



Provider Communication Bulletin #64

December 22, 2016

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Register for the February Provider Forum

Start the new year off right by attending Partners' Provider Forum!

Date & Time: February 14, 2017, 1 – 3 p.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.
- 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.
- Elkin Regional Office: 200 Elkin Business Park Drive, Elkin, NC 28621. Use the front entrance to access the large conference room.

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

[Elkin Regional Office](#)

[Gastonia Corporate Office](#)

[Hickory Regional Office](#)

Attention IDD Providers: Failure to Provide Back Up Staffing Process

Providers should continue the standard process of submitting Back Up Staffing Incident forms via AlphaMCS until further notice. The previous instruction you received regarding a December 15 change to Back Up Staffing Incident reports has been delayed.

Details and instructions may be communicated through a Provider Alert. If you currently do not receive Partners' Provider Alerts, please [click here to subscribe](#).

Access to Care: CCNC Member Info Upload Change

Recently, Partners' Access to Care department conducted a survey with providers to gather information and needs regarding the upload of CCNC information for members whose appointments are scheduled through Partners' Access to Care. **As a result of the survey, Partners' Access to Care staff will no longer**

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.

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automatically upload member information from the CCNC portal for the appointments we schedule for our members. The survey found that most providers prefer that they be given the option to request the CCNC information, rather than the information be sent with every scheduled member.

Access to Care staff are happy to upload CCNC member information in the scheduler at the request of the provider. Providers should contact Access to Care at 1-888-235-4673 to request this information. If you have questions regarding this change, please contact Melissa Cline, Access to Care Director at 828-323-8032 or email mcline@partnersbhm.org.

Quarterly Human Rights Committee Minutes Due

All Partners contracted providers are required to submit their Human Rights Committee minutes to Partners' Human Rights Officer at least quarterly. Many agencies have failed to submit, and should send in committee minutes immediately. Please email all quarterly meeting minutes to humanrightscommittee@partnersbhm.org, or you may send via US Mail to:

Partners Behavioral Health Management
Attn: Keshia Sandidge, Human Rights Officer
901 S. New Hope Rd.
Gastonia NC 28054

If you have any questions please contact Keshia Sandidge via email at ksandidge@partnersbhm.org or call 704-884-2698.

Top Five Medicaid Claim Denials—November 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.
No contract exists or rate not set up yet	Refer to your contract and call MCO if any 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 or call 1-877-864-1454, ext. 6486.

Website Updates

The following forms have been added or updated on the Provider Knowledge Base (<http://providers.partnersbhm.org>)

- The Inpatient Review Form has been updated as of December 14, 2016 and is located at <http://providers.partnersbhm.org/hospitals-working-partners/>.
- The Claims Denial Review Form has been updated as of December 6, 2016 and is located at <http://providers.partnersbhm.org/claims-information/>
- The ASAM Severity Profile Score Sheet is now located at <http://providers.partnersbhm.org/utilization-management/>
- The 2017 Checkwrite Schedule is posted on the Provider Knowledge Base at <http://providers.partnersbhm.org/finance-documents-forms/>.

Providers are asked to not bookmark pages or forms. Instead, go to the page and use the link to make sure you are using the most up-to-date document when submitting information. If you do not see the most up-to-date form, please refresh your web browser by pressing the F5 key.

Affordable Housing

With the average [fair market rent](#) in [North Carolina](#) being \$658, finding a decent, safe and affordable place to live can be a challenge. According to the [National Low Income Housing Coalition](#), someone in North Carolina earning minimum wage (\$7.25 per hour) needs to work 70 hours to afford a modest one-bedroom apartment.

It is especially a challenge for those unable to work full time due to a disabling condition. Someone who receives Supplemental Security Income (SSI) for a disabling condition could bring home around \$733 per month. That is only \$169 per week, \$4.23 per hour if compared to a 40-hour work week. This leaves the gap even wider for those in this situation who are trying to find an affordable place to live.

Someone who spends more than 30% of their financial resources on rent and utilities is considered [cost burdened](#). The reality is [one in four people](#) spend 50% or more on housing and utility costs. Unfortunately, this does not appear to be changing anytime soon.

Affordable housing options do exist in most communities and we should encourage the people we serve to pursue them. To locate affordable housing in your area you can utilize Socialserve.com by visiting www.nchousingsearch.org or calling 1-877-428-8844. Here, you will find [public housing](#) properties, [low income tax credit properties](#), [project based rental assistance](#) properties, [USDA](#) properties and the like. It is important to understand that the limited properties in your area that are affordable could have a lengthy wait list. Do not let this discourage you or the people you serve. If they do not apply, they will not have the opportunity.

If you have further questions on affordable housing in your area or potential programs that may exist, feel free to contact Kenneth Gehrig, Partners' Housing Coordinator, by calling 704-884-2514, or emailing kgehrig@partnersbhm.org.

Pre-Registration Now Open!



March 31, 2017 – Hickory Metro Convention Center – 8:30 a.m.-4:30 p.m.

[Click here](#) to pre-register for this event.

To learn more, visit <http://partnerstraining.com/whole-person-integrated-care/>

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

January and February Training Opportunities

Introduction to Dialectical Behavior Therapy

This training is full. If you would like to be added to the waiting list, please email training@partnersbhm.org or call Cassandra Willis at 704-884-2518.

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

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- 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:

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[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

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

An Introduction to Child and Family Teams: A Cross System Training from the Family's Perspective

Date & Time: January 24 and 25, 2017, 9:00 a.m. - 4:00 p.m.

Location: Hickory Regional Office: 1985 Tate Blvd.SE, Hickory, NC 28602, in the First Floor Conference Room, adjacent to the main lobby.

Electronic registration is required by January 20: [Register Here](#)

Description: Child and Family Team 1 is a two-day experiential training with a goal of providing an overview of Child and Family Team meetings from the family's perspective. The training seeks to reinforce the idea of "one family, one plan" by addressing Child and Family Teams through the lens of multiple systems as they affect families in their everyday lives. Agencies, providers, parents, and family members over 18 years of age who serve children and youth are encouraged to attend this training.

Trainer: Kim Rhoads, LCAS, Child System of Care Liaison, Hickory Region, 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: This training session focuses on treating people with both mental health and substance use disorders at the same time. Learn about the prevalence, risk factors, screenings, and integrated treatments for the co-occurring diagnoses, plus examples of recommended screening tools.

Trainer: Michael Clark, MD, Associate Medical Director, and Lynne Grey, MA, LPC, LCAS, CSI, Mental Health/Substance Use Disorder Utilization Management Supervisor, 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

Adult Enhanced Service Definition Training

Date & Time: February 7, 2017, 9:00 a.m. to noon

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: Learn how to interpret adult enhanced service definitions for ACTT, CST, Partial Hospitalization, Peer Support Services, Supported Employment, and Individual Supports.

Trainer: Lynne Grey, MA, LPC, LCAS, CSI, Mental Health/Substance Use Disorder Utilization Management Supervisor, and Partners' Utilization Management staff members

Introduction to Motivational Interviewing

Date & Time: February 9 & 10, 2017, 9:00 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: Motivational Interviewing (MI) is an evidence-based treatment that addresses ambivalence to change. MI is a conversational approach designed to help people with the following:

- Discover their own interest in considering and/or making a change in their life (e.g., diet, exercise, managing symptoms of physical or mental illness, reducing and eliminating the use of alcohol, tobacco, and other drugs)
- Express in their own words their desire for change (i.e., "change-talk")
- Examine their ambivalence about the change
- Plan for and begin the process of change
- Elicit and strengthen change-talk
- Enhance their confidence in taking action and noticing that even small, incremental changes are important
- Strengthen their commitment to change

Trainer: Laurie Conaty, MSW, LCSW, LCAS (*link her name to <http://www.laurieconaty.com/>*)

Person Centered Thinking

Date & Time: February 16 & 17, 2017, 9 a.m.-4:30 pm

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: 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.

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

Training Parents of Children with Autism Spectrum Disorder

Date & Time: February 27, 2017, 8:30 a.m. to 12:30 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: Autism spectrum disorder (ASD) is a chronic neurodevelopmental condition of early childhood onset characterized by social communication deficits, restricted interests, and repetitive behaviors. ASD affects 1 in 68 children.

- In addition to the defining features, as many as 50% of children with ASD exhibit behavioral problems, including tantrums, noncompliance, aggression, and self-injury. These behaviors interfere with the performance of daily living skills, limit the child's ability to benefit from educational services, and may increase social isolation. Learn how to empower parents to be the agent of change for their child.
- The Research Unit on Behavioral Interventions (RUBI) Autism Network developed a manualized parent training program specifically for families of children with ASD and co-occurring disruptive behaviors. The program utilizes techniques grounded in Applied Behavior Analysis to teach parents how to manage their child's behavioral problems.
- The purpose of this workshop is to provide a greater understanding of the prevalence, impact, and treatment of disruptive behaviors in ASD and how parent training is a promising line of treatment for these challenging behaviors.

Trainer: [Dr. Karen Bearss](#), Seattle Children's Autism Center, Acting Assistant Professor, Department of Psychiatry and Behavioral Sciences, University of Washington

Adult Enhanced Service Definition Training

Date & Time: February 28, 2017, 9:00 a.m. to noon

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: Learn how to interpret adult enhanced service definitions for ACTT, CST, Partial Hospitalization, Peer Support Services, Supported Employment, and Individual Supports.

Trainer: Lynne Grey, MA, LPC, LCAS, CSI, Mental Health/Substance Use Disorder Utilization Management Supervisor, and Partners' Utilization Management staff members

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:

- December 1, 2016 – [Alpha Downtime; Phish Scam; DMHDDSAS RFA](#)
- December 9, 2016 – [Separate EFT for Claims Submitted on Dec. 6](#)

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

- December 8, 2016 – [Mobile Crisis Management in Jails](#)

Providers are encouraged to review the monthly NC Division of Medical Assistance Medicaid Bulletin.

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Bulletins are posted at <http://dma.ncdhhs.gov/document/2016-medicaid-bulletins-and-index>.

Announcements and Resources

Partners' Holiday Closing Schedule: Partners Behavioral Health Management's administrative offices will be closed Friday, December 23-Tuesday, December 27, 2016 in observance of Christmas, and closed on Monday, January 2, 2017 in observance of New Year's Day.

Our Access to Care Department is available 24 hours a day, seven days a week, at 1-888-235-HOPE (4673) to assist with crisis and services.

Burke Child Collaborative Meeting Rescheduled: Due to the New Year's Holiday, the Burke County Child Collaborative meeting has been rescheduled from Monday, January 2 to Monday, January 9, 2017. The meeting will be held from 8:30 - 10:00 a.m. at the Family Infant Preschool Program, 300 Enola Road, Morganton.

Consumer and Family Advisory Committee Seeks Members: Partners' Consumer and Family Advisory Committee (CFAC) makes an impact in the policies and treatments for members, families, friends, neighbors and communities. The group is looking for volunteers to represent the following areas:

- Mental Health: Surry, Yadkin counties
- Substance Use: Burke, Lincoln, Surry counties
- Intellectual or Developmental Disabilities: Gaston County

Interested in learning more or applying to serve on CFAC? You can visit CFAC's webpage at <http://www.partnersbhm.org/consumer-family-advisory-committee/> or contact Shirley Moore by calling 704-884-2646 or emailing smoore@partnersbhm.org.

Human Rights Committee Seeks Volunteers: Partners Human Rights Committee influences quality of care for individuals receiving services by ensuring their consumer rights are upheld during treatment and recovery. These rights include the right to dignity, privacy, humane care, and freedom from mental and physical abuse, neglect, and exploitation. Currently, the committee needs members representing:

- Mental Health: Burke, Iredell, Yadkin counties
- Substance Use: Burke, Catawba, Cleveland, Gaston, Iredell, Lincoln, Surry, Yadkin counties
- Intellectual or Developmental Disabilities: Burke, Catawba, Cleveland, Gaston, Iredell, Lincoln, Yadkin counties

To learn more, visit the Human Rights Committee webpage at <http://www.partnersbhm.org/human-rights-committee/>, or contact Keshia Sandidge by calling 704-884-2698 or email ksandidge@partnersbhm.org.

Low Income Energy Assistance Program Accepting Applications: The North Carolina Department of Health and Human Services is accepting applications for the state's Low Income Energy Assistance Program (LIEAP) beginning December 1, 2016.

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Households containing a person aged 60 or more, or an individual receiving disability benefits and services through the N.C. Division of Aging and Adult Services are eligible to apply for assistance from Dec. 1 - 31. All other households may apply from Jan. 1 - March 31, 2017, or until funds are exhausted.

The energy assistance program is federally funded and provides a one-time payment directly to the utility company to help eligible households pay their heating bills during the cold-weather months. Last year, the program provided approximately \$33 million to help more than 128,000 households pay their heating bills from December 2015 through March 2016.

For more information, contact your local county Department of Social Services. A list of these offices and contact information is available [here](#).