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Provider Council Meeting Reminder

The Partners Provider Council is a professional representative and advocate for all service providers in the Partners’ catchment area. The Council facilitates an open exchange of ideas and brings forward concerns and solutions while promoting collaboration and mutual accountability among providers.

All providers are welcome to attend Provider Council meetings. Registration is not required. The next Provider Council Meeting will be held:

When: Friday, February 24

Time: Providers meet from 9:30-10:30 a.m.

Partners’ staff join the meeting from 10:30 a.m.-12 p.m.

Where: Partners-Hickory Regional Office, Basement Multipurpose Room
1985 Tate Blvd. SE, Hickory NC 28602

If you have questions, please contact your [Account Specialist](#).

Partners Health Summit: Whole Person Integrated Care – Free Continuing Education Units Available

Partners has received approval to offer the following continuing education units for this summit:

- Continuing Medical Education (CME) - 6.25 AMA PRA Category 1 Credit
- CEUs/Contact Hours - 6.25 CEU
- National Board of Certified Counselors (NBCC) - 6.25 NBCC Hours
- Continuing Nursing Education (CNE) - 6.25 CNE Contact Hours
- North Carolina’s Substance Abuse Professional Practice Board (NCSAPPB) - 6.25 NCSAPPB GSB
- NC Psychologist Credit - 6.25 Contact Hours (category A) CE for NC Psychologists
- Certified Health Education Specialist - 6.25 Contact Hours
- Contact Hours - 6.25 Contact Hours

Learn more and register today at <http://partnerstraining.com/whole-person-integrated-care/>

Your Participation Requested--Health Information Exchange Survey

What is a health information exchange? A health information exchange, or HIE, is a secure and electronic network that gives authorized health care providers the ability to access and share health-related information across a statewide information highway. It exists to improve health care quality, enhance patient safety, improve health outcomes, and reduce overall health care costs by enabling health information to be available securely whenever doctors, nurses and patients need it.

Who is the NC HIEA? The North Carolina Health Information Exchange Authority (NC HIEA) was created by the North Carolina General Assembly to oversee and administer the state-designated HIE (NCGS 90-414.7). NC HIEA will receive input and advice from an Advisory Board consisting of patients, hospital systems, physicians, technology experts, public health officials and other key stakeholders to continuously improve the HIE Network, now called NC HealthConnex, and move towards more efficient and effective care. The new law also requires that, as of February 1, 2018, all Medicaid providers must be connected and submitting data to NC HealthConnex in order to continue to receive payments for Medicaid services provided. By June 1, 2018, all other entities that receive state funds for the provision of health services, including local management entities/managed care organizations, also must be connected. (NCGS 90-414.4).

Partners is requesting information about its provider network in order to gain a better understanding of the status of the network regarding connectivity to the NC Health Information Exchange as well as electronic health records.

Partners requests all network providers to complete a short survey located at <https://www.surveymonkey.com/r/TRW3VT7>.

This information will be used for planning purposes and training opportunities to better assist our providers to meet the aforementioned requirements.

Credentialing Update: Partners Credentialing Process

The Credentialing Delegation Agreement between Partners and Vaya Health (Vaya) will end on June 30, 2017. This means that Vaya will no longer be processing credentialing and recredentialing applications on behalf of Partners effective July 1, 2017.

This transition impacts all providers in the Partners network. Vaya will continue to process credentialing and recredentialing applications for all providers in the Vaya network.

In order to appropriately complete this transition, the milestones noted below have been established:

- As of **March 1, 2017**, Partners will assume responsibility of issuing recredentialing notices for providers that are credentialed with Partners.
- In the month of **April 2017**, Partners will conduct provider trainings on the Partners credentialing process. Until this training is offered, you should continue to follow the current processes in place.
- As of **May 1, 2017**, Partners will start receiving credentialing and recredentialing applications from Partners providers; Vaya will no longer receive applications on behalf of Partners as of May 1, 2017. Applications received by Vaya on or before **April 30, 2017**, will be processed by Vaya no later than **June 30, 2017**.

The Credentialing Delegation Agreement with Partners has been in effect since November 2014 and has led to a strong and collaborative relationship between both LME/MCOs. That relationship will continue to the benefit of both Vaya and Partners. If you have any questions please contact the appropriate LME/MCO via your preferred method as provided below.

Partners Behavioral Health Management

Email: enrollment@partnersbhm.org

Phone: 704-884-2505

Website: <http://providers.partnersbhm.org/provider-enrollment-credentialing/>

Vaya Health

Email: credentialingteam@vayahealth.com

Phone: 855-432-9139

Website: <http://vayahealth.com/providers/credentialing/>

Provider Leadership Consortium

Partners has invited key decision makers from our provider network to participate in a leadership consortium on Tuesday, March 14. The goal of this event is to generate ideas and feedback to help shape our transition from a fee-for-service to a value-based payment model.

This is an invitation-only event. If you have received an invitation to this event and have not registered, please do so at your earliest convenience. If you are not able to attend, we welcome you to email training@partnersbhm.org with the name of another representative from your agency.

State/IPRS-Funded Services Update

Partners recently announced a number of changes to how State/IPRS funds will be allocated in the next fiscal year, beginning July 1, 2017. This information was shared at the January 20 Provider Council meeting, in a [Provider Alert](#) released on February 2, and during the Partners Provider Forum on February 14.

Partners will be maintaining its current State/IPRS funding levels in Fiscal Year 2017-18 (FY2017-18), however, this funding will be reallocated to specific services. We have worked on this issue for a number of months, and multiple Partners' departments have participated in this discussion to determine what changes were the most beneficial to our service system.

The benefit plan changes, available online at <http://providers.partnersbhm.org/rates-three-way-contracts-reminders/#Benefit-Plan-Changes>, identifies the specific State/IPRS-funded services impacted effective July 1, 2017.

Partners wants to stress that State/IPRS funding within Partners is NOT BEING REDUCED. We are simply reallocating funding within the State/IPRS benefit grid for FY2017-18. Partners wants to emphasize that, going forward:

- Medicaid funds need to be utilized whenever possible to meet the needs of individuals who are eligible for Medicaid. Many individuals are eligible and enrolled in Medicaid, but continue to receive State/IPRS funded services when Medicaid services could effectively meet their needs. This is detrimental to the purpose of State/IPRS funding, which is designed to serve the indigent population.
- Our clinical team has reviewed and prioritized our State/IPRS services into three tiers, focusing on those that utilize best practices, evidence-based practices, and meet critical crisis needs. We are directing more funds toward these practices and services and away from services that are no longer viewed as best practice or are not clinically efficacious.
- We are limiting the time that individuals can receive some services, such as Assertive Community Treatment Team, in an effort to move individuals into Medicaid funding where possible. This allows

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individuals to receive services through State/IPRS funding until they can become Medicaid eligible, while forcing all parties to aggressively pursue the better funding source. Please note the language concerning extensions for authorization when progress is being shown toward Medicaid eligibility.

Partners will be publishing a grid of State/IPRS services to receive funding increases. We need to determine the amounts for those increases based on this year’s utilization, and we are continuously reviewing utilization as the fiscal year progresses.

Again, please note these changes do not take effect until July 2017, and will result in no loss of funding for the IPRS service sector as a whole. If you have further questions, please direct them to your [Account Specialist](#).

Class of Principal Required for Enrollments

Partners’ Access to Care Department would like to remind providers that a “class of principal or additional” is required in all enrollments. This is a NC Division of Mental Health, Developmental Disabilities and Substance Use Services [Consumer Data Warehouse](#) requirement and information regarding selection of principal diagnosis can be found in the ICD-10 Diagnostic Manual.

Class	Axis	Diagnosis ID	Effective Date	End Date	Stresser	Active	
	DSM5 - No Axis	F13.20 *Sedative, hypn	02/13/2017		False	<input checked="" type="checkbox"/>	<input type="button" value="Add"/> <input type="button" value="Modify"/>
	DSM5 - No Axis	F11.20 *Opioid depende	02/13/2017		False	<input checked="" type="checkbox"/>	<input type="button" value="Remove"/>
	DSM5 - No Axis	F12.20 *Cannabis deper	02/13/2017		False	<input checked="" type="checkbox"/>	
	DSM5 - No Axis	F15.20 *Other stimulani	02/13/2017		False	<input checked="" type="checkbox"/>	

If you have further questions regarding this requirement, please contact Sandy Palfreeman by calling 336-527-3211 or emailing spalfreeman@partnersbhm.org.

Top Five Medicaid Claim Denials—December 2016

CLAIM DENIAL	PROVIDER RECOMMENDED ACTION STEPS
Invalid DCN (Document Control Number) or resubmission reference number	Look at your RA with the original claim number and make sure you entered it correctly.
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.
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.

Homeless Coordinated Assessment

The cost of homelessness can be heavy on a community and the people who are homeless themselves. Communities all across the country are coming together to streamline efforts to better serve those who are homeless or at risk of homelessness. This system change is called "Centralized Assessment" or "Coordinated Assessment."

"Centralized Assessment or Coordinated Assessment system is defined to mean a centralized or coordinated process designed to coordinate program participant intake, assessment, and provision of referrals. A centralized or coordinated assessment system covers the geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool."

The days of accessing resources solely based on one's ability to navigate "the system" are ending, at least for those experiencing or about to experience homelessness. Those who find themselves homeless, or at risk of homelessness, within communities that have developed a Homeless Coordinated Assessment system experience the following:

1. They know exactly where to go to get help
2. They are triaged through an assessment, which is done in a standard and consistent way.
3. They are matched with the housing/services that best meet their needs, as those resources come available.

Each county within Partners' catchment has, or is working on, a Homeless Coordinated Assessment system. Find your community below to see what they have in place, at this time, for those experiencing homelessness or those at risk of homelessness.

- **Burke:** Homeless Coordinated Assessment [Plan](#) and [Diagram](#)
- **Catawba:** Homeless Coordinated Assessment [Plan](#) and [Diagram](#)
- **Cleveland, Gaston, Lincoln:** Homeless Coordinated Assessment [Diagram](#) & [Explanation](#)
- **Iredell, Surry, and Yadkin:** Homeless Coordinated Assessment [Plan and Diagram](#) for [families](#), [single males](#), [single females](#)

There is still a lot of work to be done. If you would like to connect with your local Homeless Continuum of Care to get involved, please feel free to contact Kenneth Gehrig by calling 704-884-2514 or emailing kgehrig@partnersbhm.org

March and April Training Opportunities

Attention Attendees: Please review the PTA [Attendance Requirements](#) prior to registering for training. If you have any questions about these requirements and guidelines, please email training@partnersbhm.org.



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.

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- 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 –[Visit the event page to register.](#)

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: [Visit the Event Page to Register](#)

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 (*learn more at <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.

Continuing Education Units are approved for this training. Please visit <http://partnerstraining.com/whole-person-integrated-care/> to learn more.

Due Process for Mental Health & Substance Use Disorder Providers

Date & Time: April 11, 9:00 a.m. to noon

Location: Video conference to three Partners’ locations:

- 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.

This training is limited to 30 participants.

Electronic Registration is required – [Visit the Event Page to Register](#)

Description: Individuals participating in this training will learn about the Peer Review Process, due process, the reconsideration and appeals process, and the various levels of reconsiderations and appeals. Some of the items that will be covered include:

- The purpose of a peer review
- Reconsideration and appeal time frames
- How to submit a reconsideration or appeal
- How you will be notified of appeal outcomes
- The process of filing a State Appeal, Mediation, or OAH Hearing
- MH-SUD Care Coordination's role in Due Process

Trainer: [Charity Bridges](#), MA, LPA, HSP-PA, Utilization Management Manager, Partners Behavioral Health Management

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:

- January 26, 2017 – [CD-10 Update to DMH Benefit Plan-Diagnosis Array](#)
- February 2, 2017 – [Rates, Three Way Contracts, Reminders](#)
- February 6, 2017 – [Check Write Extended](#)
- February 10, 2017 – [Changes to Intensive In-Home Service Definition and Rate](#)
- February 20, 2017 – [AlphaMCS Downtime Notification](#)

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

- #J233 Recent Updates re: Medicaid Managed Care Final Rules: Network Provider Directory Changes due for implementation July 1, 2017
- #J234 Electronic Health Record Incentive Program
- #J235 Individual Placement Support (IPS)-SE Fidelity Evaluations
- #J236 SFY 2017 LME-MCO Community BH Service Needs, Providers and Gaps Analysis Requirements Appendix C

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

February 14, 2017 Provider Forum: Handouts from the February Provider Forum, and previous forums, are available at <http://providers.partnersbhm.org/bulletins-alerts-forums-training/>.

NCTracks Internet Explorer Browser Support: The NC Department of Health and Human Services will be upgrading its encryption protocol in the near future. Internet Explorer (IE) Version 11 will be supported with this upgrade and will comply with all HIPAA standards. All previous versions of **IE (7 thru 10)** will not be supported. The other commonly used browsers like Chrome and Firefox will not be impacted by the upgrade.

Providers accessing NCTracks via IE should make sure that they are using version 11. If not, please upgrade to IE version 11, or use a different browser, such as Chrome or Firefox.

Call for Applications – 2017 NC Community Transitions Institute: The NC Division of Medical Assistance, Long-Term Services and Supports, is now accepting applications for the 2017 summer-long NC Community Transitions Institute. To view the application information online, please visit <http://bit.ly/2kmxnQv>. You can access the application at <https://goo.gl/forms/6C93lgV5xEEsa2aF3>.

The deadline to submit an application is Friday, March 10, 2017 and notifications will be sent to applicants by March 31, 2017 indicating whether they have been accepted. Due to limited space, please note that applications are approved on a first-come-first-served basis. If you have any questions, please contact Tracy Pakornsawat by email at tracy.pakornsawat@dhhs.nc.gov or call 919-855-4199.