



## Provider Communication Bulletin #28 February 28, 2014

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## **Quarterly Level I Incident Report Due April 10, 2014**

**Attention Category A and B providers**--The Quarterly Level I Incident Report is due to Partners BHM on April 10, 2014 for the third quarter – January, February, and March 2014. 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>.

**This is a contract requirement and part of the new Routine Monitoring tool for all agencies except inpatient hospitals and LIPs. Out of state providers may fax the report (and Level II and III incidents) to 704-884-2620.**

Please remember to complete one report per site your agency operates. If you report incidents as "Other," please include summary on page 2 so we will have the areas to include in our analysis. You may email this report to us at [irisquarterlyreport@partnersbhm.org](mailto:irisquarterlyreport@partnersbhm.org).

This report includes all Level I incidents **EXCEPT Innovations Failure to Provide Backup staff reports. Innovations back up reports must be reported daily or as soon as identified and faxed to the Quality Management staff at Partners BHM within 72 hours of occurrence. Innovations Level I back up incidents are NOT to be reported on the QM11 report due April 10.**

Please feel free to ask questions as you submit these reports. The Consumer Rights Officer to contact is Amy Dotson at 704-884-2576 or [adotson@partnersbhm.org](mailto:adotson@partnersbhm.org). She will receive and review your reports as well as respond to your email questions.

## **Utilization Management**

*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).*

**PROCEDURES for Inpatient and Outpatient Electroconvulsive Therapy:**

**Inpatient ECT:**

- When a decision is made to use ECT, the attending physician will complete the Partners BHM [ECT information form](#) (located at For Providers/Information & Documents/Utilization Management) to be placed in the patient's chart on the unit
- Hospital facility utilization review staff will notify Partners BHM Utilization Management staff (Inpatient Team) when ECT is ordered by calling 1-877-864-1454 , ext. 2039 or 704-842-6434 (Partners' direct line for inpatient review staff).
- Hospital facility staff will attach/upload/fax the completed Partners BHM ECT information form into the patient module when requesting a concurrent review. This completed form will serve as additional justification for continued stay. Other clinical information may also be required.

**Outpatient ECT:**

- Medical Doctor ordering ECT should complete the Partners BHM ECT information form. If the consumer already has an open record and client ID in the Partners BHM system, the MD's administrative staff can fax the form to Partners BHM UM team at 704-884-2703 or office staff can enter a Service Authorization Request (SAR) and attach ECT form versus faxing.
- If the consumer does not have an open record with Partners BHM, the MD's office administrative staff will need to enter a SAR in AlphaMCS and attach the ECT information form.
- Once the SAR is approved, other MDs in the same practice can provide an episode of ECT when necessary regardless of which MD is listed as the attending on the SAR.
- The Partners BHM UM staff will provide an automatic approval for the services without additional clinical information required. No concurrent SARs will be required.

## Customer Services

**Attention Hospitals—Special Project Enrollment Form** has been updated on the Partners BHM website. It can be located at <http://www.partnersbhm.org/providers/provider-forms.aspx> in the "Information for Hospitals" category.

**Reminders for Providers:**

**ENROLLMENT REQUESTS FROM PROVIDERS:**

1. All Provider Enrollment Requests **must** be submitted to Partners MCO via AlphaMCS within **seven calendar** days of the consumer's first date of service/screening date/assessment date.  
Enrollment Requests...
  - a. Must be complete (page 1 and page 2)
  - b. Must contain an appropriate target pop and diagnosis
  - c. Must contain **all Substance Use details** when applicable (Diagnosis of Poly Substance Dependence requires 3 groups of drugs (not including caffeine or nicotine).
  - d. Must have a matching screening date, admission date and start date of diagnosis and target pop.
  - e. Should not have an end date on the diagnosis entered on page 2
  - f. Should not have UNKNOWN in any of the fields
2. If the Enrollment Request is submitted more than seven calendar days after the date of first service/screening/assessment, **the date of submission will be considered the effective date** of IPRS/State funded health plan.

UPDATE REQUESTS: Should not have UNKNOWN in any of the update fields.

## Finance and Billing

	MEDICAID TOP 5 DENIALS from January 2014	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	Referenced claim has already been resubmitted. Multiple resubmissions not allowed.	Provider can look in the Patient module to find all claims entered for that patient and see which are identical and when they were submitted.
3	Duplicate Claim	Claim has previously been submitted and adjudicated. Do not refile.
4	Service is not authorized	Verify Service Authorization for consumer. Contact Utilization Management.
5	Claim received after billing period	Write off charges as non-billable. Do not rebill.

## Meetings and Events

**Save the Date—March Provider Forum**: The March Provider Forum will focus on topics of interest for Licensed Independent Professionals. The meeting will be held via videoconference on Tuesday, March 11, in Partners’ Elkin, Hickory and Gastonia offices. The forum begins at 1 p.m. If you plan to attend the meeting, please [RSVP online](#).

**Partners Behavioral Health Management Consumer Relations/Enrollee Education** will host “Enrollee Question and Answer” drop in sessions for individuals and families engaged in the Partners BHM care system. This is a great opportunity for individuals in the Partners BHM Health Plan to ask questions and learn more about Partners and the Medicaid Waiver. To learn more or to register for a session, please contact Tom Gray at 7004-884-2519 or email [tgray@partnersbhm.org](mailto:tgray@partnersbhm.org). If you have questions about the dates, times, or locations, please contact Tom Gray (above) by email or phone.

**March and April 2014 dates:**

- March 18, 2014 - from 6 p.m. until 7 p.m., Partners BHM, Gastonia, 901 S. New Hope Road
- March 20, 2014 from 6 p.m. until 7 p.m., Partners BHM, Elkin, 200 Elkin Business Park Dr.
- April 22, 2014 from 6 p.m. until 7 p.m., Partners BHM, Gastonia, 901 S. New Hope Road
- April 24, 2014 from 6 p.m. until 7 p.m., Partners BHM, Hickory, 1985 Tate Blvd. SE

**Tenancy Support Trainings**: The Department of Health and Human Services is sponsoring “Best Practices in Tenancy Support” in Asheville and Wilmington during the first week in March. This two-day training is of priority for Assertive Community Treatment trainers 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](mailto:emery.cowan@dhhs.nc.gov). [Register](#) online.

**Handouts from the February 11 Provider Forum** are located on the Partners BHM website at <http://www.partnersbhm.org/providers/provider-forms.aspx> in the “Provider Forum Information” category.

## 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 March 6, from 1-4 p.m. at Dorothea Dix Hospital, Raleigh, NC. Contact Christy Dowell at [cdowell@partnersbhm.org](mailto:cdowell@partnersbhm.org) to register for this training opportunity.

## State News

**Person-Centered Comprehensive Prevention and Intervention Crisis Plan Survey:** Per Communication Bulletin #139, DMH/DD/SAS and DMA made a commitment to assess the Person-Centered Comprehensive Prevention and Intervention Crisis Plan of its value and effectiveness approximately three months post implementation. The assessment was to be based on summative, qualitative/quantitative measures, formal and informal gathering of information from consumers and stakeholders. Please find below, a link to an electronic survey that was developed to support this effort. The deadline to submit the survey is **by 5:00 p.m., Friday, March 7**. (Please be advised that an additional survey will be forthcoming for family members and individuals receiving services).

<https://www.ncsurveymax.com/TakeSurvey.aspx?SurveyID=m24L8n7>

Thank you for taking the opportunity to complete the survey and providing valuable feedback.