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AlphaMCS Downtime Notification

AlphaMCS will be down and unavailable beginning at 12 p.m. on Saturday, June 25 until 8 p.m. Saturday night.

Provider Operations Manual Update

The Partners [Provider Operations Manual](#) has been updated effective June 2016. To review the latest version, please visit www.partnersbhm.org/For Providers. If you have questions regarding the manual, please contact your [Account Specialist](#).

New Consumer Handbook Available

Partners is pleased to announce that a new version of the Consumer-Enrollee Handbook is now available for consumers and providers.

[The Handbook](#) serves as a guide for consumers about Partners and others involved in their care and consumer rights and responsibilities. The Handbook is available in both English and Spanish on our website, www.partnersbhm.org, in the Individuals and Families section. Providers are asked to no longer use the Consumer-Enrollee Handbook issued in October 2013. If you have a large quantity of the October 2013 Handbook, please email Stacy Bryant at sbryant@partnersbhm.org to arrange retrieval.



Response Needed –Certification of Eligibility under the Iran Divestment Act

The Iran Divestment Act of 2015 (N.C.G.S. §§147-86.55-69, formerly known as N.C.G.S. §§ 143C-6A-1 to 6A-9 under Session Law 2015-118) prohibits State agencies, local government units, and other political subdivisions of the State from contracting with individuals or companies on the Department of State Treasurer’s Final Divestment List. That is a short, semi-annually updated list of mostly Asian foreign energy-related companies identified as investing in Iran. They are highly unlikely to be investments of Partners’ healthcare providers and vendors. Nonetheless, the North Carolina Department of Health and Human Services has begun requiring all LME-MCOs and their providers and vendors to sign a Certification of Eligibility under the law to remain eligible for contracting.

To comply, *all providers must complete the state-drafted Certification of Eligibility under the Iran Divestment Act*. This document will be sent to you via DocuSign for completion and submission. As the form reflects, more information and answers can be found from the NC Treasurer at www.nctreasurer.com/Iran.

If you have questions related to this Certification not answered at that website, please contact your Account Specialist.

NC Innovations Update--Accessing Individual Support Plans and the Support Intensity Scale Report

NC Innovations Waiver service providers currently receive copies of an individual’s Individual Support Plan (ISP) and Support Intensity Scale (SIS) report in a variety of ways.

Effective July 1, 2016, providers are to access the ISP and SIS documents through AlphaMCS. Partners will no longer mail, email, drop off, or deliver these documents to providers as July 1. This way, providers will have access to the most up-to-date document for service provision and records.

To access the ISP and SIS in AlphaMCS:

- Log into your AlphaMCS provider portal’s home screen.
- Click the MENU button in the top left corner of the screen to access the drop down menu.
- Click on TREATMENT PLAN, which will take you to the treatment plan module.
- Filter for the individual’s ISP and SIS you are looking for.
- Once you are in the screen you will see the documents listed.
- Click on the document you want to open.
- Once open, you can print the document.

Providers with questions regarding AlphaMCS can contact the Partners HelpDesk at helpdesk@partnersbhm.org or call 704-842-6431. The HelpDesk is available Monday-Friday, 8 a.m.-5 p.m.



Quarterly Provider Incident Reports

Effective July 1, 2016, Partners **will no longer** require submission of the Quarterly Provider Incident Report (QM 11). All providers are expected to continue to track Level One incidents internally, and have documentation available for review when requested.

Partners is submitting a request to the Department of Health and Human Services (DHHS) to waive this requirement for all of our network providers. If your agency would like to opt out of this request, please contact your Provider Account Specialist. If you have further questions or concerns please contact Kim Maguire at kmaguire@partnersbhm.org or call 704-884-2504.

Psychiatric Residential Treatment Facilities Incident Reporting

Psychiatric Residential Treatment Facility service providers are reminded that:

- Seclusions and restraints are no longer considered planned interventions, and all serious occurrences must be reported appropriately to the appropriate governing body per 42 Code of Federal Regulation (CFR) 483 Subpart G.
- All PRTFs must be in compliance with Federally Mandated Conditions of Participation for facilities enrolled in Medicaid to provide Inpatient Psychiatric Services for individuals under the age of 21.
- All PRTFs must audit and regulate their agencies' seclusion, restraint and reporting policies and procedures. For in state PRTFs all seclusions and restraints must be entered into the Incident Response Improvement System (IRIS) and out of state PRTFs must fax the incident information to 704-884-2620.

For more information regarding the Conditions of Participation and detailed descriptions, [please review this letter sent from DMA to PRTF directors in June 2015.](#)

Utilization Management Updates

Adult Residential/ICF-IID: This is a reminder that therapeutic leave days start over July 1, 2016. In the past, therapeutic leave days renewed on January 1st of each year, however, in 2015, the Division of Medical Assistance changed to a fiscal year schedule (July through June.) Please note this change and adjust utilization of the therapeutic leave days.

In addition, ICF-IDD providers should note that, per *Clinical Coverage Policy 8E 5.9*: “Consecutive therapeutic leave days in excess of 15 consecutive days must be approved by the MCO for beneficiaries under a 1915 (b) waiver. Consecutive therapeutic leave days in excess of **15 consecutive days** must be approved by DMA/designee for beneficiaries under fee for service.”



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In order to have these days approved, the facility must:

- Contact Partners’ Intellectual and Developmental Disabilities Utilization Management at 704-884-2605.
- Ask to speak with an ICF-IID Care Manager. The Care Manager will take your request and provide a response within one business day.

If you do not request Prior Approval of an extension of Therapeutic Leave, you may not receive payment for those days. Please plan accordingly.

ICD-10 – Updated Diagnosis: Providers should have updated all diagnosis to the ICD 10 format. **The CMS grace period for using unspecified ICD-10 diagnosis codes ends September 30, 2016.** “Unspecified Diagnosis” will no longer be valid.

After September 30, 2016, AlphaMCS will end date any unspecified diagnosis codes in the system. Authorizations and claims cannot be processed if the diagnosis is not updated to something other than “unspecified”.

Top Five Medicaid Claim Denials—May 2016

CLAIM DENIAL	PROVIDER RECOMMENDED ACTION STEPS
The procedure code/bill type is inconsistent with the place of service	Contact MCO to verify.
Invalid DCN (Document Ctrl #) or resubmission ref #	Check RA to make sure the original Claim Header ID was entered correctly.
Duplicate Claim	Claim has previously been 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

Reminder - Additional IPRS-State Funded Services Checkwrite Scheduled: Partners will have an additional checkwrite for IPRS claims only. The cutoff for claims submission is 5 p.m., Friday, June 24, 2016, with a pay date to providers on Wednesday, June 29. If you have any questions, please email claims_department@partnersbhm.org.



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SAVE THE DATE--Provider Forum: Partners will hold its next Provider Forum on August 9, 2016 beginning at 1 p.m. The forum will be teleconferenced to Partners' Elkin, Gastonia, and Hickory locations. 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](#). This month's alerts:

- June 9, 2016 - [Fiscal Year 2016-17 State Funded IPRS Contract Information](#)
- June 17, 2016 – [AlphaMCS Site Adjudication Edit in Effect July 1, 2016](#)
- June 21, 2016 - [Additional IPRS-State Funded Services Checkwrite Scheduled](#)

Benefit Grids and Service Definitions: The Medicaid/B3 Services Benefit Grid and the State Funded/IPRS Benefit Grid were updated effective April 1, 2016. Benefit Grids and Service Definitions are located in **For Providers/Clinical Resources** area of www.partnersbhm.org.

"Who to Contact" Information: Partners maintains two "Who to Contact" lists on our website—one for the individuals and families we serve; and one for providers. You can view the information at www.partnersbhm.org by visiting the About Us page and selecting "[Who to Contact](#)."

State News

Naloxone Access Bill Signed into Law: On June 20, 2016, Governor Pat McCrory signed [Senate Bill 20](#), *Good Samaritan Law/Naloxone Access*. This law will increase the availability of Naloxone. Naloxone is used to reverse overdoses due to opioids, such as prescription pain relievers and heroin.

The bill, along with a standing statewide prescription order from the State Health Director Randall Williams, MD, cleared the way for licensed pharmacies in North Carolina to dispense either naloxone injection or Narcan nasal spray.

Naloxone and Narcan nasal spray are both on the NC Medicaid Preferred Drug List for patients who are at risk of an opioid overdose, their friends or family members or to people in a position to help them.

The Department of Health and Human Services (DHHS), in partnership with UNC-CH, has set up a website to educate pharmacists and the public about the standing order. To learn more, visit www.naloxonesaves.org.



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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:

#J200 – [Provider Contracts \(Agency and LIP\) and Appendices/Attachments](#)

#J201 – [Role Clarification of Possible Transition Team Participation](#)

#J202 – [NCTracks ICD Codes](#)

#J203 – [Innovations Waiver Approval and Implementation](#)

#J204 – [Assertive Community Treatment Billing](#)

#J205 – [Federal Requirements Relative to Out of Network Emergency and Post Stabilization 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>.