



Provider Communication Bulletin #54

March 24, 2016

IN THIS BULLETIN:

- Alternative Service Definition—Critical Time Intervention
- Quarterly Provider Incident Report Forms Due April 15
- Customer Services Update—Medication Requests
- Utilization Management Update—_Child and Adolescent Needs and Strengths (CANS)
- Top Five Claim Denials for February 2016
- Provider Reminders
- State News

Alternative Service Definition—Critical Time Intervention

The NC Division of Medical Assistance has approved Partners to offer [Critical Time Intervention](#) as an Alternative Service. “Alternative” or “in lieu of” services are not available in the traditional benefit plan and are different from B3 services.

Critical Time Intervention (CTI) is a time-limited intensive case management model designed to assist adults age 18 years and older with mental illness who are going through critical transitions, and who have functional impairments which preclude them from managing their transitional need adequately. CTI promotes a focus on recovery, psychiatric & physical rehabilitation, and full community inclusion. It is not treatment, like ACTT or CST. It is an evidence-based practice with four core principles that define CTI and set it apart from other services:

- Focuses on a critical transition period, and is time-limited
- Enhances continuity of care and prevents recurrent homelessness, frequent use of Emergency Departments (ED), crisis services, and psychiatric hospitalizations
- Identifies and strengthens formal and natural community supports
- Complements rather than duplicates existing services by creating, as needed, alternative pathways to care and services for those unable to access services through traditional structures

Providers who are interested in adding the service to their service array should submit the [Request for Nomination](#) form, as this service must be credentialed. The request for nomination form can be found at www.partnersbhm.org/ForProviders/provider-network-management/provider-enrollment-credentialing.

Quarterly Provider Incident Report Forms Due April 15

Providers are reminded that the third quarter Provider Incident Report Form must be submitted by April 15.

- Providers must use the [Quarterly Incident Reporting](#) located at [www.partnersbhm.org/For Providers/incident-reporting](http://www.partnersbhm.org/ForProviders/incident-reporting) to submit this information.
- Once completed, please send your report to irisquarterlyreport@partnersbhm.org or fax to 704-884-2620.

If you have further questions, please contact Amy Dotson at 704-884-2576 or email adotson@partnersbhm.org.

Customer Service Update

Medication Requests: The Enrollment and Eligibility Unit reminds all that Medication Requests received after 4pm Monday through Friday, will be processed the following business day. If you have any questions, please contact Jan Whitaker at jwhitaker@partnersbhm.org or call 336-527-3253.

Utilization Management Update

UPDATE - Child and Adolescent Needs and Strengths (CANS) Assessment Implementation
Partners appreciates your patience as we develop our training information related to the **Child and Adolescent Needs and Strengths (CANS) Assessment**.

Due to delays surrounding training, providers will not be responsible for including CANS scores with their service authorization requests prior to April 26, 2016. *Partners will announce training details 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, simply email questions@partnersbhm.org for assistance.

Top Five Claim Denials for February 2016

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

MEDICAID TOP 5 CLAIM DENIALS	PROVIDER RECOMMENDED ACTION STEPS
No contract exists or rate is not set up yet	Refer to your contract and call MCO 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, submit a reversal or replacement claim.
Claim received after billing period	Write off charges as non-billable. Do not rebill.
Duplicate Claim	Claim has previously submitted and adjudicated. Do not refile.
Service is not authorized	Verify Service Authorization for consumer. Contact Utilization Management.

Provider Reminders

Incident Reporting Information System Maintenance: IRIS will be unavailable from 5:00 p.m. to 7:00 p.m. on Thursday, March 24 for maintenance. If you have any questions, please call the Division of Mental Health, Developmental Disabilities and Substance Abuse Services at 919-715-3197.

Human Rights Symposium: Partners is pleased to invite providers and Human Rights Committee members to this year's Human Rights Symposium, being held Tuesday, April 26, from 4 p.m.-6 p.m. at Partners' Gastonia Office and telecasted to our Elkin Office.

This year's topic is the Incident Reporting Information System, also known as IRIS. Glenda Stokes of the , NC DHHS Division of MH/DD/SAS, Customer and Community Rights Team will be here once again to tell us about IRIS and answer questions such as:

- What is IRIS?
- After an incident is entered, what needs to be communicated to your Human Rights Committee?
- How do you protect HIPPA and still improve the quality of your services?

This event is for ALL members of your agency's Human Rights Committee, however, in order to have more than one agency staff person attend the event you must have at least one individual/family committee member present. ***Individual and family committee members not employed by your agency will receive a stipend (\$35) and mileage reimbursement (\$.54/mile) for participating.***

Please RSVP (via the links below) by April 22nd. Last year we had a waiting list, so don't wait to register!

- [Gastonia Office—901 S. New Hope Rd., Tuesday, April 26; 4 p.m.-6 p.m.](#)
- [Elkin Office—200 Elkin Business Park Dr., Tuesday, April 26; 4 p.m.-6 p.m.](#)

**Partners Behavioral Health Management
Provider Communication Bulletin #54
March 24, 2015**

If you have any questions, please contact Amy Dotson, Partners' Consumer Rights Officer, at adotson@partnersbhm.org or 704-884-2576.

March Provider Council Meeting Cancelled: The Partners Provider Council has cancelled its March meeting, previously scheduled for Friday, March 25.

The next Provider Council Meeting will be held on Friday, April 22, at Partners' Hickory Office, Basement Level, 1985 Tate Blvd. SE, Hickory NC. The meeting will begin at 9:30 a.m.

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.

NCQA® HEDIS® Measures & Mental Health--The Current Landscape & Future Developments:

This free webinar, presented by PsychU, will briefly explain how NCQA develops HEDIS (Healthcare Effectiveness Data and Information Set) quality measures, and walk you through the latest measures as they relate to behavioral and mental health. The virtual forum will conclude with time for questions from the audience. This webinar will be held March 31, 2016 at 12 p.m. EST. To register or to learn more, [click here](#).

Gaston County Schools Request for Proposal: School-Based Counseling: Gaston County Schools (GCS) is integrating school-based therapy into all 55 of its schools. Through this project, mental health counseling is provided on site for referred students, and a prevention/early intervention program incorporates all students.

GCS is currently requesting proposals from appropriately licensed, local, and endorsed providers for the following services:

- Outpatient Treatment--to include individual, family and/or groups
- Clinical Comprehensive Assessments
- Expressive Therapies--art, music, drama, equestrian and/or horticulture
- Referrals to medication management as necessary

Interested providers should read the [entire RFP](#) for instructions, and must submit a letter of intent by Friday, May 13, 2016.

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

Partners Behavioral Health Management
Provider Communication Bulletin #54
March 24, 2015

If you have questions regarding the forum, please contact Jamie Sales at 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. You can location previous alerts in the [Provider Alert Archive](#).

March Provider Alerts:

- March 1, 2016 - [NC Innovations Technical Amendment Training March 7-8](#)
- March 4, 2016 - [Joint Communication Bulletins; Provider Manual Updated](#)
- March 18, 2016 - [Department of Health and Human Services announces consolidated LME/MCO Service Regions](#)

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>.

Bulletins issued since the last Provider Bulletin:

- J184 – Differences between TMACT and Routine Monitoring
- J185 –TCLI Staffing Performance Measure Clarification for LME/MCO Monthly Report
- J186 – Revised Notification of LME/MCO Credentialing/Re-credentialing Action Form
- J187 – EPSDT and Due Process Requirements for 1915 (b)(3) Services

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>.