



Provider Communication Bulletin #65

January 26, 2017

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Register for the February Provider Forum

Start the 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.

RSVP by clicking on location where you will attend:

[Elkin Regional Office](#)

[Gastonia Corporate Office](#)

[Hickory Regional Office](#)

Your Input Needed: Partners' Needs Assessment and Gaps Analysis

Each year, Partners conducts a Needs Assessment and Services Gaps Analysis to understand the behavioral health needs of the citizens in the regions we serve. To assist with this process, **we want input from every person and from every perspective touched in some way by mental illness, substance use disorders, or intellectual and developmental disabilities.**

The survey should only take a few minutes to complete. Want to participate?

[Click Here to Complete the Survey](#)

Partners will use a number of tools—focus groups, consultation with community and provider stakeholders, extensive data analytics, and web-enabled surveys—to develop an effective plan for a more targeted deployment of precious healthcare resources. We appreciate your help in this process.

EPSDT Requests

As a reminder, EPSDT is only for Medicaid and children 3-21. Care Managers are finding EPSDT checked for state funded services. Since the Care Managers cannot change this status once it is selected by providers, there will be a notification sent that a new service authorization request needs to be submitted. This is necessary due to the EPSDT tile being linked in AlphaMCS to several of the MCO reports. Checking that tile for any service or consumer that is not covered under the EPSDT regulation skews the data. Please respond in a timely manner to these requests in order to prevent a delay in services.

Residential Supports and Therapeutic Leave

Per the Innovations Waiver, Residential Supports includes learning new skills, practice and/or improvement of existing skills, and retaining skills to assist the person to complete an activity to his/her level of independence. Residential Supports includes supervision and assistance in activities of daily living when the individual is dependent on others to ensure health and safety.

Residential Supports is a per diem service. It is expected that the individual be present for the service to be billed. There is no therapeutic leave code for Innovations Waiver services.

As a reminder, Residential Services is required by rule to be a 24-hour service. Several rules in 10A NCAC 27G speak to this requirement, such as this one:

10A NCAC 27G .0103 GENERAL DEFINITIONS

(49) "Residential service," unless otherwise provided in these Rules, means a service provided in a 24-hour living environment in a non-hospital setting where room, board, and supervision are an integral part of the care, treatment, habilitation or rehabilitation provided to the individual.

Top Five Medicaid Claim Denials—December 2016

CLAIM DENIAL	PROVIDER RECOMMENDED ACTION STEPS
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 any questions.
Invalid PC/DX Combo	Verify procedure code corresponds with DX and all information submitted is correct. Refile only if
Duplicate Claim	Claim has previously been submitted and adjudicated. Do not refile.
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.

Updated Claims Denial Review Form

Providers submitting claims denials to Partners are reminded to use the new “Claims Denial Review Form,” updated as of December 6, 2016. This document is located at <http://providers.partnersbhm.org/claims-information/>. **Please do 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.

Reminders for Those Applying for Housing

It is no mystery that there is a growing need for [affordable housing](#) and that the existing stock is getting harder to obtain. Increased need and low vacancy rates leave many left waiting. Below are some reminders when helping the person you are serving pursue affordable housing.

“Open Wait List” or “Wait List Open”

Understand this means applications are being received. This does not always mean someone can apply today and move in tomorrow. It also does not mean the “wait” will be short either. Wait lists for “affordable” housing can exceed one year or more.

Next, the wait is estimated. Property and program managers (“managers”) do their best to screen in eligible people when they first apply. Those people then go onto the wait list assuming they will be, and remain, eligible. However, the actual application does not usually get validated until a vacancy is coming up. At that time, managers attempt to collect necessary verifications and review any credit or legal issues. This process tends to whittle the wait list down quickly as some people are hard to contact or may not be eligible any longer.

“Should I apply?”

If applications are being received and the person you are serving appears to be eligible, they should apply. If eligibility requirements are not fully known, then you, or the person you are serving, can ask the manager for them. Read the information given and bring questions back to the manager. Then help the person you are serving to assess if submitting an application would be appropriate or not.

Follow Up

Strive to keep a record of places and program where the person you are serving has applied. Information like the name of the property/program, who the manager is and the best way to contact them. After applying to several places, keeping up with those details can become challenging.

Work with the person you are serving to set proper boundaries on when to follow up on applications. If a manager informed them that it could be a two year wait then calling every day to check on the application would be excessive. If the wait will be *longer* than six months follow up once a month. If the wait will be *less* than six months consider following up twice a month. If a manager specifies that the wait will be less than a month then it may be appropriate to follow up once a week unless given specific instructions by the manager to do otherwise.

Update Information

Be sure the person receiving services updates the manager the moment there is a change in mailing address or phone number. Phone and mail are common methods of communication for managers. If the

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person you serve tends to lose their phone or has to change their phone number frequently, they may benefit from a service like [google voice](#).

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

February and March Training Opportunities

Attention Attendees: 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.



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

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

Parent Training for Disruptive Behaviors in Autism Spectrum Disorder

Date & Time: February 27, 2017, 8:30 a.m. to 12:30 p.m. [Register Here for February 27 session](#)

OR March 15, 2017, 8:00 a.m. to 12 p.m. [Register Here for March 15 session](#)

Location for both sessions: 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.

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

Ethics in a Managed Care Environment

Date & Time: March 23, 8:30 a.m. to 1:00 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 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: This course reviews current ethical standards in service delivery, such as:

- How one's morals and values effect ethics
- How policies and procedures may affect ethics
- How to manage dilemmas one may face while in practice
- Identify steps to resolve ethical dilemmas
- Attendance Requirement Reminder: If you arrive 15 minutes or later to the training, you will not be admitted into the training, even if you notify Partners you are running late. No exceptions.

Trainers: Barbara Hallisey, Associate Clinical Services Director, and Jeffrey Sanders, Transitions to Community Living Program Manager, Partners Behavioral Health Management

Cognitive Behavioral Therapy

Date & Time: March 29, 30, and 31, 9 a.m. to 5 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: Cognitive Behavioral Therapy, also known as CBT, is a type of therapy that helps a person focus on his or her current problems and how to solve them. This training program teaches the essentials of CBT, and prepares treatment providers to begin or continue the appropriate use of this evidence-based practice.

- Homework will be assigned on day one and two of this training.
- Attendance Requirement Reminder: If you arrive 15 minutes or later to the training, you will not be admitted into the training, even if you notify Partners you are running late. No exceptions.

Trainer: [Danielle Coleman](#), MSW, LCSW, ACSW, Choice Communications

Partners Health Summit: Whole Person Integrated Care

Date & Time: March 31, 8:30 a.m. to 4:30 p.m.

Location: Hickory Metro Convention Center, 1960 13th Ave Dr SE, Hickory, NC 28602

Electronic registration is required: Register at <http://partnerstraining.com/whole-person-integrated-care/>



Keynote Presenters:

- Martha Kaufman, M.Ed., Integrated Care Director for Partners Behavioral Health Management, will present "Introduction to the Whole Person Integrated Care Model"
- John Franz, attorney, educational psychologist, teacher, and child and family advocate with Paper Boat Consulting, will present "Strong Medicine: Promoting Resiliency and Results in Whole Person Integrated Care"
- Dr. Sarah Van Driel, Clinical-Community Psychologist, Implementation Consultant, Triple P America, will present "Public Health Approach to Strengthening Families & Promoting Social-Emotional Health in Children"
- Plus six other sessions (*link to <http://partnerstraining.com/whole-person-integrated-care/>*)

Description: Whole Person Integrated Care, or WPI-Care, is the integration of medical, behavioral, and public health approaches to care for the whole person. The WPI-Care 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. This one-day educational summit will help you develop and implement the model for the organizations and communities you serve. Continuing education units will be available for summit attendees.

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 9, 2016 – [Separate EFT for Claims Submitted on Dec. 6.](#)

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

- [#J231 Children with Complex Needs](#)
- [#J232 Clinical Coverage Policy 8C-Nurse Practitioner Credentialing](#)

Providers are encouraged to review the monthly NC Division of Medical Assistance Medicaid Bulletin. Bulletins are posted at <https://dma.ncdhhs.gov/providers/medicaid-bulletins>.

Announcements and Resources

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, Gaston, Iredell, Yadkin counties
- Substance Use: Burke, Gaston, 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.

Working for Recovery: Implementing an Individual Placement and Support Supported Employment

Model: Save the date of Saturday, April 29, 2017, as the UNC Center for Excellence in Community Mental Health will host the “Working for Recovery: Implementing an Individual Placement and Support Supported Employment Model Symposium.” The event will be held at the William and Ida Friday Center for Continuing Education in Chapel Hill, NC. For more information, please contact Janice Linn at 919-445-0206 or email jlinn@med.unc.edu.