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To Category A, B, and D Providers-- Quarterly Level I Incident Report Reminder

The Quarterly Level I Incident Report is due to Partners BHM on July 10, 2013 for the fourth quarter – April, May and June of 2013. This report includes all Level I incidents EXCEPT Innovations Back up staff reports.

- *Innovations back up reports must be reported daily or as soon as identified and faxed to the Quality Management staff at 704-884-2712 (new fax number) within 72 hours of occurrence.* Innovations Level I back up incidents are NOT to be reported on the QM11 report due July 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>. 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 and Michelle Harris. They will receive and review your reports as well as respond to your email questions.
- Consumer Rights Committee annual reports are due at the end of each fiscal year. This report can be sent to irisquarterlyreport@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.

AlphaMCS

AlphaMCS Limiting Document Size: Effective August 1, Alpha MCS will limit the size of documents uploaded into Alpha to three megabytes (MB) per document. This is a decrease from the current size limits. This will not be an issue for the majority of providers. If you are trying to upload a document larger than 3 MB, you will need to separate it into smaller documents. If you have any questions, please contact the HelpDesk at helpdesk@partnersbhm.org or call 704-842-6431.

AlphaMCS Training: Partners BHM will host the following AlphaMCS online training on a monthly basis:
Alpha Basics: This class includes training on how to switch between multiple MCO systems that are using AlphaMCS; how to search for a patient; how to move tiles around within the system; how to turn on or off notification settings; and the Provider Portal Download Queue.

Claims: This class includes all the information you will need to know to submit on-line claims billings through the Provider Portal. Our claims experts will cover denials and reports that are available to you in AlphaMCS Provider Portal.

Enrollments: This class provides training to staff who will be completing enrollments in AlphaMCS and using the scheduler tool.

Service Authorization Requests (SAR): This class provides training to staff on how to enter service authorization request through the AlphaMCS system. Also included in this class are documentation requirements for the different types of SARS submitted.

Visit <http://www.partnersbhm.org/calendar> to view training times and register (click on the calendar event to access registration link). Registration is required. Groups may use one registration to view the training on the same computer. Registrants will receive a link to join the webinar and a telephone number to call in and listen to the presentation. If you register for a training and do not get a confirmation email within 24 hours of registration, please email communications@partnersbhm.org. You can also access training at anytime by visiting <http://www.partnersbhm.org/providers/alphamcs.aspx> and accessing the Video Training Library.

Provider Network Management

ATTENTION Providers—Application/Credentialing Process: If you have made application, been credentialed, and have a contract with Partners BHM, your agency was required to submit LIP applications for the Licensed Professional staff who provide services requiring licensed staff within your agency. Many providers completed this task, but in reviewing submitted documentation, Partners BHM has found some providers failed to complete this process as part of the application/credentialing process.

In order for your agency to continue to be authorized and paid for services that require licensed staff, such as Intensive In-Home, Residential Level III, Mobile Crisis, ACTT, Opioid Treatment, PRTF, Outpatient, etc. you **MUST** submit application(s) **by July 15, 2013** for the Licensed Professional(s) employed/or contracted by you who deliver the service(s).

Failure to submit the applications for these licensed professionals by the deadline date will result in a suspension of your ability to deliver the affected service. If you have questions, please contact your Provider Specialist.

Partners BHM Provider Alert: A Provider Alert was released by Partners BHM on June 19. The information below was included in the alert:

Paper Claims Submission: Reminder that as of June 1, 2013 any paper claims submitted by providers that have been in the network longer than three months will be returned for submission through an electronic process. Logins are available for contracted providers and Partners has 837 acceptance capability for those claims. If you have any questions, please direct them to Claims_Department@Partnersbhm.org. Paper claims are accepted during an initial transition period of three months or when there is no requirement for contract to bill for services. In those instances, it is understood there may be login/connectivity issues and paper claims are accepted. It is expected that when possible or available, claims should be submitted electronically through the Alpha MCS Portal or through submitted 837 files.

Update regarding the IPRS Renewal packets: Partners BHM's Contracts Department will initiate and forward the completed contracts as soon as possible, but please keep in mind that you may not receive your IPRS contract until after July 1st. If IPRS providers have questions, please contact June Littlefield at jlittlefield@partnersbhm.org or 336-527-3202.

July Provider Forum: Partners BHM's June Provider Forum will be held on Tuesday, July 9, 2013 and will start at 1 PM. The forum will be conducted via videoconference from the three regional offices. Please RSVP for the site where you will attend by noon, Monday, July 8.

- 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.](#)

Utilization Management

SAIOP Pass Through: The pass through for this services is 30 days, 13 units. If a consumer does not use the 13 units within the 30 days, the provider will need to request more units at the end of the 30 day pass through. Pass through units cannot carry past 30 days.

Person Centered Plans:

- Providers cannot cross out or delete goals on a PCP. Goals no longer in use should be reviewed and marked as **Discontinued**.
- When adding a new goal the provider must use the *Update/Revision Page* of the PCP. This is referenced in the PCP Manual on the Division of Mental Health's web site. You cannot just add a new goal in the body of the current PCP. When new goals are added the consumer/guardian and person completing the update must sign an *Update/Revision Signature Page with dates*.
- When adding a new service to a current PCP the provider must use the *Update/Revision Page* and not just add the new service in the body of the current PCP. If a new service is added an *Update/Revision Signature Page must be signed* by consumer/guardian, person completing the update and the MD/NP/PhD/Psy.D/PA with dates.

Outpatient Services:

- *On the initial request*, a treatment plan and a service order (can be two separate documents) must be submitted.

- *On concurrent requests*, an updated treatment plan does not need to be submitted. The justification on the SAR should include information about progress made by the consumer. If information presented is not sufficient UM staff may ask for additional information for example progress note, updated treatment plan, etc.
- If a provider chooses to submit a PCP instead of a treatment plan, updates will be expected with each concurrent review.

Partners Wants You to Know...

Position Announcements: Effective July 1, 2013, some familiar faces will be serving in new roles at Partners BHM. Beth Lackey will succeed Sarah Stroud as Partners BHM's Provider Network Director. Beth previously served as Mental Health/Substance Abuse Clinical Director, and Allison Gosda has been hired for this position. Allison most recently served as one of the Mental Health/Substance Abuse Care Coordination Supervisors.

Psychiatric Residential Treatment Facility Training: Partners BHM is sponsoring Psychiatric Residential Treatment Facility (PRTF) Training on July 12, 2013 from 9 AM-12 PM. The training will be held live at our Gastonia office and via videoconference to our Hickory and Elkin offices. The training will be conducted by Partners BHM staff including Medical Director, J. Octavio Salazar, MD, MBA, DFAPA . PRTF Clinical staff are strongly encouraged to attend, as well as clinical home staff and other community stakeholders to gain insight into what is required when submitting initial and continuing requests for PRTF. A care review must occur prior to placement in a level III, IV, PRTF Wright School and Whitaker PRTF, and all out of state home placement.

Our goal for this training is to share:

- Expected goals/outcomes
- Process to request PRTF services
- Review of Care Coordination and System of Care and their involvement in the authorization process
- What documentation is required
- Expectation for discharge planning
- Medical Necessity Criteria
- Consumer Rights issues
- An overview of Partners BHM grievance and incident reporting processes, incident types by level, and notification guidelines.

If you have any questions regarding this training, please contact: Janet Noblett at 704-884-2596 or by email at jnoblett@partnersbhm.org. To register, [click here](#).

Critical Case Conference: Partners BHM will host its next Critical Case Conference on July 24, 2013 from 12 PM-1:30 PM. It will be conducted by videoconference from Partners BHM's Elkin, Gastonia and Hickory locations. The event will focus on a case presentation by J. Octavio Salazar, MD, medical director for Partners BHM. Participants are welcome to bring a bag lunch; drinks will be provided. To RSVP, [click here](#).

Website Updates: All of the forms below have been updated and are located on the "For Providers/Information and Documents" page. The category is noted in parenthesis.

- [Relative-Legal Guardian as Provider Process](#) (NC Innovations)

- All Inpatient Review Forms have been revised to include a Space for Parent/Guardian (Information for Hospitals)
- Provider Dispute Resolution Form and Policy have been merged into one file (Provider Information)
- Provider Specialist Assignments for AGENCIES in the Partners Network (Provider Information)

Burke County Care Reviews for July: Burke County Care Reviews will be held the second Monday of the month (on July 8th) rather than the first Monday (July 1st). This is due to lack of availability of members for Care Reviews during the first week of July. If you have questions, please contact Kim Sorrell at ksorrell@partnersbhm.org or call (828) 323-8049.

Catawba County Care Reviews: The date/location/time for Catawba County Care Reviews will change effective June 2013. Care Reviews will be held the first Wednesday of each month beginning at 11 AM at Partners BHM-Hickory, 1985 Tate Blvd., Suite 529, Hickory NC. If you have questions or need to initiate a Care Review, please contact Kim Sorrell at ksorrell@partnersbhm.org or call 828-323-8049.

Your Items Can Help Others Create a Home! Partners BHM is facilitating the local Transitions to Community Living (TCL) Project, One task of this effort is setting up individuals in housing. We are in need of donations of working & gently-used household items. This includes furniture, linens, and dishes, cleaning products, utensils, cookware, décor and small appliances. This is an opportunity to clean out your clutter and get organized! If you are interested in donating items, please contact Liza Go-Harris at LGo-Harris@partnersbhm.org or call 336-527-3267.

New Fax Numbers for Partners BHM Staff: Partners Behavioral Health Management is now using FaxCore technology for electronic delivery of facsimiles (faxes). This technology has required the additional of new fax numbers for many Partners BHM departments. Partners BHM asks all providers and vendors to begin using the new numbers immediately. Partners BHM will disconnecting some of the fax numbers used by the legacy Local Management Entities (Crossroads, Mental Health Partners, and Pathways) in the future. Please make sure that the fax number you have been using is on this list—if not, then it will be disconnected in the future. If your organization has programmed a Partners BHM or a legacy (Crossroads, Mental Health Partners, or Pathways) fax number in your system, we recommend that you make the necessary changes to your equipment.

The list of new fax numbers is available on the “About Us/More Information” page in the Organizational Information category.

State News

NCTracks News: All providers currently billing directly to DMA should be aware that NCTracks will replace the MMIS system on Monday, July 1. If you use MMIS and are not educated regarding the change, please use the following links to obtain more information.

The following information was sent out via email by the NCTracks Communication Team on Tuesday, June 25, 2013:

We recently posted the [NCTracks June 2013 Connections Newsletter](#) to the OMMISS website. You can access this PDF file directly by clicking the link above or by visiting <http://ncmmis.ncdhhs.gov>, then

clicking on the Provider Communications tab at the top of the page, where you will also find past newsletters and a variety of Tool Kits, including the NCTracks [Provider Checklist for Go-Live](#).

This edition of the newsletter contains important information about upcoming activities, before and after the cutover to NCTracks, including:

- What to Expect at Go-Live
- Contacting CSC
- Day One To-Do's
- Training Crash Course
- July Seminars Coming
- Accessing SkillPort June 25-30
- Pend EOBs in Last HP Checkwrite
- EFT Pre-Note Clarification
- Maintaining Multiple Trading Partners
- Multiple NCTracks Users
- POP Results

You can also find the [newsletter](#) on the new NCTracks website at www.nctracks.nc.gov. The functionality on the website will be limited until July 1. A temporary link has been added to the Home page to enable access to NCTracks training from June 25 to June 30. (On July 1, training will be accessible using the "Provider Training" button in the secure NCTracks Provider Portal.)

We want to thank you for the services you provide to NC DHHS program recipients. If you have any questions before July 1, please feel free to contact OMMISS provider relations at OMMISS.providerrelations@dhhs.nc.gov.