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## Utilization Management

**Initial PRTF Requests:** Effective with all new initial requests submitted on September 1, 2013 forward, initial authorizations will be for 30 days (instead of 14 days.) Concurrent authorizations will continue to be for 30 days.

**Person Centered Plans:** DO NOT submit an updated Person Centered Plan (PCP) with only a date change. Additionally, DO NOT copy and paste a previous PCP to create an updated PCP. **A copy of the old/current Person Centered Plan (PCP) with just a change to the date the PCP was developed IS NOT ACCEPTABLE as an ANNUAL PCP update.** The updated PCP should include changes with new/updated goals, and some goals may carry over to the new annual PCP. In addition, the annual PCP should show changes to the crisis plan.

Effective September 1, 2013, submitting a copy of the current PCP with only the “date developed” changed may result in the request being returned as “unable to process”.

**Treatment Plans:** Treatment plans for outpatient services must be updated on an annual basis. This does not required a “new” treatment plan, but the current one must, at least, be updated with new signatures from consumer.

**Psychosocial Rehabilitation:** In June 2013, Partners BHM decided to allow pass-through units for Psychosocial Rehabilitation (PSR) services (see Provider Communication Bulletin #18—June 14, 2013 for more detail.)

*Partners Behavioral Health Management communicates Provider Information through Provider Communication Bulletins, its website, [www.PartnersBHM.org](http://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](mailto:questions@partnersbhm.org). All Provider Bulletins and training event information are posted at [www.PartnersBHM.org](http://www.PartnersBHM.org).*

All units for PSR prior to June required prior authorization. The decision to allow pass through units includes the following limits on those pass-through units.

- 10 hours (40 units) per day
- 30 hours (120 units) per week
- 130 hours (520 units) per month this is based on a calculation using 4.2 weeks per month.
- 6240 hours (6048 units) per year

**These limits are NOT benefit limits.** A provider can always request additional units and a determination will be made based on medical necessity. If a provider anticipates exceeding any of these limits be it daily, weekly monthly or annual, a prior authorization is required. The provider will need to submit a SAR with all required documentation. Exceeding limits on any of these levels can cause a claim to deny.

**Psychological Testing:** Effective September 1, 2013 forward, the codes listed below will no longer count as part of the 8/16 unmanaged visits. The changes to units allowed prior to authorization required and maximum units allowed are outlined below. **It is important to note that when a provider delivers psychological testing you cannot request and/or bill a family therapy code approved to review testing results. This review is expected to be part of the codes approved for testing.**

Code	Pass-Through Units	Maximum Units	Additional Requirements
96101	6 (hours) unit pass through before authorization required	Up to max of 10 units	anything beyond 6 units submit psych testing form and service order with SAR
96118	8 (hours) unit pass through before authorization required	Up to max of 16 units	anything beyond 8 units submit psych testing form and service order with SAR
96110	No prior Authorization required	No prior Authorization required	No prior Authorization required
96116	4 units pass through before authorization required	Max 8 units	anything beyond 4 units submit psych testing form and service order with SAR
96111	6 events pass through	Max 8 units	anything beyond 6 units submit psych testing form and service order with SAR
96125	8 hour pass through before authorization required	Max 10 units	anything beyond 8 units submit psych

## Partners Wants You to Know...

**REVISED Medicaid and IPRS Benefit Grids:** The Medicaid and IPRS Benefit Grids have been revised and reposted to the website. The grids are effective September 1, 2013. To view the Medicaid Benefit Grid, [click here](#). To view the IPRS Benefit Grid, [click here](#).

**August Provider Forum:** Minutes from the August Provider Forum are posted and available by [clicking here](#). The next Provider Forum will be held on September 10, 2013.

**“At-Risk Children: What you need to know about Out of Home Placement, Intensive In-Home Services, Therapeutic Foster Care, Level II and III Group Homes” Training:** This training presentation is available on the Partners website on the “For Providers—Resources and Training” page--  
<http://www.partnersbhm.org/providers/resources-and-training.aspx>. FAQs will be available at a future date.

**Community Event! “The Tipping Point in Massive Violence”:** Whenever a massive violent act occurs, society always asks how the act could happen, and how it could have been prevented. Partners BHM is hosting a community event, “The Tipping Point in Massive Violence,” that focuses on the questions we ask ourselves when such acts occur.

During this community event, Dr. Octavio Salazar, MD, Partners BHM’s Medical Director will:

- discuss what leads an individual or youth to commit a massive violent act
- correct misunderstandings about the ideology of the individual carrying out the act
- reference early intervention and mental health practices that can help individuals
- identify skills to use when working with youth that display harmful intent to others

The event will also include a panel of community members to discuss collaborative efforts to decrease the chance of violence in local areas.

The event will be held on Thursday, October 03, 2013 - 4:00 PM - 6:00 PM at Catawba Valley Community College, East Campus, 2760 Hwy. 70 SE, Hickory, NC 28602. **Partners BHM welcomes all members of the community that work with youth throughout the Partners BHM region to this event.** RSVPs are not required but are encouraged. To RSVP for this event, [click here](#). If you have questions regarding the event, email [questions@partnersbhm.org](mailto:questions@partnersbhm.org).

**Enrollee Education Sessions:** Partners Behavioral Health Management Consumer Relations/Enrollee Education hosts “Enrollee Question and Answer” drop in sessions for individuals and families engaged in the Partners BHM care system. Sessions are an opportunity for individuals receiving services to ask questions and learn more about Partners and the Medicaid Waiver.

Sessions will be held in the following locations:

- September 24, 2013 from 6:00 PM- 7:00 PM, Partners BHM-Gastonia, 901 S. New Hope Road
- September 26, 2013 from 6:00 p.m.-7:00 p.m., Partners BHM-Elkin, 200 Elkin Business Park Dr.

Please call Tom Gray at 704-884-2519 or email [tgray@partnersbhm.org](mailto:tgray@partnersbhm.org) if you plan to attend a session. If you have any additional questions about the dates, times, or locations, please contact Tom Gray (above) either by email or phone. If you are unable to attend, Tom encourages individuals to contact him to meet at a different time.

**AlphaMCS Training:** Partners BHM continues to host AlphaMCS online training on a monthly basis. Course offered are:

- ***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 that 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.

Registration is required. Visit <http://www.partnersbhm.org/calendar> to view trainings --click on the event box to access registration link. You can also access the Video Training Library at any time by visiting <http://www.partnersbhm.org/providers/alphamcs.aspx>.

## State News

**Public Comment Period—8A-1, Assertive Community Treatment (ACT) Program:** The Division of Medical Assistance posted *Proposed Policy 8A-1, Assertive Community Treatment (ACT) Program* for public comment. The information is the same as in the new service definition released August 1, 2013, but in a different format. The comment period end date is October 6, 2013. To read the proposed policy or submit comments, visit <http://www.ncdhhs.gov/dma/mpproposed/>.

**Important Information from NCTracks:** The following information was released by the NCTracks Communication Team on August 19.

**Updated 2013 Checkwrite Schedule Document for DMA:** An updated version of the 2013 Checkwrite Schedule Document, specific to DMA, has been posted to the [Provider Portal home page](#) under Quick Links. The [revised document](#) explains the NCTracks checkwrite cycle and the meaning of the terms used in the checkwrite schedule, including cutoff dates and times for each method of claim submission. Providers are encouraged to refer to these documents to understand when claims will be processed and payments made. (The checkwrite dates have not changed from those previously published.) A version of the document specific to DMH, DPH, and ORHCC will be posted shortly in the same location.

**New Provider User Guides and Training web page:** A new [Provider User Guides and Training web page](#) has been created on the NCTracks Provider Portal for User Guides, Fact Sheets, and Provider Training information. The User Guides contain useful step-by-step instructions with screen shots for many topics of interest. Providers are also encouraged to continue to take advantage of Provider Training opportunities available through SkillPort on the secure Provider Portal.

We have moved some documents from their previous locations to consolidate multiple pages into a single source of information for providers who need assistance with using NCTracks. This removes the guesswork on where to go to locate these types of resources. Providers are encouraged to visit this web page frequently for new User Guides and updated information.

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Updated Contact Information: The [NCTracks Contact Information document](#) has been updated to include mailing addresses for refunds to Medicaid. The latest version of the document can be found on the [Provider Portal home page](#) under Quick Links.

**NC MH/IDD/SAS Health Plan and NC Innovations Waiver Approvals:** The Centers for Medicare and Medicaid Services (CMS) has approved the renewal of both the 1915 (b) NC MH/IDD/SAS Health Plan and 1915 (c) NC Innovations Waiver. The effective date of both is August 1, 2013. The NC Innovations Policy, DMA Clinical Coverage Policy 8P, is available at [www.ncdhhs.gov/dma/index.htm](http://www.ncdhhs.gov/dma/index.htm).