



In this Bulletin:

Provider Council Meets Friday, March 24	Attention Innovations Providers: Accessing Individual Support Plans In AlphaMCS
Provider Leadership Consortium Update	Barriers to Housing – And How to Overcome Them
Provider Training --Partners’ Credentialing Process	Partners Training Academy Opportunities
Requests for Information Issued	Alerts and LME/MCO Joint Bulletins
Timeframe Change for Retroactive Medicaid Claims Submissions	Announcements and Resources
Top Five Medicaid Claim Denials— February 2017	

Provider Council Meets Friday, March 24

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, March 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](#).

Provider Leadership Consortium Update

On Tuesday, March 14, 2017, Partners held a Provider Leadership Consortium. Over 150 provider agency employees and Partners’ staff gathered to discuss how we measure the ways we improve the lives of those we serve through outcomes and performance-based measurement.

We plan to continue this momentum in addressing the complex task of effective, efficient outcomes. While we expected this to be complex and not an easily solvable task, we are committed to identifying how to move forward in a meaningful way to ensure our mutual beneficiaries receive quality services and the Partners Provider Network can demonstrate the work that you do every day.

Please stay tuned for opportunities to further discuss this topic. If you would like to be involved in further opportunities, please contact your [Provider Network Account Specialist](#).

Provider Training --Partners' Credentialing Process

As previously announced, the delegation agreement for credentialing between Vaya Health and Partners has been amicably terminated. Please see [Provider Bulletin #66](#) for important dates in the transition process that will culminate in Partners being responsible for all aspects of credentialing on July 1, 2017.

In an effort to create a smooth transition, **Partners will be offering training on our new credentialing process to providers on the dates and times set forth below.** All providers are welcome and encouraged to send representatives from their internal credentialing staff to one of the four training sessions set forth below. Registration is not required. **The trainings will be held:**

In Hickory:

When: Tuesday, April 18, 2017

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

Time: 9 a.m.–12 p.m. **or***
1 p.m.– 4 p.m.

**the same training will be offered in the morning and, again, in the afternoon to meet as many scheduling needs as possible*

In Gastonia:

When: Wednesday, April 19, 2017

Where: Partners Corporate Office, Auditorium, 901 S. New Hope Rd., Gastonia, NC 28054

Time: 9 a.m.–12 p.m. **or***
1 p.m.– 4 p.m.

**the same training will be offered in the morning and, again, in the afternoon to meet as many scheduling needs as possible*

If you have any questions, please contact Fielding Yelverton, Credentialing Supervisor, at 704 884-2505.

Requests for Information and Interest Issued

During the month of March, Partners has, and will continue to issue, several requests for information and/or interest (RFIs). These are to solicit responses from appropriately qualified organizations/clinicians to determine interest in providing various services. At this time, the following RFIs/ROIs have been issued:

- Registration of Interest: Substance Abuse Comprehensive Outpatient Treatment (SACOT) for Surry and Yadkin Counties
- Request for Information: Special Consultation Services
- Request for Information: Forensic Evaluations

All RFIs can be found on the Partners' Provider Knowledge Base at <http://providers.partnersbhm.org/requests-interest-proposals-needs-assessment/>

Please continue to check the Partners webpage for updates. If you have questions, please contact Vanessa Anderson at vanderson@partnersbhm.org.

Timeframe Change for Retroactive Medicaid Claims Submissions

Claims based on retroactive Medicaid eligibility **must have authorization requested** within 30 days and providers must submit claims within 90 days of the modified date in NCTracks for eligibility date range. Providers should contact Partners' Claims Department prior to submitting these claims by calling 704-842-6486 or emailing claims_department@partnersbhm.org.

Top Five Medicaid Claim Denials—February 2017

CLAIM DENIAL	PROVIDER RECOMMENDED ACTION STEPS
Another concurrent service has been approved or waiting to be processed	The provider could confirm the service previously sent it correct and if not, send a reversal or replacement claim.
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.
Duplicate Claim	Claim has previously been submitted and adjudicated. Do
Claim received after billing period	Write off charges as non-billable. Do not rebill.
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.

Attention Innovations Providers: Accessing Individual Support Plans In AlphaMCS

Innovations providers are able to access a member's Individual Support Plan (ISP) in AlphaMCS. However, a Partners' Intellectual and Developmental Disabilities (IDD) Processing Assistant **must give you access to the plan before you can see the plan. Please follow the process below to locate and open the plan and attached documents.** If you cannot find the plan that you need, contact Elissa Kincaid via email at ekincaid@partnersbhm.org with the client information and she will check to see if you should have access to the information.

Select Treatment Plan from the Menu. Click the Filter button on the BASE tile



The Search screen will open

BASE

Patient Last Name Patient First Name Status Active X

Submitted From Date <MM/dd/yyyy> Submitted To Date <MM/dd/yyyy> Plan ID

Assigned Staff Last Name Assigned Staff First Name Clear Fields Search

Enter the client name or the Submitted From Date and Submitted to Date [Must have both dates]

BASE

Patient Last Name Patient First Name Status Active X

Submitted From Date 04/06/2016 Submitted To Date 04/07/2016 Plan ID

Assigned Staff Last Name Assigned Staff First Name Clear Fields Search

Then click the Search button and the records that match the search will be listed

BASE

Create Filter Max Count Limit : 100 MY TXPLAN ALL TXPLAN Total Records Fetched : 1 Refresh 1 2 3

TX. Plan #	Version #	Provider Name	Patient Name	Status	Assigned Staff	TX. Plan Type
				Submitted		Other

Click on the 3 view to expand the tile.

BASE

Create Filter Max Count Limit : 100 MY TXPLAN ALL TXPLAN Total Records Fetched : 1 Refresh + 1 2 3 -

TX. Plan #	Version #	Provider Name	Patient Name	Status	Assigned Staff	TX.
14525	1			Submitted		Oth

Clinical Home Status Submitted Update

Assigned To View Plan

Provider Notified Date

Comments SIS

You can then click the View Plan button and the plan will open. Scroll down the page until you see the Clinical Document section.

Clinical Document

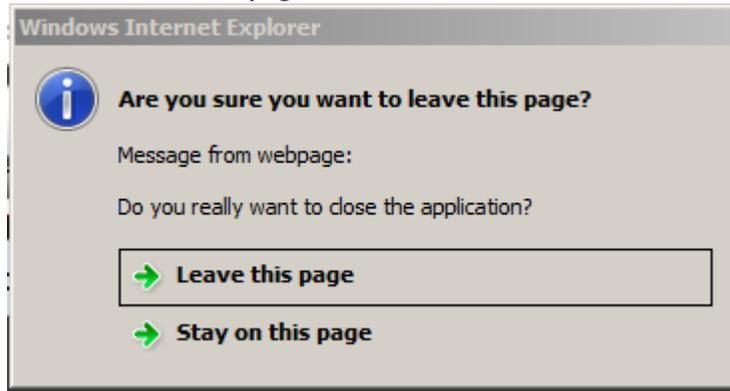
Document Type Effective Date <MM/dd/yyyy> End Date <MM/dd/yyyy>

Upload File

Clinical Doc Type	Doc Name	Doc Extn	Effective Date	End Date
SIS Assessment		.pdf	09/17/2015	09/17/2018

When you move the mouse over the file name an underline will appear under the file name. Click on the Doc Name and a window will open.

Click on “Leave this page”.



Click the Open button to display the attach document. You can also save the document if you wish to then print the save document.



Sometimes large document files must be split so the entire document can be uploaded.

Barriers to Housing – And How to Overcome Them

Decent, safe and affordable housing [provides a platform](#) to improve the overall health of our communities. Therefore, it is appropriate to discuss housing with those you are serving. Various barriers may surface when you have this discussion. Below are a couple of barriers that are mentioned often, and ways you can encourage the people you are serving to make efforts to overcome them.

Criminal Background: Landlords will be looking at criminal convictions and charges that revolve around violence (illegal weapon use, setting fires, communicating threats...) and drug related issues. Most landlords review the entire criminal history of a person, but there are some who limit how far they will look back.

Encourage the people you are serving to be honest about their past. Remind them that the past is just that, the past. If the person’s background is bumpy then they need to be sure this is reflected on all housing applications. A [reasonable accommodation](#) may be appropriate if a housing application is denied and the denial is connected to the person’s disabling condition. It can also help to encourage the person you are serving to write a brief letter explaining why their past is bumpy, what is different now and how they are taking steps to ensure it does not happen again.

Credit Issues: Landlords attempt to measure a person's ability to pay rent by completing a credit check. Landlords are not typically concerned with unpaid medical bills, but rather, unpaid rent, utility bills, past evictions, and even phone and cable bills.

Encourage the people you serve to make efforts to reconcile any debts. Even if the person has very little income, an effort needs to be demonstrated. It is important that all attempted reconciliations are documented.

Partners Behavioral Health Management
Provider Communication Bulletin #67
March 23, 2017

Financial Resources: [Affordable housing](#) can be a challenge to access for a number of reasons. Not only is the [cost of housing](#) high but there are [other costs](#) that are often overlooked until late in the process. There is the security deposit, utility deposit, first month's rent, moving costs and even the application fee(s). Landlords typically collect an application fee to cover the cost of doing the criminal and credit check. Security deposits are collected to assist with some of the financial burden landlords can be met with if the tenant breaks the lease agreement.

The financial challenges are real [but not impossible](#). Encourage the people you are serving to [save money](#), determine what [local resources](#) can assist and to consider [boosting their income](#). Remind them that the [security deposit](#) could be returned back to them if they follow their written lease agreement.

These are just a few barriers and some ways to navigate through them. If someone your team is serving is facing a unique barrier or you have a potential solution to overcoming housing barriers, please contact Teena Willis at twillis@partnersbhm.org.

Training Opportunities

The following trainings are available at no cost for Partners' network providers. Please review the PTA [Attendance Requirements](#) prior to registering for training.



If you have any questions about Partners Training Academy events, please contact Kali Sbalbi, Public Relations Training Coordinator, by emailing training@partnersbhm.org or calling 704-884-2669.

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/>

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

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.

Keynote Presenters:

- Martha Kaufman, M.Ed., Integrated Care Director for Partners Behavioral Health Management, will present "Introduction to the Whole Person Integrated Care Model"

Partners Behavioral Health Management
Provider Communication Bulletin #67
March 23, 2017

- 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/>*)

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

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

NC TOPPS & Super User Training

Date & Time: Thursday, May 4, 2017 9 a.m. - 12:30 p.m.

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

Location: Webinar

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

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.

Trainer(s): Veronica Somerville, MHA, MBA, Quality Management Analyst, Partners Behavioral Health Management, and Tamikka Woods, MBA, Quality Assurance/Quality Improvement Section Manager, Partners Behavioral Health Management.

Person Centered Planning

Date & Time: Tuesday, June 6, 2017, 9:00AM – 4:30PM

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: 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.

Person Center Planning is a one-day training. This training is limited to 40 participants--only two participants per agency may attend.

Trainer: [Evelyn McGill](#), MA, LPC, LCAS, CSI, NCC, Mental Health and Substance Use Utilization Management Care 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:

- March 6, 2017 - [SACOT Registration of Interest, Specialized Consultation Services RFI](#)
- March 10, 2017 – [MCR Feedback, TFCBT Authorizations; PI Update](#)

All **LME-MCO Joint Communication Bulletins** can be found at

<http://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>.

- J237 – Clarification of JCB #J215 and Reporting Requirements for Transition to Community Living Initiative (TCL) Population Adverse Events and Personal Outcomes
- J238 – GS 122C-124.2(a)(b) Certification of LME-MCO Solvency Standards
- J239 – Subminimum Wage Employment
- J240 – Medicaid Enrollment of New Behavioral Health Providers in NCTracks
- J241 – New Encounter Claim Edit Codes

Providers are encouraged to review the monthly NC Division of Medical Assistance Medicaid Bulletin. Bulletins are posted at <https://dma.ncdhhs.gov/2017-medicaid-bulletin-and-index>.

Announcements and Resources

Save the Date -- June Provider Forum: Partners will host its next Provider Forum on June 13, 2017 at 1 p.m. Please stay tuned for more details and registration information.

“Supportive Living: A Shared Vision” Conference: Vaya Health is hosting “Supportive Living: A Shared Vision”, a conference designed to share how using a flexible, individualized approach to services can offer better lives to people living with disabilities. This conference is being held March 28 and 29, 2017 at the Koury Convention Center, Greensboro NC. For more details and registration, please visit <http://vayahealth.com/event/supported-living-shared-vision/>.

DMA and DMH/DD/SAS Hosting Listening Sessions/Webinar: The Divisions of Medical Assistance and Mental Health/Developmental Disabilities/Substance Abuse Services will be hosting Listening Sessions/Webinars on the topics below and in regard to the sun setting (ending) of Critical Access Behavioral Health Agencies (CABHA) regulations.

Intensive In Home Services: The definition of Intensive in Home Services (IIH) must be revised in regard to the ending of CABHA regulations. The current definition is found in Medicaid Clinical Coverage Policy 8A, Enhanced Mental Health and Substance Abuse Services located at https://ncdma.s3.amazonaws.com/s3fs-public/documents/files/8A_0.pdf.

DMA and DMH/DD/SAS are interested in feedback regarding the IIH service structure, staffing requirements, evidence based and best practice models for in home therapies, and recommendations for policy revisions. Details for this stakeholder listening session are below.

The IIH Stakeholder Input Webinar is scheduled:

Date: Wednesday, April 5, 2017

Time: 2 p.m. - 3:30 p.m.

Registration is required. Register here: <https://attendee.gototraining.com/r/6043495730087545346>

After registering, you will receive a confirmation email containing information about joining the training.

Day Treatment Services for Children and Adolescents: In light of the sun setting of CABHA regulations, the definition of Day Treatment Services for Children and Adolescents (Day Treatment) must be revised. The current definition is found in Medicaid Clinical Coverage Policy 8A, Enhanced Mental Health and Substance Abuse Services located at https://ncdma.s3.amazonaws.com/s3fs-public/documents/files/8A_0.pdf

DMA and DMH/DD/SAS are interested in feedback regarding the role of Day Treatment in the service array, the service structure, staffing requirements, evidence based and best practice models for day treatment programs, and recommendations for policy revisions.

The Day Treatment Stakeholder Input Webinar for Providers and LME/MCOs is scheduled:

Date: Thursday, April 6, 2017

Time: 2 p.m. - 3:30 p.m.

Registration is required. Register here: <https://attendee.gototraining.com/r/4379125396704505858>

After registering, you will receive a confirmation email containing information about joining the training.

For more information about either of these events, please contact Catharine Goldsmith, DMA, at Catharine.goldsmith@dhhs.nc.gov or by phone at 919-855-4295.

Partners Behavioral Health Management
Provider Communication Bulletin #67
March 23, 2017

NC DHHS Seeks Comments – Transition of Care Plan: The Division of Medical Assistance and the Division of Mental Health/Developmental Disabilities/Substance Abuse Services have jointly develop this plan to provide guidance when LME-MCOs merge and ensure that individuals receiving care are able to maintain the same levels of services. The Transition of Care Plan will be posted for public comment through April 15, 2017, and can be located at <https://dma.ncdhhs.gov/providers/programs-services/mental-health/Behavioral-Health-Services>.

NCTracks Regional Seminars: NCTracks will conduct four **Regional NC Tracks Seminars** in the coming months. The purpose of these Regional NCTracks Seminars is to help educate new providers, educate new billing staff of existing providers, and serve as a refresher for current and experienced provider staff.

Each of the seminars runs from 9:00 a.m. to 4:00 p.m. and they are being offered on different dates and locations across the state. Providers can register for the seminar most convenient for them:

- Wednesday, March 29 - 2610 Wycliff Rd., Raleigh, NC 27607 (Ground Floor Training Room)
- Thursday, April 13 - 65 East Chatham St., Pittsboro, NC 27312
- Thursday, May 18 - 359 Ferrell Lane, Halifax, NC
- Tuesday, June 6 - 1450 Fairchild Rd., Winston-Salem, NC

Registration is for all sessions, but participants can review the [agenda](#) and choose to attend all or as many topics as they wish. Printed materials will not be available, but providers can download and/or print their own Participant User Guides (PUGs) from the ILT Guides folder in SkillPort prior to the seminar.

From 1:00 p.m. to 4:00 p.m., there will be a Provider Help Center at each location. NCTracks staff from Claims, Provider Enrollment, and Provider Relations will be available on site to assist registered NC providers with questions or concerns regarding NCTracks. For providers to get the most out of these sessions, please bring specific examples of issues. Registration is required, separate from the morning seminar, for a 30 minute block of time, limited to a total of 30 providers. After all registered Help Center participants have been assisted, and if time permits, the NCTracks staff will see other session participants on a first come, first served basis.

Providers can register for the NCTracks Regional Seminars and the Provider Help Centers in SkillPort, the NCTracks Learning Management System. Refer to the [Provider Training page](#) of the public Provider Portal for specific instructions on how to use SkillPort.

NC Community Psychiatrists' Leadership Network Symposium: Wake AHEC will host the Seventh Annual NC Community Psychiatrists' Leadership Network Symposium - Leadership and Management: Providing Measurement-based Integrated Care in Psychiatry. This event is designed specifically for medical directors and other psychiatrists in leadership roles in North Carolina's public health systems.

Topics will include "Enabling Health Transformation with Analytics and Data Sciences," "A Look at Models in Measurement-based Integrated Care in Psychiatry, Burnout Prevention for Psychiatrists", and a special management session, "Leading in the Middle".

The event will be held on April 22, 2017 from 8: 20 a.m.-2:15 p.m. To learn more, visit https://www.wakeahec.org/CourseCatalog/CASCE_courseinfo.asp?cr=51816. For specific questions about content and target audience, please contact Alice Lockhart with the UNC Center for Excellence in Community Mental Health at alice_lockhart@med.unc.edu or 919-445-0504.