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Change in February Provider Forum

Due to limited space in Gastonia (because of unexpected auditorium renovations) individuals wanting to attend the February Provider Forum in Gastonia MUST register.

The next Partners BHM Provider Forum will be held on Tuesday, February 11, 2014 beginning at 1 p.m. via videoconference to all three regional offices (Elkin, Gastonia, Hickory). Speakers will be presenting from Hickory. All planning to attend are asked to register. To register, please click on the location where you plan to attend:

[Partners BHM - Elkin](#), 200 Elkin Business Park Dr., Elkin, NC

[Partners BHM-Gastonia](#), 901 S. New Hope Rd., Gastonia, NC

[Partners BHM-Hickory](#), 1985 Tate Blvd. SE (First Plaza), Hickory, NC

AlphaMCS Change—FTP “Out” Folder

Please note that as of February 1, providers and clearinghouses will no longer be able to delete files from their FTP “OUT” folder, as this was causing a major issue with verifying what had been received and when. The files in these folders will be deleted after 90 days. Providers were previously told this would happen in November, but will now take effect on February 1. Here are the insurances this change applies to, all North Carolina Managed Care Organizations, and their payer IDs:

Alliance – 23071
Smoky – 13010
Centerpoint – 23021
CoastalCare – 43141
Partners – 13141
MeckLink – 13102

Partners Wants You to Know...

All Contracted Providers-- Certificate(s) of Insurance required to be submitted to Partners BHM annually as renewed: Certificates of Insurance must be sent to Partners Behavioral Health Management Contract Department annually in order to comply with contractual requirements.

The COI's may be mailed to Partners BHM, Contract Dept., 200 Elkin Business Park Drive, Elkin, NC 28621. They may also be emailed or faxed directly to the Contract Coordinators below:

- **Medicaid** Contracts: Jan Whitaker, jwhitaker@partnersbhm.org , or Fax # 336-527-3265.
- **State Funded** Contracts: Melena Wilmoth, mwilmoth@partnersbhm.org , or Fax # 336-527-8006.

COI's should include General, Professional, & Auto Liability as well as Workers Compensation coverage amounts and effective dates as applicable. Partners Behavioral Health Management should be listed as the certificate holder and listed as Additional Insured for Professional Liability.

For questions concerning insurance certificates, providers may contact the Contract Department at 336-527-3295.

Tenancy Support Trainings: The Department of Health and Human Services is sponsoring “Best Practices in Tenancy Support” in four locations across North Carolina in February and March. This two-day training is of priority for Assertive Community Treatment teams and Quadel housing staff who are required to provide Tenancy Support Services as part of the Transitions to Community Living Initiative. If an agency has multiple teams, they may send one to two staff **per team** as there is limited space. If you have questions regarding this training, please contact Emery Cowan at emery.cowan@dhhs.nc.gov. To register, visit <https://www.eventbrite.com/e/best-practices-in-tenancy-support-sponsored-by-nc-dhhs-tickets-10184747855>>

Medicaid Top Five Denials from December 2013:

	MEDICAID TOP 5 DENIALS from December 2013	PROVIDER RECOMMENDED ACTION STEPS
1	Patient not enrolled on the date of service.	Verify that all patient information is correct on claim. Check the existence of a patient insurance.
2	Service is not authorized	Verify Service Authorization for consumer. Contact Utilization Management.
3	Service not in contract	Review your contract with the Provider Network prior to refiling claim.
4	Duplicate Claim	Claim has previously been submitted and adjudicated. Do not refile.
5	Claim received after billing period	Write off charges as non-billable. Do not rebill.

“Find a Provider” Website Tool: You can now access Partners BHM’s “Find a Provider” website tool from any page within the www.partnersbhm.org website. Please keep in mind that this tool is constantly being updated to include new information. At this time, phone numbers are not available on the site and will be uploaded soon. If you see a discrepancy, please email questions@partnersbhm.org.

Provider Alerts: Beginning 2014, all Provider Alerts will be posted at the bottom of the “For Providers” page. *If you would like to receive Provider Alerts via email*, please visit the Partners BHM website, click on “Register” at the top of the webpage, and subscribe or change your subscription options to include “Information for Providers.”

State to MCO Communication

The Divisions of Medical Assistance and Mental Health/Developmental Disabilities/Substance Abuse Services routinely publish MCO Communication Bulletins to the managed care organizations. Below are recent communications:

MCO Communication Bulletin #74-- Prior Authorizations for Medicaid Behavioral Health Inpatient Beneficiaries Age 65+:

To further clarify MCO Communication Bulletin #69, dated November 15, 2013, prior authorization by the LME-MCO is required for inpatient behavioral health Medicaid beneficiaries age 65 years and over, following exhaustion of Medicare benefits or in the absence of Medicare coverage. The authorizing legislation for the 1915(b)(c) Medicaid Waiver (Session Law 2011-264 (HB 916)) cites no exclusions of this population of beneficiaries age 65 years and over from review by Utilization Management. Prior authorization by the LME-MCO is required as the LME-MCO is fully responsible for managing these acute psychiatric inpatient services for this population and expenditures for such are included in the LME-MCO’s Capitation Rates.

MCO Communication Bulletin #75-- NC Innovations Waiver Amendments: The Centers for Medicare and Medicaid Services (CMS) has approved a Technical Amendment to the NC Innovations Waiver with the following changes:

1. Health Coverage for Workers with Disabilities (HCWD) Basic Group has been added as an eligibility category to enable Innovations Waiver beneficiaries to pursue competitive employment without the loss of eligibility based on income.
2. Food thickeners for adults with Dysphagia are available under the Assistive Technology-Equipment and Supplies service definition.

These changes are effective retroactively to October 1, 2013.

Partners Training Academy

All Partners Training Academy opportunities are posted on the Calendar at <http://www.partnersbhm.org/calendar/>. Training participants are asked to please arrive at least 10 minutes prior to the start of the training to allow for check in.

Did you receive the Training Update? Starting in January, Partners BHM began publishing the Partners Training Academy *Training Update*. The *Training Update* will be sent at the beginning of the month to subscribers identified as providers, and lists information about trainings scheduled over a three-month period. In addition, all Partners Training Academy opportunities are posted on the Calendar at <http://www.partnersbhm.org/calendar/>.

Want to receive the Training Update? Update your Constant Contact subscriber options and make sure to select "All Partners BHM Communications" or "Information for Providers." You can do this by clicking on the "Register" link on the top of the Partners BHM home page.

NC SNAP Examiner Certification: NC-SNAP certification is available to professional Developmental Disability staff responsible for completing or reviewing NC-SNAP assessments as part of their job responsibilities. The next training will be on February 6, from 1-4 p.m. at Dorothea Dix Hospital, Raleigh, NC. Contact Christy Dowell at cdowell@partnersbhm.org to register for this training opportunity.

NC TOPPS 101 Training: Partners BHM is offering NC TOPPS 101 training across the region throughout the month of February. This training will be an overview of the NC TOPPS system. This training is recommended for new agency staff. Space is limited to 12 staff as it will be "hands-on" training to help you navigate the NC TOPPS system. Email Sheila Wall at swall@partnersbhm.org to register for this training.

- February 5, 9:30 a.m.-11:30 a.m., Partners BHM-Gastonia, MIS Training Room, 901 S. New Hope Rd.
- The February 3 training scheduled for Hickory and the February 7 session in Elkin are both cancelled due to lack of response.

NC TOPPS Superuser Training: Partners BHM is offering NC TOPPS Superuser training across the region in February. This training will be an overview of the functions of the NC TOPPS Superuser. This training is recommended for new agency Superusers. Space is limited to 10 staff as it will be "hands-on" training. Email Sheila Wall at swall@partnersbhm.org to register for this training.

- February 5, 1:30-3:30 p.m., Partners BHM-Gastonia, MIS Training Room, 901 S. New Hope Rd.
- The February 3 training scheduled for Hickory and the February 7 session in Elkin are both cancelled due to lack of response.

Crisis Response, Crisis Intervention Therapy: Partners BHM is offering this FREE training to providers across the region on the following dates:

Elkin and Hickory—February 19 from 9 a.m.-12 p.m. Training will be live in Hickory, videoconference to Elkin. *At this time, both locations are full. To be added to the waiting list, please contact Janet Noblett at jnoblett@partnersbhm.org,*

Other Workgroups and Events

The Intellectual/Developmental Disability Provider Workgroup will meet on February 28, 2014 from 2-4 p.m. in the Multipurpose Conference Room at Partners BHM-Hickory, 1985 Tate Blvd SE (First Plaza Building), Hickory. If you have questions or would like to learn more about this workgroup, please contact Christy Dowell at cdowell@partnersbhm.org. To view the 2014 workgroup meeting schedule, [click here](#).

Partners Provider Council Meeting: The Partners Provider Council serves as a professional representative and advocate for all service providers in the Partners Behavioral Health Management catchment area. The next meeting will be on Friday, February 28, 2014 from 9:30 a.m. – 12 p.m., at Partners BHM-Hickory, Multipurpose Room, 1985 Tate Blvd. SE (First Plaza), Hickory. All providers are welcome to attend. Providers will meet from 9:30 a.m.-10:30 a.m. Partners BHM staff will join the meeting from 10:30 a.m.-12:00 p.m. You can also learn more about the Provider Council by [clicking here](#).