



Provider Bulletin #5

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DON'T FORGET TO SUBMIT YOUR APPLICATION!

Providers have less than 30 days to submit an Enrollment Application and Credentialing Information to be able to provide services through Partners BHM on January 1, 2013. Only complete and accurate applications received by Partners BHM by October 1, 2012 will be guaranteed a contract with Partners with a January 1, 2013 start date. Applications arriving AFTER October 1, 2012 will not be guaranteed a January 1, 2013 start date.

We want a strong provider network on Day 1—so get your application in sooner rather than later!

Need Info? [Click here](#)

Questions? Check out our [Q&A](#)

Need to ask a question? Send it to enrollment@partnersbhm.org or contact your Provider Specialist.

Information regarding consumers with Medicare/Private Insurance

Access to Care is scheduling all Medicare consumers with one of the Partners BHM network providers that accepts Medicare, or offering community resources that accept Medicare, or wait listing the consumer for a future appointment if they wish. If a provider decides that the individual needs a service that is not covered by Medicare, the provider will have to have PRIOR authorization from Utilization Management.

All consumers with private insurance are referred to the number on the back of their card. If a provider decides that the individual needs a service not covered by the private insurance, the provider will have to have PRIOR authorization from Utilization Management.

NC TOPPS Submissions: If a consumer is transferring from one provider agency to another to continue services, the new Qualified Professional must contact the consumer's LME-MCO and fax the "Authorization for Use, Disclosure, and Exchange of Protected Health Information for NCTOPPS" form to 828-615-1240. The form requires you to put in a time period of the data that you are requesting (data covers the time period of _____ to _____). You must include the date range for the consumer's most recent episode of care for the form to be valid (for example, if a consumer started receiving services from Provider A on 12/10/2010, you could fill in the date range as 12/10/2010 to present OR 2010 to present). This will allow all of the NC-TOPPS history that has been completed by Provider A to be transferred to you as the new provider.

If you have questions on how to fill out the form properly, please call Shannon Robbins at 828-323-8066. This form is available on the Partners BHM website at www.partnersbhm.org/providers/provider-forms.aspx.

Provider Specialist Assignment List

A listing of Partners BHM Provider Specialists and their provider agency assignments has been posted to <http://www.partnersbhm.org/providers/provider-forms.aspx> under the "Organizational Documents" section. The Provider Specialist serves as the primary contact between Partners BHM and the provider agency. If a provider agency wishes to initiate a change to contractual agreements, the agency should always contact their assigned Partners' Provider Specialist. The Provider Specialist has certain forms that will be forwarded to the agency, depending on the provider's need. As an example, Partners has a Contract Adjustment form for providers to change or add addresses, sites, NPI#'s, licensed clinicians, or to request funding or service changes. These forms must be completed by the provider and submitted to the provider specialist. Funding or Service changes must be approved by a committee prior to activating the request.

Alpha MCS Questions and Answers

The following are additional questions asked frequently by providers.

Are Qualified Professionals, employed by Providers, allowed to enroll consumers through Access?

Response: Yes, both Qualified Professionals and Licensed Professionals are allowed to enroll consumers through Access. A Licensed Professional at Partners Behavioral Health Management's Access Department will validate the enrollment to comply with Medicaid and URAC standards.

Are providers required to submit complete enrollment without any blanks in the electronic enrollment form?

Response: Yes, blanks in the enrollment form cannot be accepted. If the information is undetermined or unavailable, the provider must state that in the field to process the enrollment. As an example: in the medication field – a response of "unable to determine" would be acceptable if a Mobile Crisis staff member was unable to obtain the current or recent medication history from the consumer. However, leaving the field blank will result in a return of the enrollment application to the Provider.

Does Mobile Crisis Management need to submit a SAR?

Response: Partners Behavioral Health Management has modified its Authorization requirements for Mobile Crisis Management. Partners Behavioral Health Management will not require a SAR for the first eight hours of Mobile Crisis Management. A SAR is required beginning with hour nine for Mobile Crisis Management. To complete this change, we must modify the Alpha MCS system which will take time and reflect this change in the benefit plan. Providers must currently complete the SAR for Mobile Crisis Management until all of the changes are made in our system which will be completed soon.

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 Council will facilitate an open exchange of ideas, bring forward concerns and solutions while promoting collaboration and mutual accountability among providers.

The next meeting of the Partners Provider Council will be on Friday, Sept. 28, 2012 at Sweetwater Education Center, Hickory NC. Providers will meet from 9:30 AM-10:30 AM, and others will join the meeting from 10:30 AM--12:00 PM. If you have questions, please contact John Waters at 828-695-5901.

Upcoming Provider Trainings and Events:

Licensed Independent Practitioner Forum : Partners BHM has invited Dan Zorn, a consultant from The Zorn Group, LLC to present information to Licensed Independent Practitioners about Managed Care Organization implementation.

Two sessions will be held on Thursday, Sept. 13, 2012:

- 9:30 AM– 11:30 AM at Iredell County Agriculture Resource Center, Statesville, NC [Click here to register](#)
- 2:30 PM – 4:30 PM at Partners BHM Auditorium, Gastonia NC [Click here to register](#)

The presentation will feature information about MCO implementation and technical issues related to MCO applications. The group will also discuss the sustainability of individual and group practices in an MCO environment. If you have specific questions about this training, please contact Natalie McBride at nmcbride@partnersbhm.org or call 1-877-864-1454 ext. 8048.

Mental Health/Substance Abuse Care Coordination Provider Discussions:

Partners BHM's Mental Health/Substance Abuse Care Coordination Unit will host one more Provider Discussion meeting focusing on MH/SA Targeted Case Management and MH/SA Care Coordination

- Thursday, Sept. 6, 2012 at 1:30 PM, Partners BHM Auditorium, 901 S. New Hope Rd., Gastonia NC 28054. [Click here to RSVP.](#)

Participants are asked to RSVP. We ask that provider agencies send no more than five employees to a session so that all interested providers may participate. These meetings are designed for input and further design of a transition plan for consumers currently receiving Targeted Case Management. If you have any questions, please contact Jeanene Srout at jsrout@partnersbhm.org or 828-323-8031.

Supports Intensity Scale® Community Forums:

North Carolina Department of Health and Human Services (DHHS) is improving the system of services offered to people with intellectual and/or developmental disabilities with an objective assessment called the Supports Intensity Scale. These community forums will provide the opportunity to learn more about the SIS® assessment, what an interview will be like, how to prepare for an interview as well as North Carolina specific implementation information.

Community Forums will be held in the Partners Behavioral Health Management catchment area on the following dates:

- Thursday, Sept. 6, 9 AM-12 PM - Partners BHM Auditorium, Gastonia, NC: [Register now](#)
- Friday, Sept. 14, 1 PM-4:30 PM - Iredell County Agriculture Resource Center, Statesville, NC: [Register now](#)

For more information, visit <http://ddti.unc.edu/CommForSIS.asp>.

Partners BHM Provider Forums: To better serve providers in the Partners BHM catchment area, provider forums will be held at three times across the Partners BHM catchment area. The same information will be covered at each forum. Dates and locations are listed below.

- Monday, Sept. 17, 2012, 10 AM to 12 PM; Location: 2128 South Sterling Street, Morganton, NC 28655. [To RSVP click here.](#)
- Tuesday, Sept. 18, 2012, 9 AM to 11 AM; Location: Partners Behavioral Health Management Auditorium, 901 South New Hope Rd, Gastonia, NC 28054. [To RSVP click here.](#)
- Thursday, Sept. 20, 2012, 2:30 PM-4:30 PM; Location: Agriculture Extension Building, Auditorium 1 & 2, 444 Bristol Drive, Statesville, NC 28677. [To RSVP click here.](#)

Partners Behavioral Health Management will communicate Provider Information through its website, www.PartnersBHM.org, through Provider Bulletins, and through 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 will be posted at www.PartnersBHM.org.