



Provider Communication Bulletin #60

August 25, 2016

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Partners Launches New Websites

Partners is pleased to introduce to you our three new websites, which launched on August 16, 2016. You can now more easily find information and answers about mental health, substance use, and intellectual and developmental disabilities. To meet the needs of all of our website users, we chose to split our current website into three different sites:

- **Our public website, www.partnersbhm.org** focuses on information for members, families, and the general public. This site is where you can find information about behavioral health, available services, how to get services, and many other helpful topics and resources.
- **Providers, and the public**, can still find clinical guidelines, operational forms, and information concerning credentialing, utilization management, and claims at <http://providers.partnersbhm.org/>. This site also hosts publications such as Provider Communication Bulletins and Provider Alerts. (Please note – hyperlinks in publications and documents prior to August 2016 will no longer be active.)
- **Our third new website is dedicated to all the great training and events coordinated by Partners Training Academy** to educate and inform those in our communities, our network of providers, and internal staff. The training website, <http://partnerstraining.com/>, maintains our philosophy that the key to creating healthy communities is education and resources.

Take a moment to check out the new site and let us know what you think by completing the [response form](#) at www.partnersbhm.org or emailing questions@partnersbhm.org.

Targeted Population/Benefit Plan Required for IPRS

All consumers enrolled for State Benefits (IPRS) must also be enrolled in a Target Population/Benefit Plan. The descriptions of the target populations/benefit plans can be found on the NCTracks/ NCDHHS website: <http://www.ncdhhs.gov/divisions/mhddsas/FY2017Documents> under benefit plan eligibility.

Partners Behavioral Health Management communicates Provider Information through Provider Communication Bulletins and its website, www.partnersbhm.org. If you have any questions regarding this Bulletin, please reference the subject contact, contact your provider specialist, or email questions@partnersbhm.org.

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If you scroll down the page you can locate the Service Array document which shows all services covered by each individual target population. Also, there is a Diagnostic Array for help with which diagnosis is eligible for each target population.

If you have questions, please contact Partners' Enrollment and Eligibility at EnrollmentEligibility@partnersbhm.org.

Innovations Services Rate Changes

Partners is announcing the following Innovations service rate changes in preparation of the Innovations Technical Amendment implementation scheduled to go into effect on November 1, 2016:

Code	Service	Unit	Rate	Start Date
T2041 U2	*Community Guide - EOR Training	90 days or 3 months	\$620 / month	9/1/2016
T2025 U1	Financial Support Services	Monthly	\$175	9/1/2016
T2025 U2	Financial Support Serv. Supplies - (EOR)	Invoice	N/A	9/1/2016
T2013 TF	Community Living & Supports - Ind.	15 min.	\$4.71	11/1/2016
T2013 TF HQ	Community Living & Supports - Grp.	15 min.	\$3.10	11/1/2016
T2033	Supported Living - Level 1	Daily	\$152.47	11/1/2016
T2033 HI	Supported Living - Level 2	Daily	\$184.07	11/1/2016
T2033 TF	Supported Living - Level 3	Daily	\$215.17	11/1/2016
S5150 US	Respite Facility	Daily	\$222.08	10/1/2016
H2025 TS	Supported Employment - LTFU - Ind.	15 min.	\$7.24	11/1/2016
H2025 TS HQ	Supported Employment - LTFU - Grp.	15 min.	\$1.86	11/1/2016

Community Guide becomes **Community Navigator** on November 1, 2016. This is just a name change - codes will stay the same.

Child and Adolescent Day Treatment Post Payment Review Process

Partners has initiated a post payment review process and will select a sample of Child and Adolescent Day Treatment (CADT) records for audit. CADT Providers who have a contract with Partners and are actively providing this service may be notified to send specific clinical documentation from a limited number of consumer records.

Each provider agency will be contacted through secure email with a formal request providing details of the clinical documents selected and how they are to be sent. Partners will contact the Clinical Director or

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Health Information Manager at each provider agency. The provider will have ten business days to deliver the selected documentation to Partners.

If you have questions, please contact Kathleen Meriac, Specialty Review Unit, at 704-884-2571 or email to kmeriac@partnersbhm.org.

Site Determination Enforcement Implementation

The following bulletin was published on August 19, and concerns payment.

Effective with AlphaMCS Build 1.19, Partners has begun enforcing the site determination logic that has actually been in place since March of 2015. (See the [June 17, 2016 Provider Alert](#) for reference.)

Claims edits in AlphaMCS are now being enforced to verify the correct submission of site information on 837 electronic claims files. Therefore, **PROVIDERS MUST APPROPRIATELY IDENTIFY THE ENROLLED SITE LOCATION RESPONSIBLE FOR THE SERVICE BILLED AS THE BILLING PROVIDER** in accordance with Version 5010 of the Center for Medicare and Medicaid Services' regulations for submission of electronic healthcare claims.

On the 837 electronic claim files, the provider's facility or site location is reported as the *BILLING PROVIDER (837 Loop 2010AA)*. AlphaMCS edits will ignore information presented as the Service Facility in 837 Loop 2310C in the site determination process.

The Service Facility Location Loop 2310C is reserved for reporting ONLY when services were provided at a health care facility that is NOT operated by the billing provider.

The Rendering Provider NPI, Loop 2310B is a "Situational" field and should only be used when the Rendering Provider information is different from what is reported in the Billing Provider Loop 2010AA. The site location or Rendering Provider address still must be reported in the Billing Provider Loop 2010AA, N3 and N4 segments.

The Provider's billing or administrative office address should NOT be reported in the Billing Provider Loop unless it is the same address where the service was rendered.

To ensure that your claims are approved in AlphaMCS, you must report the following in the *Billing Provider Loop 2010AA* on your 837 Electronic file:

- **Billing Provider NPI number**, reported in Loop 2010AA, segment NM109, MUST match the NPI registered at NCTracks and what is recorded in your provider profile in Partners' AlphaMCS, and mapped to the appropriate site and the authorization for the services being billed.
- **Billing Provider's Location Address**, which is identified by the 9-digit Zip code (Zip+4) that is reported in Loop 2010AA, segment N403. The Zip+4 on the claim must be associated with the NPI submitted for the Billing Provider and must match the physical address in Partners' AlphaMCS for the provider location responsible for the services being billed, and must also match what is on file at NCTracks.

If you have any questions, please contact Partners' Claims Department at 1-877-864-1454 ext. 6486 or email claims_department@partnersbhm.org.

Top Five Medicaid Claim Denials—July 2016

CLAIM DENIAL	PROVIDER RECOMMENDED ACTION STEPS
Service not in contract.	Review your contract with the Provider Network prior to refiling claim.
No contract exists or rate set up yet.	Refer to your contract and call MCO if any questions.
Claim received after billing period	Write off charges as non-billable. Do not rebill.
Duplicate Claim	Claim has previously been submitted and adjudicated. Do not refile.
Service is not authorized	Verify Service Authorization for consumer. Contact Utilization Management.

As always, if you have questions about claims submission, please email claims_department@partnersbhm.org or call 1-877-864-1454, ext. 6486.

Looking for Housing in Burke County?

Finding the right housing for individuals can be difficult to find, but have you checked out these resources?

There are four apartment complexes in Burke County that are part of the Targeted Housing Program. The complexes are Glenwood Hills, Sienna, Willow Ridge, and Willow Run. Of these, the newest one Sienna has been continuing to take new referrals to fill their units. Additionally, Rutherford Square Apartments located in Connelly Springs will be available in 2017.

The Targeted Program units have rental assistance attached to them that make these units affordable to many of the individuals and families we serve. There is a minimum and maximum income requirement to qualify for the units. If your agency is not a referral agency for the Targeted Program, please contact one of the Housing Coordinators in your area for more information.

Also available in Burke County are properties that are geared toward serving low-income households, including the following - Drexel Apartments, Morganton Hills Apartments, Sterling Forest, Stonebridge Apartments, Village Creek Apartments, Blue Ridge Apartments, High Meadows Apartments, and Valdese Village Apartments.

For more housing options, check out the [NC Housing Search](#) website for listings of available housing properties in your area. These are units integrated into the community and you can search options based on preferences or barriers to housing.

If you have questions, contact the [Partners Housing Coordinators](#) serving your area.

Creating a Path to Employment - The Hot Job List

Do you have consumers who are searching for Employment or interested in Employment Services? If you answered yes, Partners has something new to share with you. We have created a Partners' **Hot Job List** for Cleveland, Gaston, and Lincoln counties. This is a free monthly list for consumers searching for employment. The list includes companies who consider interviewing/hiring those with disabilities, and includes upcoming job fairs and special events regarding employment. If you would like to receive the Partners Hot Job list, or have questions regarding Individual Placement Support-Supported Employment (IPS-SE) services provided by Monarch and Lifespan, please contact Ryan Shuford at Rshuford@partnersbhm.org or 704-884-2579.

Provider Training Opportunities Available through



Partners Health Summit: Struggles of Opioid Addiction

This summit is designed to be most helpful to those who live with, care for, or work with people who struggle with addiction. This one-day educational summit is especially for family members impacted by opioid addiction or substance use disorders, local law enforcement, elected officials, high school counselors and principals, and faith-based groups, principally those who live or work in Burke, Catawba, Cleveland, Gaston, Iredell, Lincoln, Surry and Yadkin Counties.

Details

Date: October 14, 2016

Time: 8:30 a.m. to 2:30 p.m.

Place: Hickory Metro Convention Center, 1960 13th Avenue Drive SE, Hickory, NC 28602

Admission: Free

Registration is required. [Register Online](#)

Providers and advocacy groups are also welcome to showcase their resources and services at no charge in our Vendor Area. [Click here](#) to Request a Vendor Table.

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Understanding the NC Innovations Technical Amendment Changes

Thursday, September 1, 2016 from 9 a.m.-4:30 p.m.

Teleconferenced to all Partners' Regional Offices

Registration is required. Please click on the regional office where you will attend to register.

[Register for Elkin](#)

[Register for Gastonia](#)

[Register for Hickory](#)

Target Audience: IDD Provider Administration, IDD QP Supervisors, and IDD Qualified Professionals (QP)

This training will address Clinical Policy changes and service definition changes that will be implemented with the technical amendment scheduled to begin on November 1, 2016. Topics to be covered include the following:

- Philosophy and Key Points of System Changes
- Resource Allocation Implementation
- Person-centered process
- New Service Definitions
- Care Coordinator and Provider Roles

Resource Allocation

September 20, 2016 from 9 a.m. – 4:30 p.m.

Live from Gastonia with video to Hickory and Elkin.

Registration is required. To register, please click on the name of the regional office where you will attend.

[Register for Elkin](#)

[Register for Gastonia](#)

[Register for Hickory](#)

The North Carolina Innovations Waiver is a resource for funding services and supports for people with intellectual and other related developmental disabilities that are at risk for institutional care in an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID). N.C. Innovations is designed to provide an array of community-based services and supports to promote choice, control, and community membership. These services provide a community-based alternative to institutional care for persons who require an ICF-IID level of care and meet additional eligibility criteria for this waiver.

The Resource Allocation model implementation is scheduled for November 1, 2016. This means all ISPs beginning October 1, 2016 will include an Individual Budget Tool which aligns the amount of services with an individuals' clinical needs and living arrangements. With the implementation of this model, Choice is now at the center of the entire process. NC Innovations Waiver participants will choose the services that will help them to reach their goals. With this model, Providers and Care Coordinators will work together to support individuals/families in planning for short term and long term needs.

Provider Monitoring Tool Training

September 21, 2016 from 9:30 – 11:30 a.m.

Training will be held in Gastonia – registration is required. [Register Here](#)

This training will discuss the routine monitoring tool, the process, the post payment review, the new unlicensed tool the unlicensed AFL tool and updates to the service records manual.

Child Residential Service definition training: Level I, II, and III

September 21, 2016 from 9:00 a.m.-11:00 a.m.

Training conducted via Go 2 Webinar

Registration is required – [click here to register](#). The Go2Webinar link will be provided in your confirmation email.

Join the UM staff for an informative training on Child Residential Service Definitions: Level I, II and III.

Recovery Oriented System of Care - Shifting the Focus to Recovery Improves Outcomes

September 27, 2016 from 9 a.m.-12 p.m.

Live from Gastonia with video to Hickory and Elkin.

Registration is required. Please click on the regional office where you will attend to register.

[Register for Elkin](#)

[Register for Gastonia](#)

[Register for Hickory](#)

Eighty-five percent of individuals return to using within the first ninety days after completing treatment. How can we improve this? This workshop explores what addiction treatment and prevention currently look like and what they might look like, based on current research, if the focus were on recovery. Participants will explore how a recovery-oriented system facilitates more individuals being able to initiate and sustain recovery. Participants will explore the issues of acute versus chronic care, stigma, community engagement and the concept of recovery capital, recovery management and the use of peer support. The importance of language and terminology will also be discussed

OBJECTIVES:

Upon completion of this workshop, participants will be able to:

- Compare and contrast the acute care and chronic care model of substance use disorder treatment.
- Demonstrate increased understanding of the concept of “Recovery Capital” and how it impacts recovery initiation and support.
- Articulate the differences between Recovery Management and Relapse Prevention
- Increase their understanding of terms that addiction professionals’ use that perpetuates the stigma associated with substance use disorders.

Relative as a Direct Support Employee Training

October 4, 2016 from 1:00 p.m.-3:00 p.m.

Live from Gastonia with video conference to Hickory and Elkin.

Registration is required. Please click on the regional office where you will attend to register.

[Register for Elkin](#)

[Register for Gastonia](#)

[Register for Hickory](#)

This is a training for any provider employing Relatives as Direct Support Employees (RADSEs). At the end of training, participants should understand:

- The new RADSE policy and process
- Have an increased knowledge of the process
- Be able to explain the process to employees (relatives)

Person Centered Thinking (PCT)

October 5 and 6, 2016. 9-4:30 pm

Training will be held in Hickory – registration is required. [Register Here](#)

Person Centered Thinking training serves as a foundation and philosophical framework for everyone who is involved in supporting people with disabilities. This activity-filled, two-day training consists of applied stories, guided exercises, group work and discussion, wherein the participants acquire core skills in person centered thinking.

Provider Monitoring Tool Training

October 12, 2016 from 9:30 – 11:30 a.m.

Training will be held in Hickory – registration is required. [Register Here](#)

This training will discuss the routine monitoring tool, the process, the post payment review, the new unlicensed tool the unlicensed AFL tool and updates to the service records manual.

Promoting Whole Person Care

October 26, 2016 from 1:30 – 3:30 p.m.

Live from Gastonia with video conference to Hickory

Registration is required. Please click on the regional office where you will attend to register.

[Register for Gastonia](#)

[Register for Hickory](#)

Learn and discuss how integration of research in neuroscience, social epidemiology, public health and the behavioral sciences create new opportunities to advance Whole Person and Value Based Care, consistent with Partners Behavioral Health Management’s mission and vision.

Learn more about:

- Current concepts related to whole person care and the continuum of comprehensive behavioral healthcare
- The disease burden of and contributors to behavioral health problems
- Advances in research that demonstrate contributors to mental health and mental illness
- Key components of a public health approach that promote better outcomes
- How the Affordable Care Act promotes whole person care
- Opportunities to apply whole person care strategies in policy, programs, and practice

Person Centered Thinking (PCT)

October 31 and November 1, 2016. 9-4:30 pm

Training will be held in Gastonia – registration is required. [Register Here](#)

Person Centered Thinking training serves as a foundation and philosophical framework for everyone who is involved in supporting people with disabilities. This activity-filled, two-day training consists of applied

stories, guided exercises, group work and discussion, wherein the participants acquire core skills in person centered thinking.

Alerts and LME/MCO Joint Communication Bulletins

Provider Alerts are sent to all providers subscribed through Constant Contact for “Information for Providers” and “All Partners’ Communications.”

Published alerts are available on the Provider Knowledge Base at <http://providers.partnersbhm.org/provider-alert-archive/>.

All **LME-MCO Joint Communication Bulletins** can be found at <https://www.ncdhhs.gov/divisions/mhddsas/communication-bulletins>.

Bulletins issued since the last Provider Bulletin:

- [J212 - Expedited Personal Care Services](#)
- [J213 – Taxonomy](#)

Providers are encouraged to review the monthly NC Division of Medical Assistance Medicaid Bulletin. Bulletins are posted at <http://dma.ncdhhs.gov/document/2016-medicaid-bulletins>.

Announcements and Resources

NC Innovations Waiver Public Comment Period: The NC Innovations waiver has been posted for 45-Day public comment. The comment period is from August 4- September 18, 2016.

To view more information, or submit comments, please visit <http://dma.ncdhhs.gov/get-involved/proposed-medicaid-and-nc-health-choice-policies>.

Trainings through NC Department of Health and Human Services: NC DHHS is hosting the following trainings in Gastonia. All trainings will be held at Partners, 901 S. New Hope Rd., Gastonia NC 28054. For more information about NC DHHS trainings, please contact Lisa DeCiantis, lisa.deciantis@dhhs.nc.gov.

- **Mental Health/Substance Use 101** – October 17, 2016 from 1:00 – 4:00 p.m. To learn more, go to <https://www.eventbrite.com/e/mental-healthsubstance-use-101-tickets-26548754038>
- **Crisis Response** – October 18, 2016 from 1:00 – 4:00 p.m. To learn more, go to <https://www.eventbrite.com/e/crisis-response-training-tickets-26548854338>
- **Critical Time Intervention Training** - October 19-20, 2016, Time: 8:30 a.m.-4:00 p.m. To learn more, go to <http://www.eventbrite.com/e/critical-time-intervention-tickets-25952619985>