



# Provider Communication Bulletin #62

## October 27, 2016

### ***In this Bulletin:***

Don't Miss the November Provider Forum!	Housing in Catawba County
AlphaMCS Downtime	Partners Health Summits
Cultural Competency Expectations for Providers	Partners Training Academy Opportunities
Final Request - Provider Human Rights Committee Reports	Alerts and LME/MCO Joint Communication Bulletins
Attention Providers –Innovations Day Supports Unit Change	NCTracks News
Top Five Medicaid Claim Denials—September 2016	Announcements and Resources
Rate Schedule Updates	

## **Don't Miss the November Provider Forum!**

The November 8, 2016 Provider Forum will spotlight the various departments at Partners. It's a great chance to learn about each of the departments and any changes in their scope of work.

**What:** Quarterly Provider Forum

**When:** Tuesday, Nov. 8, 2016

**Time:** 1 p.m.

**Where:** Teleconference between Partners' Elkin, Gastonia, and Hickory offices.

**To register, select the location where you will attend:**

- [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 your [Account Specialist](#). Handouts from previous forums are available on the [Provider Forums](#) page.

## **AlphaMCS Downtime**

AlphaMCS will be unavailable on Sunday, October 30, 2016 from 10 a.m. until 11 a.m. Please log out of the AlphaMCS system prior to 10 a.m.

If you have questions about this or other Partners-related AlphaMCS matters, please call the IT Service Desk at 704-842-6431. The Service Desk is available from 8 a.m.-5 p.m., Monday-Friday.

*Partners Behavioral Health Management communicates Provider Information through Provider Communication Bulletins and the Provider Knowledge Base website, located at <http://providers.partnersbhm.org>. If you have any questions regarding this Bulletin, please reference the subject contact, contact your account specialist, or email [questions@partnersbhm.org](mailto:questions@partnersbhm.org).*

## Cultural Competency Expectations for Providers

As announced in the routine monitoring training during the month of October, Partners shared the importance of ensuring that Cultural Competency is an integral component of quality services for our mutual beneficiaries. As required in Section 4 of your contract with Partners, we have the responsibility of developing procedures for the implementation of systems to evaluate and/or measure adherence to your Cultural Competency Plan, ensure that all staff are trained, and have training available for review.

Partners has the following expectations regarding Cultural Competency and will roll this into the Routine Monitoring Processes beginning January 1, 2017. The following areas will be reviewed, therefore, providers should be prepared to show evidence to the monitoring team that will, at a minimum, include the following:

- Ensure that your cultural competency plan includes the mission and/or vision statement and indicates the promotion of cultural diversity, cultural competency, and linguistics as an integral part of the system:
  - Examples may include annual reports, brochures, communications to staff, website information, etc.
- Ensure that there is a written plan for cultural competency that promotes awareness, respect and attention to the populations and persons served:
  - Evidence would include board or governance approval, frequency of review and revisions, and a written approval process.
- Ensure that staff orientation includes instruction on the vision, mission, policies and procedures and practices of the organization:
  - Examples of evidence may include a provider orientation manual, staff information regarding cultural competency, handouts and/or printed material, staff training, etc.
- Ensure that the environment is welcoming for people with disabilities, and is inclusive of people from different ethnic, racial, economic, religious, and sexual orientation:
  - Examples of evidence may include brochures, your mission and vision statements, informational boards, resource listings that are inclusive, etc.
- Ensure that there is a process to communicate with individuals needing interpretation/translation services:
  - Examples of evidence may include relationships in the community for interpretation and translation services for staff and individuals

If you have any questions, please contact your Provider Account Specialist.

## Final Request – Provider Human Rights Committee Reports

The Human Rights Committee (HRC) of the Partners Board of Directors is interested in reviewing Provider Agency HRC minutes and reports to identify needs, such as recruiting members or identifying topics for annual trainings. Providers are asked to submit minutes, rosters, and reports to [humanrightscommittee@partnersbhm.org](mailto:humanrightscommittee@partnersbhm.org).

**If your agency has not sent an annual report or the last quarter's meeting minutes, or you have questions, please send them to [humanrightscommittee@partnersbhm.org](mailto:humanrightscommittee@partnersbhm.org) by November 4, 2016.**

## Attention Providers –Innovations Day Supports Unit Change

As many are aware, there are changes to the Innovations Waiver that affect the following services:

- Day Supports Individual (T2021)
- Day Supports Group (T2021HQ)

These two services will need to be authorized and billed as an hourly unit versus a 15-minute unit beginning with November 1, 2016 dates of service.

Partners is in the process of converting all authorizations for T2021 and T2021HQ to *hourly* units. If you have received an authorization for dates of service that *begin on or after November 1, 2016*, your authorization has been set up in Partners' AlphaMCS for the hourly unit.

However, if you have a *current authorization that extends past October 31, 2016, that authorization will be end dated as of October 31, 2016 with prorated units*. A new authorization for hourly units will be entered on your behalf to be effective November 1, 2016 until the end of the current authorization in place.

Utilization Management's goal is to have all of the authorizations entered prior to November 1, 2016. If you are concerned that an authorization has not been updated, please do not attempt to enter claims based on the old authorization, as the claim will not adjudicate properly. UM will work with you to make any corrections needed.

Please contact Utilization Management at 1-877-864-1454, ext. 2605, if you have questions or concerns.

## Top Five Medicaid Claim Denials—September 2016

CLAIM DENIAL	PROVIDER RECOMMENDED ACTION STEPS
Concurrent service has already been approved. Cannot bill another one.	Confirm the service previously sent is correct. If not, send a reversal or replacement 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.
No contract exists or rate not set up yet	Refer to your contract and call MCO if you have questions.
Service is not authorized	Verify Service Authorization for consumer. Contact Utilization Management.

As always, if you have questions about claims submission, please email [claims\\_department@partnersbhm.org](mailto:claims_department@partnersbhm.org) or call 1-877-864-1454, ext. 6486.

## Rate Schedule Updates

The **rate schedule** in the Partners Provider Knowledge Base has been updated to reflect rate changes for the following services:

Service Description	Funding
H0040DJEN - ACTT Assertive Community Treatment Team	Medicaid B
H0040DJEN - ACTT Assertive Community Treatment Team	State
H0040EN - ACTT Assertive Community Treatment Team	Medicaid B
H0040EN - ACTT Assertive Community Treatment Team	State
Supported Employment LTFU-Individual	Innovations
Supported Employment LTFU-Group	Innovations
T2013-TF Community Living & Supports - Ind.	Innovations
T2013-TF HQ Community Living & Supports - Group	Innovations
T2021 Day Supports Individual	Innovations
T2021HQ Day Supports Group	Innovations
T2027 Day Supports Developmental Day	Innovations
T2033 Supported Living - Level 1	Innovations
T2033 Supported Living - Level 2	Innovations
T2033 Supported Living - Level 3	Innovations

The rate schedule can be found on the Provider Knowledge Base under [Claims and Rates Information](#).

## Housing in Catawba County

Finding the right housing can be difficult to find, but have you checked out these resources?

There are five apartment complexes that are part of the Targeted Housing Program. The complexes are The Bradbury, Oxford Crossing, Park at Cline Village, Viewmont, Square Court, and Villas at Northview. Of these, the newest, Oxford Crossing, has been continuing to take new referrals to fill their units. The Targeted Program units have rental assistance attached to them that make these unit affordable to many of the individuals and families we serve. There is a minimum and maximum income requirement to qualify for the units.

There are also properties in Catawba County that are geared toward serving low income households:

- |   |                          |
|---|--------------------------|
| Hickory Housing Authority               | Beacon Hill Apartments   |
| Western Piedmont Council of Governments | Catawba Pines Apartments |
| Cedar Glen Apartments                   | Hill Top Apartments      |
| Kenworth Hall                           | Silver Springs           |
| Woodland Manor                          | Maiden Apartments        |
| Apple Hill Apartments                   | Sandalwood Court         |

Partners Behavioral Health Management  
Provider Communication Bulletin #62  
October 27, 2016

For more housing options, check out the the [HUD Resource Locator](#) or the [NC Housing Search](#) website for listings of available housing properties in your area. These are units integrated into the community and you can search options based on preferences or barriers to housing.

For more options or if you have questions, contact the Partners Housing Coordinator serving your area, or email [housing@partnersbhm.org](mailto:housing@partnersbhm.org):

- Burke and Catawba counties: 828-323-8084
- Cleveland, Gaston and Lincoln counties: 704-884-2514
- Iredell, Surry and Yadkin counties: 336-527-3257

## Partners Health Summit: Struggles of Opioid Addiction

THANKS to all who attended **Partners Health Summit: Struggles of Opioid Addiction!** Almost 400 citizens learned ways to combat the largest drug epidemic plaguing our country—opioid and prescription drug overuse—during our most recent health summit on Friday, October 14. The summit brought the general public and addiction and recovery specialists together to explore addiction and understand prevention, treatment, and recovery for those living with addiction.

If you did not have a chance to attend, visit <http://partnerstraining.com/previous-summits/> to view session information and presentations from the event.

**Make sure to SAVE THE DATE for our next summit!**



March 31, 2017 – Hickory Metro Convention Center – 8:30 a.m.-4:30 p.m.  
More details and registration coming soon!

## November and December Provider Training Opportunities



### Person Centered Thinking (PCT)

October 31 and November 1, 2016. 9 a.m.-4:30 pm

Training will be held in Gastonia – registration is required. [Register Here](#)

Person Centered Thinking training serves as a foundation and philosophical framework for everyone who is involved in supporting people with disabilities. This activity-filled, two-day training consists of applied stories, guided exercises, group work and discussion, wherein the participants acquire core skills in person centered thinking.

Go to the [Partners' Event Calendar](#) to view all training opportunities.

### Child Non-Residential Enhanced Service Definition Training

November 9, 2016, 9 a.m. – 11 a.m.

Training via Webinar – registration is required. [Register Here](#)

Partners' Utilization Management Staff will review, discuss, and answer questions about the Child Non-Residential Enhanced Service Definition.

### NC Clinical Coverage Policy 8C for Licensed Independent Practitioners

November 17, 2016, 9 – 11 a.m.

Training via Webinar – registration is required. [Register Here](#)

Partners' Utilization Management Staff will review, discuss, and answer questions about the State's Clinical Coverage Policy 8C for Licensed Independent Practitioners.

### Person Centered Planning

November 29, 2016, 9 a.m. – 4 p.m.

Training will be held in Hickory - registration is required. [Register Here](#)

Person Centered Planning (PCP) is a process designed to empower the person receiving treatment by focusing on what they want for their lives; instead of designing a plan based on resources available. Person Centered Planning is a one-day training. Each session is limited to 35 participants. *Only two participants per provider agency may attend each session.*

The training goals and objectives are to:

- Understand the value of good planning;
- Know how to prepare and develop document plans;
- Be able to measure progress;
- Define Medical Necessity;
- Identify what is important to, and for, the individual and family, and to use both in developing the plan; and
- Write, update and revise Person Centered Plans.

### **Cultural Competency**

December 1, 2016, 9 a.m. – 4:30 p.m.

Training will be held in Gastonia – registration is required. [Register Here](#)

This unique interactive experience is an exploration of what “cultural competency” means in today’s world, from the perspective of how cultural influences affect our perceptions, particularly in behavioral health-related businesses. A range of culturally relevant topics are addressed that directly affect the professional’s worldview and ethical behavior. The training includes several interactive group and experiential activities to examine and discuss these topics in relevant and meaningful ways.

Objectives:

- To describe “culture” by exploring the range of topics and areas that can and should be addressed, particularly in behavioral health settings.
- Identify one’s own cultural perspective, and describe how this perspective influences behavior.
- Utilize DSM-5 skills and tools with the lens of culture, including during clinical screening and assessments.
- Evaluate possible ethical dilemmas involving workplace cultural issues and a professional codes of ethics

### **ASAM Criteria Training**

December 8 ,2016, 1 – 4 p.m.

Training will be held in Hickory - registration is required. [Register Here](#)

ASAM refers to the *American Society of Addiction Medicine*, regarded as the experts in addiction medicine.

This training teaches participants how to:

- Apply ASAM criteria
- Review updates to ASAM criteria
- Communicate ASAM criteria with managed care organizations for service authorizations

### **NC TOPPS 101 and NC TOPPS Superuser Training**

December 14, 2016

NC TOPPS 101 starts at 9 a.m.; Superuser Training starts at 10:30 a.m.

Training Via Webinar – To register, visit

<https://attendee.gotowebinar.com/register/2826860165838422787>

Partners’ Quality Management staff offers NC TOPPS 101 and NC TOPPS Superuser webinars on a quarterly basis.

- *NC TOPPS 101* is an introduction to NC TOPPS and includes a demonstration of the NC TOPPS online system for the provider agency’s staff user.
- The *NC TOPPS Superuser* training outlines the roles and responsibilities of the NC TOPPS Superuser.

## 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.” Published alerts are available on the Provider Knowledge Base at <http://providers.partnersbhm.org/provider-alert-archive/>.

*Alerts issued since the last Provider Bulletin:*

October 7, 2016 – ACTT Encounter Data Submissions

All **LME-MCO Joint Communication Bulletins** can be found at <http://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>.

*JCBs issued since the last Provider Bulletin:*

J219 – LS v Wos Settlement Agreement and the Role of Individual Budgets

J220 – Reporting of DHHS Performance Measures

J221 – Deadline for In Lieu Of Service Definitions Submissions for SFY2018 DMA Contract

J222 -- CCP 8A State-Funded Enhanced MH SA Services Reposted Due to Rollover Date Change for SAIOP, SACOT

**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-and-index>.

## NCTracks News

Providers who interact with NCTracks are reminded of important changes coming November 1, 2016:

OPR Requirement Implementation:

- Claim pends if any NPI on claim cannot be validated
- Claim denies if a required Attending, Rendering, Ordering, Prescribing, Referring, or Operating provider NPI is omitted from the claim.

Rendering Provider Service Location requirement:

- Claim pends if NCTracks cannot find a Rendering provider service location match to the Billing provider NPI on the claim.

Incident-to Billing becomes obsolete

CCNC/CA Payment Authorization no longer required for claims adjudication

To learn more, please review the [September 2016 OPR Special Bulletin](#) or visit the NCTracks Provider Portal.

## Announcements and Resources

**Child/Adolescent Residential Collaborative:** Partners’ Child/Adolescent Residential Collaborative will meet on November 16, 2016, from 10 a.m.-11:30 a.m. at Partners’ Hickory office, Multipurpose Room. The purpose of this collaborative is to share knowledge and build a strong continuum of care for children and adolescents in residential services. **The collaborative is open to all child/adolescent residential providers.** If you would like to learn more, please contact Liza Go-Harris at [lgo-harris@partnersbhm.org](mailto:lgo-harris@partnersbhm.org) or Mandy Mayhue at [mmayhue@partnersbhm.org](mailto:mmayhue@partnersbhm.org).



Partners Behavioral Health Management  
Provider Communication Bulletin #62  
October 27, 2016

**Psychopharmacology, Communication and Collaborative Care Workshop**: The Licensed Professional Counselors Association of North Carolina is offering a Psychopharmacology, Communication and Collaborative Care Workshop” on November 11, 2016 from 9 a.m.-4 p.m. at Lenior-Rhyne University, Cromer Seminar Room. To learn more or register, visit [http://www.lpcanc.org/events/event\\_list.asp](http://www.lpcanc.org/events/event_list.asp).

**NC-TIDE Fall Conference**: It’s not too late to register for NC TIDE’s Fall 2016 Conference, being held November 13-16 at Embassy Suites Greensboro – Airport. To learn more or register, visit <http://nctide.org/>.

**National Association of Social Workers – North Carolina Chapter** will be hosting its 2016 Fall Conference November 18-19 in Asheville NC . Visit [www.naswenc.org](http://www.naswenc.org) for details.

**Cognitive Behavioral Therapy: A Blended Learning Curriculum**: Charlotte AHEC is offering *Cognitive Behavioral Therapy: A Blended Learning Curriculum* on November 14-15, 2016 and April 21, 2017. This course is a Basic Track for trainees new to behavioral therapies or CBT. To learn more, [click here](#).

**NC Council 2016 Conference & Exhibition**: This year’s NC Council Conference and Exhibition will be held Dec. 7-9, 2016 in Pinehurst, NC with pre-conference offerings on December 6.

In the next phase of Medicaid transformation, NC will open its doors to commercial management for Medicaid healthcare services. All segments of the Medicaid service system are expected to move toward whole person care, become performance based, demonstrate positive outcomes, and offer collaborative care. Now is the time to prepare to meet these requirements and challenges. To review ALL the conference sessions click on the [conference brochure](#). [Register Online](#) by November 1 to get early bird rates.

**NC Mental Health First Aid and Youth Mental Health First Aid Instructor Trainings** are being conducted around the state. DHHS is pleased to sponsor the upcoming Mental Health First Aid [instructor training sessions](#). If you, or someone you know, is interested in becoming an Adult or Youth Mental Health First Aid Instructor in North Carolina, [please see the application for more information](#).

**ICYMI - SAMHSA Introduces MATx**: MATx is a mobile app that supports Medication-Assisted Treatment of Opioid Use Disorder. MATx empowers health care practitioners to provide effective, evidence-based care for opioid use disorders. This free app supports practitioners who currently provide medication-assisted treatment (MAT), as well as those who plan to do so in the future.

Features include:

- Information on treatment approaches and medications approved by the U.S. Food and Drug Administration for use in the treatment of opioid use disorders.
- A buprenorphine prescribing guide, which includes information on the Drug Addiction Treatment Act of 2000 waiver process and patient limits
- Clinical support tools, such as treatment guidelines, ICD-10 coding, and recommendations for working with special populations
- Access to critical helplines and SAMHSA’s treatment locators.

To download MATs, visit <http://store.samhsa.gov/apps/mat/>.