



## Provider Communication Bulletin #53

February 25, 2016

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### UPDATE – LME-MCO Communication Bulletin #J180 - 1915 (b)(3) Services

On January 26, 2016, the Division of Medical Assistance (DMA) issued Communication Bulletin #J180 regarding (b)(3) services. Since the release of the bulletin, several important issues have been raised with DMA over the general understanding of how managed care organizations should now administer (b)(3) services.

There are several important points to note currently. These are:

- There is a large amount of (b)(3) funding at the state level that needs to be drawn down in order to maintain the viability of the program.
- There is a significant underutilization of (b)(3) services statewide. Providers are encouraged to use (b)(3) services whenever appropriate.
- Providers are encouraged to continue to provide Medicaid (b)(3) services in lieu of using other funding sources for Medicaid eligible consumers.
- The limits in individual (b)(3) service contracts will not apply until further notice.
- There should be no wait lists or service denials due to financial constraints for (b)(3) services.
- All authorized services submitted on valid claims will be reimbursed regardless of current contract limits.
- Contract language related to (b)(3) services will be revised as soon as the technical issues are resolved by DMA.

## LME-MCO Communication Bulletin #J183 – NC Innovations Waiver – Extension Requested

On February 22, 2016, DMA announced that it made a request to the Centers for Medicare and Medicaid Services (CMS) to change the requested implementation date of the Technical Amendment to the NC Innovations Waiver from April 1, 2016 to July 1, 2016.

Feedback from families and other stakeholders at informational sessions emphasized that they were not comfortable implementing changes when CMS approval had not yet been received and there was no confirmation of the implementation date. A confirmed implementation date will allow for changes to be made with confidence to operational procedures at LME-MCOs. The July 1 date will also allow for implementation at the onset of the new fiscal year for providers and LME-MCOs.

If you have questions, please contact Deb Goda at (919)855-4297 or [deborah.goda@dhhs.nc.gov](mailto:deborah.goda@dhhs.nc.gov).

## Rate Increases for Innovations Day Supports (Individual) and Innovations Day Supports (Group)

As announced in the February 18, 2016 Provider Alert, Partners has approved rate increases for Innovations Day Supports (Individual) and Innovations Day Supports (Group). If an individual budget update is required, the provider and consumer will be contacted by IDD Care Coordination. The rate increases are effective March 1, 2016.

### Innovations Day Supports (Individual)

T2021 Individual Current Rate	T2021 Individual Rate Increase effective 3/1/2016
\$6.01	\$6.18

### Innovations Day Supports (Group)

T2021HQ Group Current Rate	T2021HQ Group Rate Increase effective 3/1/2016
\$3.84	\$4.01

## Customer Service Updates

### Thank You Providers!

The Customer Services Department (comprised of the Call Center and Enrollment and Eligibility) would like to thank providers for notifying the department when agencies close for inclement weather. The notification enables the department to better assist consumers calling in for updates and information.

### Attention Hospitals—Special Project Enrollment Forms

Hospitals submitting Special Project Enrollment Forms should submit ICD-10 diagnosis codes only and complete all requested information on the form. The Special Project Enrollment Form is updated to

reflect ICD-10 codes and can be found on the For Providers/Information for Hospitals page at [www.partnersbhm.org](http://www.partnersbhm.org).

## Utilization Management Updates

### **UPDATE - Child and Adolescent Needs and Strengths (CANS) Assessment Implementation**

In Provider Communication Bulletin #52, Partners announced that it would implement the use of the CANS tool in March. That date has now changed to April 1, 2016, so we can ensure that the tool works effectively and you, the provider, have time to receive training. *The training will be conducted via webinar. Partners will announce the training times and registration links in a future Provider Alert.*

Please note that the comprehensive version of the CANS is broader in scope than needed for children ages 0 to 6. 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.

### **New Location for Benefit Grids and Service Definitions:**

The following items have been relocated to new areas in the Partners Website:

- **Benefit Grids** are now located on the [For Providers/Clinical Resources Page](#).
- The [Service Definitions](#) webpage is now located under [For Providers/Clinical Resources](#).

If you have problems locating information or documents on [www.partnersbhm.org](http://www.partnersbhm.org), simply email [questions@partnersbhm.org](mailto:questions@partnersbhm.org) for assistance.

## Top Five Claim Denials for January 2016

The following table highlights the top five reasons for claim denials in January 2016.

MEDICAID TOP 5 CLAIM DENIALS	PROVIDER RECOMMENDED ACTION STEPS
Invalid DCN (Document Ctrl #) or resubmission ref #	Look at your RA with the original claim number and make sure you entered it correctly.
Patient not enrolled on the date of service	Verify that all patient information is correct on claim. Check the existence of a patient insurance.
Duplicate Claim	Claim has previously submitted and adjudicated. Do not refile.
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

**Provider Council Meets Tomorrow, February 26!** The Partners Provider Council meets on the fourth Friday of the month at Partners' Hickory Regional Office, 1985 Tate Blvd. SE, Basement Level, Hickory NC 28602. All providers are welcome to attend Provider Council meetings. Providers meet from 9:30 a.m.-10:30 a.m. Partners' staff join the meeting from 10:30 a.m.-12:00 p.m.

**Quarterly Provider Forum:** Partners will hold its next Provider Forum on May 10, 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. Handouts from previous forums are available on the [Provider Forums](#) page

**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](#).  
*February Provider Alerts:*

- February 2, 2016 -- [Needs Assessment](#); [PRTF Training](#); [TBI Waiver](#); [Upcoming Events](#)
- February 18, 2016 -- [Needs Assessment](#); [#J180](#); [Rate Increases](#); [CANS Update](#), [CCBHC](#)

## State News

**NC School Mental Health Initiative Survey:** NC Mental Health Stakeholders are invited to participate in a survey conducted by the North Carolina School Mental Health Initiative to gather information on the current services supporting social and emotional well-being of children and adolescents in North Carolina. If you have contact information for other individuals you think would be interested in completing this survey, please feel free to distribute it to them.

To complete the survey, please use the link below. The estimated time for completion is 15-20 minutes. <https://ncdpiecd.inquisiteasp.com/cgi-bin/qwebcorporate.dll?idx=8DQGDB>. The survey will close to responses at 5:00 PM on March 7, 2016.

This survey was developed by the North Carolina School Mental Health Initiative (NCSMHI), a group of concerned people, including mental health providers, educational professionals, and parents organized by the North Carolina Department of Public Instruction (NCDPI).

If you have any questions, please contact Matt Hoskins ([matt.hoskins@dpi.nc.gov](mailto:matt.hoskins@dpi.nc.gov)), Lauren Holahan ([lauren\\_holahan@med.unc.edu](mailto:lauren_holahan@med.unc.edu)) or Bill Hussey ([bill.hussey@dpi.nc.gov](mailto:bill.hussey@dpi.nc.gov)).

**Partners Behavioral Health Management**  
**Provider Communication Bulletin #53**  
**February 25, 2015**

**LME-MCO Joint Communication Bulletins:** 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:*

- J180 – [1915 \(b\)\(c\) Services](#) (Please see the February 18<sup>th</sup> [Provider Alert](#) for more information regarding this item)
- J181 – [Modifiers](#)
- J182 – [2015 Medicaid Waiver Provider Satisfaction Survey Report](#)
- J183 – [NC Innovations Waiver – Extension Requested](#)

**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>.