



## Provider Communication Bulletin #59

July 28, 2016

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### **Register now for the August Provider Forum!**

Partners will hold its next Provider Forum on August 9, 2016 beginning at 1 p.m.

Some of the items being discussed include:

- Coordination of Benefits
- Innovations Update
- Partners Training Academy
- New Website
- NC-TOPPS
- Root Cause Analysis

Please RSVP with the office where you plan to attend:

[Elkin](#) - 200 Elkin Business Park Dr., Elkin, NC 28602

[Gastonia](#) - Auditorium, 901 S. New Hope Rd., Gastonia NC 28054

[Hickory](#) - Basement Level, 1985 Tate Blvd. SE, 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.

## AlphaMCS Search Requirements

On July 27, Alpha conducted a software build to AlphaMCS. Effective with this build, the following are the search requirements in the Patient module:

- Last Name and Insurance Number
- Last Name, First Name and Birth Date
- Last Name, First Name and Social Security Number

If you have questions about the latest software build, please contact the Partners Help Desk at 704-842-6431 or email [helpdesk@partnersbhm.org](mailto:helpdesk@partnersbhm.org).

## New Websites Coming Soon

Partners will launch three new websites in mid-August:

- Partners' Provider Network will find all operational news and documents at [providers.partnersbhm.org](http://providers.partnersbhm.org), a new knowledge base web site.
- Partners Training Academy news and events will be featured at [www.partnerstraining.org](http://www.partnerstraining.org).
- Our site, [www.partnersbhm.org](http://www.partnersbhm.org), will continue to be the online resource for consumers and public.

If you have questions or feedback, please email [questions@partnersbhm.org](mailto:questions@partnersbhm.org).

## Customer Services is now Access to Care

Partners' Customer Services Department has changed its name to Access to Care. Providers are asked to call Access to Care at 1-888-235-HOPE for matters pertaining to:

- Crisis services for consumers
- Enrollment and Eligibility
- the AlphaMCS slot scheduler

You may reach all other departments by calling 1-877-864-1454.

## Care Coordination Referrals

Providers can now make care coordination referrals from the convenience of their own offices through the Partners' website. The [Care Coordination Referral Form](#) is available in the Providers' section of the website on both the Mental Health and Substance Abuse and Intellectual and Developmental Disability pages. The form outlines the Care Coordination Referral process for both MHSU consumers and IDD consumers. A checklist for care coordination eligibility as well as appropriate referral forms are included.

Providers will need to upload all relevant clinical documents into Consumer/Enrollee AlphaMCS record as part of the Referral process. Examples include:

- Comprehensive Clinical Assessments
- Psychological Evaluations
- List of Medications
- Person Centered Plan or Individual Support Plan
- Hospital Discharge Paperwork
- School Documentation

If you need further assistance, please call Access to Care at 1-888-235-4673.

## Benefit Grids

The Medicaid/B3 Services Benefit Grid and the State Funded/IPRS Benefit Grid were updated effective July 1, 2016. They can be located at <http://www.partnersbhm.org/For%20Providers/additional-resources>.

## Top Five Medicaid Claim Denials—June 2016

CLAIM DENIAL	PROVIDER RECOMMENDED ACTION STEPS
No coverage available for Patient/Service/Provider combo	Check the Insurance tile to ensure the patient has effective insurance covering the DOS submitted on the claim.
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.
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.
Service is not authorized	Verify Service Authorization for consumer. Contact Utilization Management.

## Provider Training Opportunities

The following provider trainings are available through Partners Training Academy. To register, please click on the name of the regional office where you will attend.



### NC TOPPS 101 and Superuser Training (webinar)

Thursday, August 11, 2016

- NC TOPPS 101 - 9:00 a.m. to 10:30 a.m.
- NC TOPPS Superuser -- 10:45 a.m. to 12:30 p.m.

To register for either webinar, please visit

<https://attendee.gotowebinar.com/register/2491288115631432708>

After registering, you will receive a confirmation email containing information about joining the webinar.

### Person Centered Planning

Thursday, August 25, 2016 from 9 a.m.-4:30 p.m.

Partners-Gastonia Regional Office Auditorium

Partners is hosting a free training on Person Centered Planning. This training is limited to providers with a current contract with Partners. Only two staff per agency are allowed to attend. This training will be conducted by Evelyn McGill, MA, LPC, LCAS CSI, who is credentialed by the Learning Community as an

instructor.

[Register for Person Centered Planning](#)

**Understanding the Supports Intensity Scale® for Providers**

Tuesday, August 23, 2016 from 1 p.m.-4 p.m.

Teleconferenced to all Partners' Regional Offices

This training will provided a framework of the Supports Intensity Scale (SIS®) and its benefits to providers of intellectual and developmental disability services. Topics include:

- Overview of the SIS®
- What the SIS® Measures
- Being a good respondent
- Review of SIS® for adults and SIS-C®
- SIS® uses in North Carolina

At the conclusion of this SIS® training, providers will have a greater understanding of the benefits and uses of the SIS®.

Target population for training include provider leadership, QP supervisors, QP's and direct care staff.

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](#)

**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

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

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](#)

## Save the Dates! Upcoming Partners Health Summits

### [Partners Health Summit: Struggles of Opioid Addiction](#)

**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:** Coming soon!

### [Partners Health Summit: Whole Person Integrated Care](#)

**Date:** March 31, 2017

**Time:** 8:30 a.m. to 4:30 p.m.

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

**Admission:** Free

**Registration:** Coming soon!

## 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.”

This month’s alerts: July 1, 2016 - [ICF-IID Rate Increase; Medicaid Public Comment, MHSU 101 and Crisis Response](#)

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:*

JCB 210 – [Annual Quality Strategy and Quality Improvement Projects/Performance Improvement Projects](#)

JCB 209 – [Transition to Community Living Initiative \(TCLI\) Quality Assurance and Performance](#)

[Improvement Process for Individuals in TCLI Housing](#)

JCB 208 – [Direct Enrollment for Therapeutic Foster Care and Day Treatment providers for beneficiaries 0-3, years, legal aliens and NC Health Choice beneficiaries](#)

JCB 207 – [Critical Time Intervention](#) State Funded Service Definition

JCB 206 – [State-Funded Tobacco Cessation Services](#)

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

**Critical Time Intervention Training:** The Department of Health and Human Services is hosting Critical Time Intervention Trainings in Wilmington and Gastonia. To learn about the training, select one of the registration links below.

For more information, please contact Lisa DeCiantis, [lisa.deciantis@dhhs.nc.gov](mailto:lisa.deciantis@dhhs.nc.gov).

Date: August 3-4, 2016 Time: 8:30 a.m.-4 p.m. Location: Cape Fear Community College 502 North Front Street, Wilmington, NC 28401 To register, go to <a href="http://www.eventbrite.com/e/critical-time-intervention-tickets-25935998269">http://www.eventbrite.com/e/critical-time-intervention-tickets-25935998269</a>	Date: October 19-20, 2016 Time: 8:30 a.m.-4 p.m. Location: Partners Behavioral Health Management 901 S. New Hope Rd. Gastonia NC 28054 To register, go to <a href="http://www.eventbrite.com/e/critical-time-intervention-tickets-25952619985">http://www.eventbrite.com/e/critical-time-intervention-tickets-25952619985</a>
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**Psychiatric Mental Health Nurse Practitioners Stakeholder Meeting:** The Division of Medical Assistance, Clinical Policy, requests professional stakeholder participation to review a requirement for nurse practitioner training in *NC Medicaid Clinical Coverage Policy 8C, Outpatient Behavioral Health Services Provided by Direct Enrolled Providers*. This policy currently has a clause requiring all nurse practitioners delivering behavioral health services to have certification as Psychiatric Mental Health Nurse Practitioners by July of 2017.

DMA is requesting participation in a two-hour discussion of this requirement and workforce supply on August 19, 2016 from 1:00-3:00 on the campus of Dorothea Dix Hospital, Dix Grill Employee Center. This will be an in person meeting only and a call in number will not be available. Room capacity is 90 so please RSVP by Monday, August 15, 2016 to Kelsi Knick at [Kelsi.knick@dhhs.nc.gov](mailto:Kelsi.knick@dhhs.nc.gov).

The clinical coverage policy for review can be found at <https://www2.ncdhhs.gov/dma/mp/8C.pdf>. The requirement under discussion is located in Section 6.1, 12, on page 12. If you have any additional questions, please contact Kelsi Knick at 919-855-4288 or email [Kelsi.Knick@dhhs.nc.gov](mailto:Kelsi.Knick@dhhs.nc.gov).

**Burke County Transportation Survey:** The Community Foundation of Burke County, the Western Piedmont Council of Governments (WPCOG) and the Western Regional Transit Authority are exploring the possibility of a developing an experimental circulator bus route for Burke County.

The WPCOG has developed an online survey to obtain input. The link for the public transportation survey is below. If you need paper copies, there is a print function at the top on the far right side of the page. <https://www.surveymonkey.com/r/8R8JJ3H>

The WPCOG is asking organizations to distribute the survey to staff, board members, and especially to clients. If a client do not have access to a computer, please have them complete a printed copy of the survey. Please mail completed printed surveys to John Marshall, Western Piedmont Council of Governments, 1880 2nd Avenue NW, Hickory, NC 28601.

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**Traumatic Brain Injury Resources:** The North Carolina Department of Health and Human Services has introduced a number of informative Traumatic Brain Injury handouts in the areas of Domestic Violence, Substance Use and Criminal Justice, along with a survivor wallet card. The wallet card is helpful for survivors to keep in their wallet to show to police, emergency personnel and others to explain their condition, and why they may not always act appropriately when interacting with others. For example, some individuals use it to show to police if they have an unsteady gate or slurred speech so that police are aware that they are not intoxicated but rather these symptoms are a part of their condition.

The handouts will be available at <http://www.ncdhhs.gov/assistance/disability-services/traumatic-brain-injury>.

**NCARF 2016 Fall Conference and Awards Luncheon:** Registration is now open for the **NCARF** 2016 Fall Conference and Awards Luncheon: *“Turning Over a New Leaf”*. This year’s event will take place at the DoubleTree in Greensboro, NC on September 15 - 16, with a pre conference event on September 14. Conference attendees can expect to gain valuable information to providing quality services to those with disabilities in a variety of settings, including residential and employment services. This training will include information on WIOA, Messages from Vocational Rehabilitation, the Division of Medical Assistance, and the Division of MH/DD/SAS, Legislative Updates, Transition Services, Partnership Plus, Innovation Waiver Services, and Best Practice in State Service Delivery. In addition, the 2016 NCARF Annual Award Winners will be announced at the included luncheon.

[Click here to register](#)

[Click here for the Conference Agenda](#)

For additional information contact NCARF at [ncarinfo@gmail.com](mailto:ncarinfo@gmail.com), call 919-413-7476, or visit [ncarf.com](http://ncarf.com).