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#### IDD Innovations Listening Sessions

The Division of Mental Health, Developmental Disabilities and Substance Abuse Services and the Division Medical Assistance will host NC Innovations Waiver Changes listening sessions in February and March.

**Partners will host one of the sessions on Wednesday, February 3, 2016** from 5:30-8 p.m. The session will be held at Partners' Gastonia office (901 S. New Hope Rd. Gastonia NC) and video conferenced to our Elkin (200 Elkin Business Pkwy, Elkin NC) and Hickory (1985 Tate Blvd. SE, Hickory NC) locations.

#### Additional sessions will be held:

- February 2, 5:30 - 8:00 pm  
Western Carolina University Biltmore Campus, 28 Schenck Parkway, Room 346; Asheville, NC
- February 4, 5:30 - 8:00 pm  
Cardinal Innovations, 4855 Milestone Avenue, Kannapolis, NC 28081
- February 16, 5:30- 8:00 pm  
Beaufort County Ag Center, 155-A Airport Road, Washington, NC 27889
- February 17, 5:30- 8:00 pm  
Eastpointe, 514 E. Main Street, Beulaville, NC 28518
- February 18, 5:30- 8:00 pm  
Trillium Health Resources, 3809 Shipyard Blvd. Wilmington, NC 28403
- March 1, 5:30- 8:00 pm  
CenterPoint Human Services, 4035 University Parkway, Winston Salem, NC 27106
- March 1, 5:30- 8:00 pm  
CenterPoint Human Services, 4035 University Parkway, Winston Salem, NC 27106
- March 2, 5:30- 8:00 pm  
FirstHealth Conference Center, Monroe Auditorium, 9305 NC Hwy 211, Pinehurst, NC 28374
- March 3, 5:30- 8:00 pm  
Creedmoor Baptist Church, 6001 Creedmoor Road, Raleigh, NC

If you have questions or would like to learn more about the sessions, please contact Renee' Rader at [renee.rader@dhhs.nc.gov](mailto:renee.rader@dhhs.nc.gov).

## **Substance Abuse Intensive Outpatient Program/Adolescent Rate Increase**

In response to provider requests for rate modifications to support service delivery, Partners has approved an enhanced rate for Substance Abuse Intensive Outpatient Program (SAIOP) services delivered to the adolescent population (up to but not including age 18).

Effective February 1, 2016, providers should use code H0015AD for authorization and billing for SAIOP/Adolescent services for both Medicaid and IPRS. The approved rate for this service effective with dates of service beginning February 1, 2016 will be \$151.81. The previous rate was \$131.56. Providers who have current authorizations in place for adolescent consumers should contact Lynne Grey at [lgrey@partnersbhm.org](mailto:lgrey@partnersbhm.org) in order to have the authorizations transferred to the new adolescent code.

## **Utilization Management Updates**

### **Substance Abuse Intensive Outpatient Program (SAIOP):**

- SAIOP currently gets a 30 day pass through for 13 sessions, one time per year; the concurrent authorization is 26 visits for 60 days
- If a consumer returns for treatment after the first episode of care (EOC) in the same year, the initial request should be submitted for 13 sessions and concurrent requests will be for 26 sessions.

### **Pass through guidelines for SAIOP and Substance Abuse Comprehensive Outpatient**

#### **Treatment (SACOT):**

As providers may recall, DMA reset pass through units on July 1, 2015 to coincide with the fiscal year. Previously, units “reset” on a calendar year cycle (in January). *SAIOP and SACOT units were included in this change.*

With DMA moving to a fiscal year cycle, Partners was advised that the new timelines for these services is July 1 - June 30. Therefore, no new pass through units will be available until July 1, 2016.

### **IPRS Peer Support--Change to IPRS plan Effective January 31, 2016:**

- 32-unit pass through, notification Service Authorization Request (SAR) is required
- Maximum of five service hours (20 units) per day.
- Maximum of 80 units a week, Maximum 320 units per month
- Authorizations will be for a 90-day period

**Child and Adolescent Needs and Strengths (CANS) (0-6 year old assessment tool)**

In previous bulletins, Partners advised that there would be a need for providers to submit scores from an assessment tool specific to 0-6 year old children. Partners has chosen the CANS tool to be used by our providers and staff. **Full implementation of the use of the CANS early childhood assessment tool will be March 1, 2016.**

We have worked with the CANS staff to make training on the tool available for our staff and provider network. Partners has received information from the CANS developer that will help the network implement efficient use of this instrument. To learn more about this tool, visit <http://praedfoundation.org/tools/the-child-and-adolescent-needs-and-strengths-cans/>.

Please note that the comprehensive version of the CANS is broader in scope than needed for children ages 0 to 6. Partners will be announcing a training for providers on the tool. It is important to note that the staff person who administers the CANS is not required to be a licensed clinician, but he or she must have completed the online training and passed the online training test.

**Updated Benefit Grids:** The Medicaid and IPRS/State-Funded Service Benefit Grids are updated to reflect changes in SAIOP and IPRS Peer Support. The grids are effective January 31, 2016 and can be located on the [For Providers/Utilization Management](#) webpage.

**Top Five Claim Denials for December 2015**

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

MEDICAID TOP 5 CLAIM DENIALS	PROVIDER RECOMMENDED ACTION STEPS
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.
Duplicate Claim	Claim has previously submitted and adjudicated. Do not refile.
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.
Claim received after billing period	Write off charges as non-billable. Do not rebill.
Service is not authorized	Verify Service Authorization for consumer. Contact Utilization Management.

## Provider Reminders

**Quarterly Provider Forum:** Partners will hold its next Provider Forum on Tuesday, February 9, 2016.

The forum will begin at 1 p.m. and will be teleconferenced across the following locations:

- 901 S. New Hope Rd., Gastonia NC 28054
- 200 Elkin Business Park Dr., Elkin NC 28261
- 1985 Tate Blvd. SE (Basement Multipurpose Room), Hickory NC 28602

If you have questions regarding the forum, please contact Jamie Sales at [jsales@partnersbhm.org](mailto:jsales@partnersbhm.org) or call 828-323-8053.

**Quarterly Hospital Meeting:** The next Quarterly Hospital Meeting will be held Thursday, February 4, 2016 from 10 a.m. - 2 p.m. at Partners' Hickory office, 1985 Tate Blvd. SE, Hickory, NC 28602. The meeting will be held in the Multi-Purpose Room, basement level. If you would like to learn more about this meeting, please contact Deanna Lacicer at [dlacicer@partnersbhm.org](mailto:dlacicer@partnersbhm.org).

**Provider Alerts:** Provider Alerts are sent 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](http://www.partnersbhm.org). You can location previous alerts in the [Provider Alert Archive](#).

## State News

### **Comments Solicited for Workforce Innovation and Opportunity Act (WIOA) Unified State Plan**

**Draft:** The WIOA Unified State Plan Draft is now open for public comment until **February 16, 2016**. The draft can be accessed [here](#). The WIOA Unified State Plan Draft was developed by workforce partners (NC Department of Commerce, NC Community College System, and NC Department of Health and Human Services) in accordance with federal plan requirements from the US Department of Labor. This document remains in 'DRAFT' form.

The email address [UnifiedPlanComments@NCCommerce.com](mailto:UnifiedPlanComments@NCCommerce.com) has been created to receive comments. When commenting, please identify the section, page number, and corresponding program area along with your comment/suggestion. Comments will be reviewed and taken into consideration as the WIOA Unified State Plan Steering Council completes the drafting process.

**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:*

- J179 – LME-MCO Audit and Edit Resolution Page Access

**Partners Behavioral Health Management**  
**Provider Communication Bulletin #52**  
**January 28, 2015**

**DMA Medicaid Bulletin:** 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>.

## **NCTracks Updates**

**ICYMI - Eligibility Information Expanding to 36 Months:** Beginning February 1, 2016, providers will be able to obtain Medicaid, Health Choice, and Public Health eligibility information for a recipient going back as far as 36 months prior to the current month. This is a significant enhancement to the 12 months of eligibility information currently available. The expanded eligibility information will be available through all channels, including the Automated Voice Response System (AVRS), the secure provider portal, and the X12 270/271 transactions.

With this system enhancement, providers will be able to request from one to 12 consecutive months of eligibility information about a recipient (13 months if the current month is included in the request). The date(s) requested can be up to 36 months prior to the current month. An error message will be returned for all inquiries submitted for more than the 12/13 consecutive month span or dates beyond the 36 months prior to the current month.

Note: AVRS users can only enter one date, not date spans. Eligibility responses on the portal will be displayed one month at a time, which is the current functionality.

The *Health Care Eligibility Benefit Inquiry and Response (270/271) Companion Guide* has been updated to include this enhanced capability and it is posted on the [Trading Partner Information page](#) of the NCTracks Provider Portal. The *AVRS Features Job Aid* under Quick Links on the [Provider Portal Home Page](#) has also been updated.

This change applies to eligibility information for recipients of services from the N.C. Division of Medical Assistance (DMA) and the Division of Public Health (DPH) and does not affect the existing rules governing future eligibility. DPH will continue to allow eligibility inquiries for up to 12 months beyond the end of the current month. DMA will continue to not allow dates beyond the end of the current month in an eligibility inquiry.