



In this Bulletin:

Attention IDD Providers: New <i>Failure to Provide Back-Up Staffing</i> Process	Top Five Medicaid Claim Denials-- October 2016
Individualized Rate Request Process	PTA Attendance Requirements and Inclement Weather Guidelines
Holiday Appointment Scheduling	December and January Provider Training Opportunities
Partners' Medication Assistance Program	Alerts and LME/MCO Joint Communication Bulletins
Accessing AlphaMCS Client Record Numbers	Announcements and Resources
Volunteers, Items Needed – 2017 Homeless Point in Time Count	

Attention IDD Providers: *New Failure to Provide Back Up Staffing* Process

Beginning December 15, providers will be required to follow a new process for submitting documentation for *Failure to Provide Back Up Staffing*. Details and instructions will be made available in a Provider Alert. If you currently do not receive Partners' Provider Alerts, please [click here to subscribe](#).

Individualized Rate Request Process

Providers have the opportunity to approach Partners with a **request for an individualized rate for consumers with complex needs**. Providers should review and be familiar with the Individualized Rate Request process outlined below:

- Providers should contact the consumer's IDD or MHSU Care Coordinator, or the agency's Provider Network Account Specialist to initiate a request.
- The provider will receive two forms from Partners – an Individualized Rate Request/Justification Form and the Partners Cost Finding Template. The provider will complete both forms.

Partners Behavioral Health Management
Provider Communication Bulletin #63
December 1, 2016

- Once the forms are completed—
 - **Providers delivering mental health, substance use disorder, or non-Innovations services** will upload the forms along with a Service Authorization Request when requesting a specific service.
 - **Providers requesting Innovations services** will email the forms to the currently assigned IDD Care Coordinator. Once the forms are received:
 - The IDD Care Coordinator will complete an update to the Individual Service Plan and an updated Individual Budget with appropriate Legally Responsible Person signatures.
 - A SAR, containing the provided and additional documentation, will be submitted by the assigned IDD Care Coordinator.
- If the service has a current authorization, the provider (or for Innovations services, the assigned IDD Care Coordinator) should still upload the forms to the Patient Portal and notify Utilization Management of the pending request.
- Utilization Management will review all of the information submitted, including clinical justification for the individualized rate.
- The Individualized Rate Request/Justification Form and the Partners Cost Finding Template will need to be completed with each SAR submission. The clinical justification must be completed in the SAR as outlined in the Individualized Rate Request Form.

If you have specific questions about the Individuated Rate Request Process, please contact your [Account Specialist](#).

Holiday Appointment Scheduling

Providers offering appointments through the AlphaMCS Slot Scheduler need to ensure that appointments through December and January are scheduled correctly. Please make sure that your appointments account for the:

- Correct operating hours over the holidays
- Type of funding and clients served (Medicaid or State)

Providers are also asked to upload appointments for the next month at least two weeks prior to the beginning of the month.

If you have any questions, please contact Access to Care at 1-888-235-4673.

Partners' Medication Assistance Program

Partners offers a Medication Assistance Program for consumers. To qualify for medication assistance a consumer must be

- Discharged from a hospital or a facility based crisis unit
- **Attended their first hospital discharge follow up appointment with a Partners' network provider, and**
- Qualify as Indigent (no insurance). Consumers with private insurance, Tricare, Medicare or Medicaid do not qualify.

Providers interested in obtaining medication assistance for an individual should contact Access to Care at 1-888-235-4673 to initiate the process.

Accessing AlphaMCS Client Record Numbers

Partners' Access to Care Department asks providers to limit calls requesting AlphaMCS client record numbers, especially during the hours of 5 p.m. and 8 a.m. Access to Care's first priority is to assist individuals in crisis, and we want to make sure we have ample time to handle crisis calls. Providers may obtain client record numbers from the AlphaMCS provider portal using three items of identification. If you have questions, please contact Melissa Cline, Access to Care Director, at 828-323-8032 or email mcline@partnersbhm.org. Thank you for your understanding and attention to this matter.

Volunteers, Items Needed – 2017 Homeless Point in Time Count

Since 2005, communities across the nation have set out on the last Wednesday night in January to count all people who are sleeping in an unsheltered environment. The purpose is to connect people with resources and to provide an annual update to the United States Congress. This update is used to assist with funding decisions for homeless related programs and initiatives.

This effort is not possible without the collaboration of dedicated organizations and trained volunteers. Partners Housing Team devotes time each year to assist with planning and conducting the actual count. If you wish to be involved with, or would like to donate items for, the 2017 Homeless Point in Time Count please contact someone from our Housing Team.

Teena Willis, Housing Manager Serving Burke and Catawba Phone: 828-323-8084 twillis@partnersbhm.org	Mollie Tompkins Housing Coordinator serving Iredell, Surry, Yadkin Phone: 336-527-3259 mtompkins@partnersbhm.org	Kenneth Gehrig Housing Coordinator serving Cleveland, Gaston, Lincoln Phone: 704-884-2514 kgehrig@partnersbhm.org
---	---	--

Partners Behavioral Health Management
 Provider Communication Bulletin #63
 December 1, 2016

Items needed:

- Alcohol free mouthwash
- Batteries
- Comb / Brush
- Feminine Hygiene Products
- Gloves
- Heavy Sweatshirt (L or XL)
- Razors and Shaving Cream
- Towels and Washcloths
- Blankets
- Backpacks (gently used or new)
- Can Openers
- Pop Top Canned Fruit and Meat
- Deodorant
- Flashlights
- Socks
- Single Serving Bottled Water
- Toboggan / Knit Caps
- 8'X10' Tarps

Top Five Medicaid Claim Denials—October 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.
Claim received after billing period	Write off charges as non-billable. Do not rebill.
Duplicate Claim	Claim has previously been submitted and adjudicated. Do not refile.
Service is not authorized	Verify Service Authorization for consumer. Contact Utilization Management.
No contract exists or rate not set up yet	Refer to your contract and call MCO if you have questions.

As always, if you have questions about claims submission, please email claims_department@partnersbhm.org or call 1-877-864-1454, ext. 6486.

PTA Attendance Requirements and Inclement Weather Guidelines

Partners Training Academy has updated its [Attendance Requirements and Inclement Weather Guidelines](#). This information is available at www.partnerstraining.com.



Attendance Requirements

Training participants may access the training location 30 minutes prior to the session, and may sign in at that time. The training will start at the advertised time. (Example: A training is advertised as beginning at 9 a.m. Registration will be from 8:30 a.m. to 9 a.m. and the training will start at 9 a.m.)

If you arrive 15 minutes or more late to the training, you will not be admitted into the training. No exceptions. (Example: The training session begins at 9 a.m. No one will be admitted into the training after 9:15 a.m.)

Partners Behavioral Health Management
Provider Communication Bulletin #63
December 1, 2016

This policy is in place to ensure that participants received the training required for contact hours, accreditation standards, or continuing education units, and to minimize disruptions to trainings once they begin.

Inclement Weather Guidelines

On occasion, the Partners Training Academy will need to cancel training due to inclement weather conditions. The following standard has been adopted to guide our participants:

- If training is scheduled to be held in the Gastonia location and school is delayed or cancelled in Gaston County, training will be cancelled and rescheduled. Partners will notify all registered participants of the new date and time.
- If training is scheduled to be held in the Hickory location and school is delayed or cancelled in Catawba County, training will be cancelled and rescheduled. Partners will notify all registered participants of the new date and time.
- If training is scheduled to be held in the Elkin location and school is delayed or cancelled in Surry County, training will be cancelled and rescheduled. Partners will notify all registered participants of the new date and time.

If you should have any questions about these requirements and guidelines, please email training@partnersbhm.org.

December and January Provider Training Opportunities

ASAM Refresher Training

Date and Time: December 8, 2016, 1 – 4 p.m.

Location: Hickory Regional Office, 1985 Tate Blvd.SE, Hickory, NC 28602. Access the basement level from the main lobby. Enter Partners' office to get to the multipurpose room for this training session.

Electronic registration is required - [Register Here](#)

Description: ASAM stands for the American Society of Addiction Medicine, regarded as the experts in addiction medicine. This training teaches participants:

- An overview of recent ASAM criteria changes
- The relationship between a Comprehensive Clinical Assessment (CCA) and ASAM criteria
- How to apply ASAM criteria to treatment planning
- A review of ASAM-informed treatment as it relates to medical necessity for services

Trainer: Lynne Grey, MA, LPC, LCAS, CSI, Mental Health/Substance Use Disorder Utilization Management Supervisor, Partners Behavioral Health Management

NC TOPPS 101 and NC TOPPS Superuser Training

Date and Time: 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>

Description: 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.

Introduction to Dialectical Behavior Therapy

Date and Time: January 5 and 6, 2017, 8:30 a.m. to 4:30 p.m.

Location: Gastonia Corporate Office: 901 S. New Hope Road, Gastonia, NC 28054. Use the Auditorium Entrance, not the main entrance, to access the auditorium for this training session.

Electronic registration is required - [Register Here](#)

Description: Dialectical behavior therapy (DBT) treatment is a cognitive-behavioral approach that emphasizes the psychosocial aspects of treatment. The theory behind the approach is that some people are prone to react in a more intense and out-of-the-ordinary manner toward certain emotional situations, primarily those found in romantic, family and friend relationships. DBT is a support-oriented, cognitive-based, and collaborative method for teaching people how to cope with sudden, intense surges of emotion.

Trainer: Laurie Conaty, MSW, LCSW, LCAS (<http://www.laurieconaty.com/>)

ASAM Refresher Training

Date & Time: January 17, 2017, 1:00-4:00 p.m.

Location: Gastonia Corporate Office: 901 S. New Hope Road, Gastonia, NC 28054. Use the Auditorium Entrance, not the main entrance, to access the auditorium for this training session.

Electronic registration is required - [Register Here](#)

Description: ASAM stands for the American Society of Addiction Medicine, regarded as the experts in addiction medicine. This training teaches participants:

- An overview of recent ASAM criteria changes
- The relationship between a Comprehensive Clinical Assessment (CCA) and ASAM criteria
- How to apply ASAM criteria to treatment planning
- A review of ASAM-informed treatment as it relates to medical necessity for services

Trainer: Lynne Grey, MA, LPC, LCAS, CSI, Mental Health/Substance Use Disorder Utilization Management Supervisor, Partners Behavioral Health Management

Introduction to the Whole Person Integrated Care Model

Date & Time: January 19, 2017, 9:00 a.m.-11:30 a.m.

Location: Gastonia Auditorium with video conference to Elkin & Hickory

- Gastonia Corporate Office: 901 S. New Hope Road, Gastonia, NC 28054. Use the Auditorium Entrance, not the main entrance, to access the auditorium for this training session.
- Hickory Regional Office: 1985 Tate Blvd.SE, Hickory, NC 28602. Access the basement level from the main lobby. Enter Partners' office to get to the multipurpose room for this training session.
- Elkin Regional Office: 200 Elkin Business Park Drive, Elkin, NC 28621. Use the front entrance to access the large conference room for this training session.

Electronic registration is required – Please click on location where you will attend to register:

[Elkin Regional Office](#)

[Gastonia Corporate Office](#)

[Hickory Regional Office](#)

Description: Learn how the new Whole Person Integrated Care model integrates medical, behavioral, and public health approaches to care for the whole person. The model expands integrated care beyond the health care sector to include the social determinants of health, or the conditions in the places where people live, learn, work, and play. By tackling all the conditions that impact an individual's overall health, we can improve population health, reduce health disparities, advance health equity, and optimize public and private resources.

Trainer: Martha Kaufman, M.Ed., Integrated Care Director, Partners Behavioral Health Management

Due Process for IDD Service Providers

Date & Time: January 25, 2017, 9:00 a.m. to noon

Location: Gastonia Auditorium with video conference to Elkin & Hickory

- Gastonia Corporate Office: 901 S. New Hope Road, Gastonia, NC 28054. Use the Auditorium Entrance, not the main entrance, to access the auditorium for this training session.
- Hickory Regional Office: 1985 Tate Blvd.SE, Hickory, NC 28602. Access the basement level from the main lobby. Enter Partners' office to get to the multipurpose room for this training session.
- Elkin Regional Office: 200 Elkin Business Park Drive, Elkin, NC 28621. Use the front entrance to access the large conference room for this training session.

Electronic registration is required – Please click on location where you will attend to register:

[Elkin Regional Office](#)

[Gastonia Corporate Office](#)

[Hickory Regional Office](#)

Description: Individuals participating in this training will learn about Due Process for Consumers, to include the various levels of reconsiderations and appeals. Some of the items that will be covered include:

- The purpose of a Peer Review and Peer to Peer Conversations
- Reconsideration and Appeal time frames
- Submission of a Reconsideration or State Fair Hearing requests
- How you will be notified of Appeal outcomes
- Mediation, or OAH Hearing components
- IDD Care Coordination's role in Due Process
- Processes subject to Grievance vs. Appeal for NC Innovations services

Partners Behavioral Health Management
Provider Communication Bulletin #63
December 1, 2016

Trainer: Charity Bridges, MA, LPA, HSP-PA, IDD Utilization Management Manager, Partners Behavioral Health Management

Co-Occurring Disorders: Mental Health and Substance Use Disorder

Date & Time: January 26, 2017, 9:00 a.m.-11:30 a.m.

Location: Gastonia Corporate Office: 901 S. New Hope Road, Gastonia, NC 28054. Use the Auditorium Entrance, not the main entrance, to access the auditorium for this training session.

Electronic registration is required - [Register Here](#)

Description: More information coming soon.

Trainer: Michael Clark, MD, Associate Medical Director, Partners Behavioral Health Management

Person Centered Planning

Date & Time: January 31, 2017, 9:00 a.m. - 4:30 p.m.

Location: Gastonia Corporate Office: 901 S. New Hope Road, Gastonia, NC 28054. Use the Auditorium Entrance, not the main entrance, to access the auditorium for this training session.

Registration: Person Center Planning is a one-day training. This training is limited to 40 participants, only two participants per agency may attend. [Register Here](#)

Description: 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. 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.

Trainer: Evelyn McGill, MA, LPC, LCAS, CSI, NCC, Mental Health and Substance Use Utilization Management Care Manager, Partners Behavioral Health Management

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!

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:

November 10, 2016 – [NC Innovations; ACTT Encounter Submissions, Residential Level III](#)

November 3, 2016 – [Forum Reminder; Retro Medicare/TPL Processing; CCP 8P](#)

November 21, 2016 – [New Process for Submitting NC-SNAPs](#)

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

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>.

Announcements and Resources

Research Opportunity for Adolescents to test an Online Relapse Prevention Program: The National Institute on Drug Abuse has funded a project, led by 3C Institute in Durham, to create an innovative relapse prevention tool called Arise, an online coping skills training program to help adolescents who have completed substance abuse treatment continue with supportive aftercare to help prevent relapse. You can view a short video about the Arise program at <https://vimeo.com/176752725>.

The 3C Institute completed full iterative development of the program this summer, and is now launching a research study to evaluate its efficacy. Over the next few months, they will be enrolling 13-19 year olds who have recently completed substance abuse treatment in the program.

If you have any questions about the research study, or would like more information about the Arise program or access to a demo account to preview the program, please contact Emily Brown, Project Coordinator, by email (brown@3cisd.com) or phone (919-677-0102 x 596).

(Please note: This program is not affiliated with Partners, and is being shared as information.)

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](#).