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Rate Increases – Intermediate Care Facilities for Individuals with Intellectual Disabilities and Partial Hospitalization

Partners continues to assess rates for services and follow through with our commitment to reinvest funding into services for those you serve.

Effective October 1, 2015:

- Partners will increase the daily rate for community-based (non-State Operated Facilities) ICF-IIDs by five percent. This rate is effective for claims with dates of service starting October 1, 2015.
- Partners will increase the rate for Partial Hospitalization to \$48.00 per hour or \$192.00 per diem. This rate will be effective for claims with dates of service starting October 1, 2015.

Inpatient Hospital Notice for Medicaid and IPRS Funding

As previously discussed, Partners Behavioral Health Management, the local management entity/managed care organization for Gaston, Lincoln, Cleveland, Iredell, Surry, Yadkin, Burke and Catawba County of NC, will be replacing our current unmanaged three day pass through for all Medicaid and IPRS inpatient services. The new process will involve a time-sensitive approach to providing hospitals with an appropriate authorization for services to our eligible and enrolled members. **This does NOT include three-way contracts.** Three-way admission will still have a four day pass through for substance abuse consumers and a seven-day pass through for mental health consumers as is stated in the contract.

**Partners Behavioral Health Management
Provider Communication Bulletin #48
September 25, 2015**

Please note the 72 hour pass through for Medicaid and IPRS funded Inpatient care will end on September 30, 2015. Starting October 1, 2015, hospitals will be required to submit a service authorization request via Partners' AlphaMCS on the day of admission. Partners' Utilization Management Department will be available to process requests (SARs) after normal business hours. UM will respond to all requests in no more than 12 hours of submission.

Submissions received after the day of admission will be reviewed back to the first day of admission. For example, if the admission occurs on a Saturday and the clinical information is submitted on Monday, that indicates the admission was not justified, the hospital will not be paid. It is best practice to submit on the day of admission to avoid potential paybacks.

Please NOTE - IPRS only: If a consumer is not enrolled in IPRS, the hospital will submit your Special Enrollment Form to Partners Customer Services. Providers will not enter a Service Authorization Request (SAR) in AlphaMCS on admission but rather will submit clinical justification for the patient admission in addition to your Special Enrollment Form. *This process is only for the initial request.* Any request for additional days must have a SAR submitted through AlphaMCS. Continue to follow the same process and fax number used now, but include clinical information supporting medical necessity for admission on the day of admission.

Change to Supported Employment Requests

In following the Supported Employment definition, Partners Utilization Management has required providers to submit an assessment or statement from Vocational Rehabilitation (VR) when submitting a Service Authorization Request. This has caused some difficulty due to VR not being able to complete these assessments.

UM wants consumers to have access to needed services. The decision has been made that UM will immediately **stop requiring** the VR assessment or statement when Supported Employment is requested. All other documentation that provides clinical justification for the service is still required. This applies to both Mental Health/Substance Abuse and Intellectual/Developmental Disabilities Supported Employment, and all fund sources.

New Process for Submitting NC-SNAPs

Partners is implementing a new process for submitting NC Supports Needs Assessment Profiles (NC-SNAP) for providers that serve individuals with Intellectual and/or Developmental Disabilities (i.e. B3, IPRS, ICF-IID; state developmental centers). Historically, providers have submitted their NC-SNAPs to one staff person at Partners, and that staff member would upload the NC-SNAP into AlphaMCS.

Effective October 1, 2015, providers should fax NC-SNAPs to their assigned point person at Partners and continue to upload NC-SNAPs into AlphaMCS.

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Providers have been assigned according to region and will be notified of their assigned point person (below) prior to October 1. [A list of providers and assigned NC-SNAP submission point persons](#) is available on the IDD webpage in the “For Providers” section of www.partnersbhm.org. If you have not been notified of your assignment by October 1, please contact Stephanie Norman at 828-323-8060 or email snorman@partnersbhm.org.

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|--|---|--|
| Elkin Region Debra Drye ddrye@partnersbhm.org Fax: 336-527-3320 Office: 828-325-4697 | Hickory Region Stefani Robbins skrobbins@partnersbhm.org Fax: 828-325-8715 Office: 828-323-8083 | Gastonia Region Brenda Phillips BPhillips@partnersbhm.org Fax: 704-884-2705 Office: 704-772-4318 |
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Quarterly Provider Incident Reports Due October 12th

Quarterly Provider Incident Reports for the first quarter are due to Partners by Monday, October 11, 2015. All reports must be completed on the form developed by Partners last year. The old forms on the State website will not be accepted. You can download the correct [form](#) from our [website](#) at <http://www.partnersbhm.org/For%20Providers/incident-reporting>. *(The document is in Microsoft Word. When opening the document, a box may appear asking you to enter your credentials. Simply close the box by clicking on the x in the corner and the document will appear.)*

Partners will accept one report per agency rather than one report per active site. Please use the name of your agency that is on your contract at the top of the report along with the number of sites you have active for the quarter of July through October 2015. If your agency did not provide services to any of our consumers during the reporting quarter, you do not have to report.

If you have questions regarding this information, please contact Amy Dotson at 704-884-2576. PLEASE NOTE: Partners did not request the blanket waiver for our provider network. However, your agency may obtain the waiver directly by contacting the DMHDDSAS Quality Management Team at 919-733-0696 or email ContactDMHQuality@dhhs.nc.gov for assistance.

Provider Routine Monitoring Tools Updated

Please note that the Provider Routine Monitoring Tools have been updated and will be used beginning October 1, 2015. They are available on the Division of Mental Health’s website and through accessing the following link: <http://www.ncdhhs.gov/providers/provider-info/mental-health/provider-monitoring>

Relative as Direct Support Employee Forms Updated

The NC Division of Medical Assistance has updated the “Relative as Direct Support Employee” application. Providers are asked to delete all previous versions and use the version located at www.partnersbhm.org (For Providers -> Intellectual and Developmental Disabilities -> Relative as Direct Support Employee).

NC-TOPPS Resource Guide Available

Partners is pleased to announce that NC DHHS has made a new resource available called the NC-TOPPS Resource Guide. It is an easy-to-use codebook that includes interview question descriptions, definitions and entry instructions for completing the NC-TOPPS interview forms. This is a great resource for your assistance to ensure that the questions are understood and information is entered correctly.

The NC-TOPPS Resource Guide is now available on the NCTOPPS Getting Started webpage at <https://nctopps.ncdmh.net/Nctopps2/docs/NC-TOPPSResourceGuideSFY1516.pdf>. Please feel free to share this resource at your agency.

Should you have any questions or need other NC-TOPPS information, please contact Sheila Wall at swall@partnerbhm.org or call 704-884-2560. You may also contact the NC-TOPPS Help Desk directly for assistance at nctopps@ncsu.edu or call 919-515-1310.

Provider Taxonomy Verification Assistance/Training

Staff from Partners will be offering assistance verifying taxonomies in Alpha and NCTracks in training sessions on October 7th in Hickory. Registration is required as seating is limited. Please select the time you wish to attend to complete registration.

[8:30 - 9:30 a.m.](#)

[1:00 - 2:00 p.m.](#)

[2:00 - 3:00 p.m.](#)

[3:00 – 4:00 p.m.](#)

Please make sure to check Partners Training Academy Update or our web calendar for any additional training dates. To learn more about taxonomy verification, check out page 17 of the [August 2015 Provider Forum handout](#). Handouts from all provider forums are located in the “For Providers” section of the Partners website.

Top Five Claim Denials for August 2015

The following table highlights the top five reasons for claim denials in August 2015.

| MEDICAID TOP 5 CLAIM DENIALS August 2015 | PROVIDER RECOMMENDED ACTION STEPS |
|---|---|
| No contract exists or rate is not set up yet | Refer to your contract and call your Provider Network Specialist if you have any questions. |
| Another concurrent service has been approved or waiting to be processed | Confirm the service previously sent is correct. If not, send a reversal or replacement claim. |
| Service is not authorized | Verify Service Authorization for consumer. Contact Utilization Management with questions. |
| Invalid DCN (Document Ctrl Number) or resubmission ref # | Look at your RA with the original claim number and make sure you entered it correctly. |
| Duplicate Claim | Claim has previously been submitted and adjudicated. Do not refile. |

Provider Reminders

October Provider Forum: The next Provider Forum is scheduled for October 13, 2015. This forum is for all providers. Please RSVP for the location in which you will attend:

- [Partners-Elkin](#), 200 Elkin Business Park Dr., Elkin, NC
- [Partners-Gastonia](#), 901 S. New Hope Rd., Gastonia, NC
- [Partners-Hickory](#), 1985 Tate Blvd. SE (First Plaza), Hickory, NC

Handouts from previous forums are located at www.partnersbhm.org on the [Provider Forums](#) page.

Provider Orientation Toolkit and Provider Manual Revisions: Providers new to the Partners' Network need to make sure and review the [Provider Orientation Toolkit](#) located on the [Provider Enrollment and Credentialing](#) webpage.

In addition, the [Provider Operations Manual](#) is available on the "[For Providers](#)" page.

Find a Provider Website Search Tool: Partners frequently updates the information in its "[Find a Provider](#)" website search tool. Providers are asked to review the information for your organization and submit any corrections or changes to your Provider Specialist. Provider Specialists Assignment lists are located on the For Providers/Provider Network Management Page at www.partnersbhm.org.

Provider Alerts: Provider Alerts are emailed to all providers subscribed through Constant Contact for "Information for Providers" and "All Partners Communications," and are posted on the main "For Providers" page at www.partnersbhm.org.

Provider Alerts issued since the last Bulletin:

[September 16, 2015](#) - AlphaMCS Downtime; Credentialing Update, Taxonomy Training

[September 1, 2015](#) - Provider Taxonomy Verification Assistance Training

[August 27, 2015](#) - Important information regarding the Residential Level III Request for Proposals

State News

LME-MCO Joint Communication Bulletins

All LME-MCO Joint Communication Bulletins can be found at

<https://www.ncdhhs.gov/divisions/mhddsas/communication-bulletins>. (Partners does not post the LME-MCO Joint Bulletins on its website.)

Bulletins issued since the last Provider Bulletin:

- #J155 - IASCY
- #J156 – Determination of County of Residency for Inmates
- #J157 – Submission of Encounter Claims Not Matching those in NCTracks
- #J158 – 2015-16 National Core Indicators
- #J159 – Updated Category of Eligibility Tables for the Medicaid Waiver
- #J160 – (b)(3) provider Self-Assessment Process for HCBS Final Rule

DMA Medicaid Bulletin: Providers are encouraged to review the monthly NC Division of Medical Assistance Medicaid Bulletin. Bulletins are posted at <http://www.ncdhhs.gov/dma/provider/>.

NCTracks News

ICD-10 Provider Training Update: The instructor-led ICD-10 provider training course **ICD 10 System Changes** is being offered on multiple dates in October. (Most of the September classes are full.) This course will be taught Remote via WebEx and can be attended from any location with a telephone, computer and internet connection. The WebEx will be limited to 115 participants. Following are the dates and times it is being offered:

- Friday, October 2 - 1:00 p.m. to 1:45 p.m.
- Wednesday, October 7 - 3:00 p.m. to 3:45 p.m.
- Friday, October 16 - 11:00 a.m. to 11:45 a.m.

For providers who are not able to attend the live instructor-led course, **a recorded session is available**. The 14 minute recorded session includes the audio and video from the instructor-led course, but is not interactive. The recorded session is titled **GEN 102 ICD System Changes_Providers** and can be found in SkillPort in the General folder under the heading CBTs.

Updated CBTs and PUGs: In addition, existing provider Computer-Based Training (CBT) courses and Participant User Guides (PUGs) have been updated to include information about ICD-10.