

IN THIS BULLETIN:

Care Coordination Referrals

New Quarterly Provider Incident Report Form

Attention Hospitals Doing Business with Partners BHM

Utilization Management

- DSM V
- ASAM Scores
- Pass Through Limits: Substance Abuse Intensive Outpatient and Substance Abuse Comprehensive Outpatient Treatment
- Residential Level IV Code Change
- Basic Benefits--Individual, Family and Group Therapy

Finance and Billing

- LME/MCO Checkwrite Schedule
- Medicaid Top 5 Denials From April 2014

Provider Reminders

- NC MH/DD/SAS Provider Monitoring Updates
- Provider Alerts

Meetings and Events

- Behavioral Healthcare Access Community Meetings
- Global Continuous Quality Improvement Meeting
- June Provider Forum

Partners Training Academy

Care Coordination Referrals

The Care Coordination Departments (Intellectual/Developmental Disabilities and Mental Health/Substance Abuse) will be accepting internal and external referrals. Referrals are to be made via the [Standard Referral Form](#). (To location on website, go to For Providers>Information & Documents > expand Provider Information category.) To make a referral, you only need to complete the demographic information AND the page that identifies the consumer's needs. Please make sure to complete the following:

- All demographic information
 - Page of consumer needs
 - A detailed description of what you would like Care Coordination to do
 - An email for correspondence
1. Submit the referral form to the designated care coordination email on the form.
 2. Include **CC Referral** in the subject line.
 3. A response will be sent out within **72 hours**.

If you have any questions, please contact:

Doug Gallion, IDD Clinical Director, dgallion@partnersbhm.org

Allison Gosda, MHA Clinical Director, agosda@partnersbhm.org

New Quarterly Provider Incident Report Form

Partners Behavioral Health Management has developed a new [Quarterly Provider Incident Reporting form](#). Starting on July 1, 2014, this form **MUST** be used when completing your fourth quarter reports due on July 10, 2014. *The old forms on the state website will no longer be accepted!* You can download the new form from our website (Go to For Providers>Information & Documents>expand the Provider Information Category.) If you have questions, please contact Amy Dotson at 704-884-2576.

Attention Hospitals Doing Business with Partners BHM

Recently, Partners BHM updated its [Hospital Behavioral Health Facility Instructions Manual](#). This manual contains links to all relevant forms needed for enrollment of individuals. You can also access this information on the Partners BHM website (go to For Providers> Information & Documents> click on Information for Hospitals category.)

Utilization Management

DSM V: On August 1, 2014, DMA will implement the use of DSM V. This will affect authorizations. **Any authorization request submitted to the MCO on or after August 1, 2014 must have the consumer's diagnosis align with DSM V.**

It is important to remember with DSM V diagnosis will not be presented in Axis I-III format. The use of "No Diagnosis" code (V71.09) or the "Diagnosis Deferred" (799.9) codes when entering a SAR have no value, with the elimination of the multi-axis diagnostic coding. If a consumer has **No Diagnosis (V71.09)** they should not be getting MH/SA/IDD services. **Diagnosis Deferred (799.9)** should only be used if requesting an initial assessment code (unlikely due to the unmanaged visits).

The current DSM IV diagnosis is not necessarily a cross walk to DSM V. Some diagnosis underwent significant changes with added or deleted symptom requirements. Some diagnosis were removed from the manual and there are some additions.

Partners BHM staff has developed a summary of the changes on our website at www.partnersbhm.org. (Go to For Providers>Resources & Training.) There is also a link to the American Psychiatric Association website for a more detailed description of the changes.

ASAM Scores: There have been several questions asked about the information in the recent Communication Bulletin related to the requirement for ASAM scores. When a consumer has a dual diagnosis of mental health and substance abuse, there must be a LOCUS/CALOCUS and an ASAM score submitted with all authorization requests. An ASAM score can be determined by the licensed clinician doing the Comprehensive Clinical Assessment. All licensed staff not just Licensed Clinical Addiction Specialist can provide an ASAM score.

Pass Through Limits: Substance Abuse Intensive Outpatient and Substance Abuse Comprehensive Outpatient Treatment have pass through days. The pass through day allowance has a maximum number of days allowed in a year. SAIOP allows *30 days once per calendar year*. SACOT allows *60 days once per calendar year*.

If a consumer attends less than 30/60 days of a pass through, the pass through day count does not start over in the same year. If treatment is resumed a SAR would need to be submitted prior to the first day of treatment in this episode. If no SAR is submitted and approved, claims may not process.

Residential Level IV Code Change: Effective July 1, 2014, Level IV residential providers will change the code used for submitting authorizations and claims. Currently the code is **H0019U4**.

AS OF July 1, 2014 forward, the code will be **H0019U5**.

Basic Benefits--Individual, Family and Group Therapy: Smoky Mountain Center and CenterPoint have announced they will no longer require prior authorization for individual, family or group therapy services. **Please note that Partners BHM has not made any changes to our processes and therefore still require prior authorization for these outpatient services beyond the eight and 16 unmanaged visits.**

Finance and Billing

LME/MCO Checkwrite Schedule: The [2014 Standardized NC LME/MCO Checkwrite Schedule](#) has been modified. The cutoff date of 06/17/2014 has been changed to 06/19/2014. To view the revised schedule, go to For Providers>Information & Documents > expand the Provider Information category.

	MEDICAID TOP 5 DENIALS from April 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	No contract exists or rate is not yet set up	Refer to your contract and call Provider Network Development with questions.
3	Service is not authorized	Verify Service Authorization for consumer. Contact Utilization Management.
4	Claim received after billing period	Write off charges as non-billable. Do not rebill.
5	Duplicate Claim	Claim has previously been submitted and adjudicated. Do not refile.

Provider Reminders

NC MH/DD/SAS Provider Monitoring Updates: Providers are urged to visit the Division's Provider Monitoring webpage (<http://www.ncdhhs.gov/MHDDSAS/providers/providermonitoring/index.htm>) for the latest news and updates.

Several documents and resource materials have been added to the Provider Monitoring web page over the past few weeks. These include:

- A link to the Provider Monitoring Survey which is to be completed after the provider has received their monitoring report from the LME-MCO.
- A series of nine webinars as a follow-up to the introductory workshops held in February.
- A summary of the training evaluations from the introductory workshops.
- The DHHS Provider Review Database which the LME-MCOs will use to report their monitoring activities.
- A new section with conference, workshop and training presentations.

Each time new information is posted, a notice is placed on the Announcements page, however, in order to ensure that you are aware of these postings, we will notify you when new material is posted. When you receive these notices, we would appreciate your assistance by informing your staff and/or the members of your provider network or provider organization of these updates.

Provider Alerts are emailed to all providers subscribed through Constant Contact for “Information for Providers” and “All Partners BHM Communications”, and are posted at the bottom of the “For Providers” page at www.partnersbhm.org.

Meetings and Events

Behavioral Healthcare Access Community Meetings: Partners is hosting a series of community meetings to address the concept of a "known safe place" for citizens to conveniently access same day service for behavioral health needs. Our goal is for all citizens, law enforcement, service professionals and practitioners to know where to go when behavioral health care services are needed.

We hope that you will join us at one of the meetings listed below. If you have questions about the meetings, please contact Stacy Bryant, Communication Officer, at 704-884-2558 or email sbryant@partnersbhm.org.

[Cleveland County](#)

Thursday, May 29, 2014, 5 p.m.-6:30 p.m., Cleveland County Library, 104 Howie Dr., Shelby

[Iredell County](#)

Tuesday, June 3, 2014, 5 p.m.-6:30 p.m., Iredell County Public Library, 201 Tradd St., Statesville

[Burke County](#)

Wednesday, June 4, 5 p.m.-6:30 p.m., Morganton City Hall Council Chambers, 305 East Union St., Morganton

[Gaston County](#)

Tuesday, June 10, 2014, 5 p.m.-6:30 p.m., Partners BHM Auditorium, 901 S. New Hope Rd., Gastonia

[Lincoln County](#)

Wednesday, June 11, 2014, 5 p.m.-6:30 p.m., Lincoln Cultural Center Reception Hall, 403 East Main St., Lincolnton

[Yadkin & Surry Counties](#)

Wednesday, June 18, 2014, 5 p.m.-6:30 p.m., Yadkin Arts Council, 226 East Main St., Yadkinville

Global Continuous Quality Improvement Meeting: The Next Global CQI meeting will be held Friday, June 6, 2014 at Partners BHM- Hickory (Multipurpose Room), 1985 Tate Blvd. SE, Hickory NC. If you have questions about this committee, please contact Jackie Copeland at jcopeland@partnersbhmr.org or 336-527-8015.

Register for the June Provider Forum: The June Provider Forum will focus on issues pertaining to all providers. The forum will be held via videoconference on Tuesday, June 10, 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 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.

Missed the Training Update? No problem! Looking for your copy of the Partners Training Academy Update and can't find the email? Never fear—simply go to the “Resources and Training” page in the For Providers Section of the website to access the latest version. *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.