbhm.org or 704-842-6200.

Partners Behavioral Health Management communicates Provider Information through its website, www.PartnersBHM.org, Provider Communication Bulletins, and its newsletter, Monday Coffee Break. 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.