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Date Change – Provider Council Meeting

The next Provider Council meeting is scheduled for **Thursday, August 24 at 9:30 a.m.** at Partners' Hickory Office, First Floor Conference Room, 1985 Tate Blvd. SE, Hickory, NC 28602. All providers are welcome to attend Provider Council Meetings.

Register Today! September Provider Webinar

Date and Time: Wednesday, Sept. 13, 2017, 1 p.m., **via WEBINAR**

Description: Partners Behavioral Health Management hosts a Provider Webinar each quarter. Topics to be discussed during the September 13 webinar include:

- Credentialing Update
- Provider Consortium and Outcomes Consortium Updates
- Monitoring and Technical Assistance Updates
- Value, Innovation, and Performance Program
- Whole Person Integrated Care

Registration is required: [Click here to register.](#) Once registered, you will receive a confirmation containing the webinar URL. If you have questions about this event, please contact Roanna Newton by emailing rnewton@partnersbhm.org, or calling 828-323-8054.

Grand Opening—Impact Health of Iredell

Impact Health of Iredell, the newest integrated care center in Partners' network, is offering a first look at how converging primary care and behavioral health through Whole Person Integrated Care impacts the community. Come tour the facility and speak with representatives from Partners and collaborating service providers, including Children's Hope Alliance, Daymark Recovery Services, PQA, and Turning Point Family Services. **The Grand Opening will be held Wednesday, August 30, 2017, from 4 p.m.-6 p.m., at Impact Health of Iredell, 518 Signal Hill Drive Extension, Statesville, N.C. 28625.**

Reminder: Provider Verification of Education

In [Provider Communication Bulletin #42](#) dated March 26, 2015, Partners published reminders regarding routine provider monitoring. After careful review and feedback obtained, Partners wants to provide clarification regarding the importance of verification of education and training.

It is critical that providers ensure the following as well as have their personnel or human resources policies accurately reflect the practice regarding the verification process regarding education of employees, the verification process for training employees, and supervision of employees:

Verification of Education: for Staff hired by the provider

Staff Types:

"Paraprofessional" within the MH/DD/SAS system of care means an individual who, with the exception of staff providing respite services or personal care services, has a GED or high school diploma; or no GED or high school diploma, employed prior to November 1, 2001 to provide a MH/DD/SA service. Supervision shall be provided by a qualified professional or associate professional with the population served. The supervisor and the employee shall develop an individualized supervision plan upon hiring. The parties shall review the plan annually. Partners staff will look to ensure there is documentation that the provider has verified the qualifications to ensure that staff person is qualified to work in a paraprofessional capacity.

"Qualified professional" means, within the MH/DD/SAS system of care:

- (a) an individual who holds a license, provisional license, certificate, registration or permit issued by the governing board regulating a human service profession, except a registered nurse who is licensed to practice in the State of North Carolina by the North Carolina Board of Nursing who also has four years of full-time accumulated experience in MH/DD/SA with the population served; or
- (b) a graduate of a college or university with a Master's degree in a human service field and has one year of full-time, post-graduate degree accumulated MH/DD/SA experience with the population served, or a substance abuse professional who has one year of full-time, post-graduate degree accumulated supervised experience in alcoholism and drug abuse counseling; or North Carolina Administrative Code Page 25
- (c) a graduate of a college or university with a bachelor's degree in a human service field and has two years of full-time, post-bachelor's degree accumulated MH/DD/SA experience with the population served, or a substance abuse professional who has two years of full-time, post-bachelor's degree accumulated supervised experience in alcoholism and drug abuse counseling; or
- (d) a graduate of a college or university with a bachelor's degree in a field other than human services and has four years of full-time, post-bachelor's degree accumulated MH/DD/SA experience with the population served, or a substance abuse professional who has four years of full-time, post-bachelor's degree accumulated supervised experience in alcoholism and drug abuse counseling.

Qualified Professionals must show evidence of valid college degree/transcripts from an accredited college/university recognized by the U.S. Department of Education.

Partners, in a monitoring capacity and role, *may* request a copy of transcripts from the Provider for their staff as a form of verification or ask that the Provider contact the identified educational institution for an official verification letter or memo as evidence. There are probably other forms of verification via educational databases. DHHS Staff Qualification Worksheet Guidelines require a provider to verify an employee's education to ensure they meet the minimal educational level to deliver a specific service(s). To *verify* means to authenticate or prove something is real. In the case of high school diplomas or a GED there are several acceptable means in which to do this. ***A high school transcript, documentation from the school registrar, a***

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recognized background check that includes verification of education or some other form of evidence that verifies that a diploma or GED is authentic.

Bright Ideas--*The attached link may provide helpful information as a resource*

<https://www2.ed.gov/print/policy/highered/reg/hearulemaking/2009/hsdiploma.html>

Critical Information--Document the date the required education level was obtained and verified.

If the LME-MCO cannot see from valid proper documentation in the provider's records at the time of a monitoring or any other review that the required education level for credentials as listed in 10A NCAC 27G .0104 (e.g. HS Diploma required for Paraprofessional) has been verified by the provider, then the item is marked as "not met" on the monitoring tool.

Ultimately, Partners will review the Providers' Human Resources and/or Personnel Policies to ensure that this process is clearly outlined and that you are following your policy and can provide the steps that a provider has taken to ensure that there is documentation to support the verification process.

Verification of Training: Employees must meet minimum staff training requirements as identified in General Rules and Regulations, as well as in Service Definitions for which the employee is hired to deliver. Evidence of trainings must be in one of the following two forms:

(a) an agency training list indicating names and dates of training; class rosters that include title of training, names of participants, date(s) of training, duration of training, signature and printed name of trainer; and post-tests that included printed name of participant, date and score of test.

(b) a certificate of training that includes the following information: name of training, name of participant, date(s) of training, duration of training, name of the trainer, signed name of the trainer or the training administrator, hours received in the training, as appropriate.

In either of these two forms of evidence, if the training is conducted by the agency/organization being reviewed a copy of the training curriculum must be present for review.

Individualized Supervision: Employees must be given an initial Supervision Plan at time of hire (within 30 days of hire date) that states name of supervisee, name of supervisor, how often supervision shall take place and individualized goals specific to the employee, to include strengths and weaknesses. The agency's Policy and Procedures in regards to supervision shall match what is indicated on the Supervision Plan. Individualized Supervision Forms shall include name of supervisee, name of supervisor, duration of supervision given for that specific event, goals addressed and progress/interventions for the employee to continue to address professionally and personally, as they mature in their assigned position.

If you have any questions regarding this information, please contact your provider specialist.

NC DHHS Releases Proposed Medicaid Managed Care Program Design

The North Carolina Department of Health and Human Services released its detailed proposed design to transform the state's Medicaid and NC Health Choice programs to managed care on Tuesday, August 8, 2017. The DHHS proposed program design for Medicaid managed care is available on NC DHHS's [Medicaid transformation website](#).

NC DHHS will accept public comments regarding the plan through September 8, 2017. Public comments will be accepted:

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- By email at Medicaid.Transformation@dhhs.nc.gov;
- By US Mail to Department of Health and Human Services, Division of Health Benefits, 1950 Mail Service Center, Raleigh NC 27699-1950; or
- Delivered in person to the Department of Health and Human Services, Dorothea Dix Campus, Adams Building, 101 Blair Drive, Raleigh

UPDATED Provider Operations Manual Available

Partners has updated the Provider Operations Manual effective August 17, 2017. This update includes changes to *information related to Court Ordered Assessments*. The updated version is available on the Provider Knowledge Base at <https://providers.partnersbhm.org/orientation-packet-provider-operations-manual/>. If you have questions regarding the content, please contact your [Account Specialist](#).

Eligibility and Enrollment—Scheduling Appointments

The Access to Care Call Center *does not enroll or schedule* individuals for appointments with the following payor sources unless they are Emergent within the Partners catchment area:

1. Private Insurance
2. Health Choice
3. Tricare
4. Medicare
5. Court ordered assessments, including DWI assessments as they are not paid by state dollars.

Additionally, not all services are available for State funding. Please refer to the Benefit Plans (<https://providers.partnersbhm.org/benefit-grids/>) to learn the services available, and authorization requirements.

Claims Information

Claims Training: [AlphaMCS Portal University](#) is an available resource and guide for navigating AlphaMCS. If you need additional claims training, email rcolvard@partnersbhm.org to schedule a time for training.

Medicaid—July 2017

Number of Days to Process and Pay All Claims

Received Date to Paid Date:	8.8
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Top Five Medicaid Claim Denials—July 2017

Claim Denial	Provider Recommended Action Steps
Service is not authorized	Verify Service Authorization for consumer. Contact Utilization Management.
No coverage available for Patient/Service/Provider Combo	Go to Patient -> Patient Search and search for the patient in question. Check the Insurance tile to ensure the patient has effective insurance covering the DOS submitted on the claim. If this appears to be correct the contact the MCO for further assistance.
Claim received after billing period	Write off charges as non-billable. Do not rebill.

Invalid DCN (Document Ctrl #) or resubmission ref #	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 not refile.

As always, if you have questions about claims submission, please email claims_department@partnersbhm.org or call 704-842-6486.

B3 Supportive Employment—Authorization Limits Extended

Partners' Utilization Management Department has received feedback regarding the authorization limits for B3 Supported Employment. In response to this feedback, we have extended the authorization limit to 180 days. This information has been updated in the Partners' Medicaid/B3 Funded Services Benefit Plan, available at <https://providers.partnersbhm.org/benefit-grids/>. If you have questions, please contact Lynne Grey by emailing lgrey@partnersbhm.org or calling 704-884-2542.

Does Your Organization have an Effective Compliance Program?

Recently, the president of a NC behavioral health provider plead guilty to Medicaid fraud and is facing steep fines, jail time and more for his role in a nearly \$2MM healthcare fraud scheme. Click on the following link to read the full story: <https://www.justice.gov/usao-ednc/pr/pitt-county-behavioral-health-president-pleads-guilty-medicare-fraud-conspiracy-and>

Do you have an effective Compliance Program within your organization? Healthcare organizations have an obligation to assure effective internal controls are in place to fight against healthcare fraud, waste and abuse. If you haven't checked the effectiveness of your Compliance Program lately, you may find it well worth the investment to do so. Instances of healthcare fraud can often be caught before escalating to such magnitude as the one in this case, with an effective compliance program.

Check out these resources to learn more about the Office of Inspector General's (OIG) Workplan as well as tips and tools for an effective Compliance Program:

- OIG Workplan Information: <https://oig.hhs.gov/reports-and-publications/workplan/index.asp>
- Healthcare Compliance Program Tips: <https://oig.hhs.gov/compliance/provider-compliance-training/files/Compliance101tips508.pdf>
- Compliance Education Materials: <https://oig.hhs.gov/compliance/101/index.asp>

If you have questions or want to learn more, please contact Selenna Moss, Chief Performance and Compliance Officer by emailing smoss@partnersbhm.org or calling 704-842-6383.

Housing Resources in the Community

Any provider that serves consumers that are not stably housed or are at risk for becoming homeless should consider becoming involved in their local Continuum of Care. By participating in the Continuum of Care (CoC), providers can learn more about HUD funding and interact with other housing providers. Each CoC is a collaboration between different organizations, working within different counties, with the same goal in mind of maximizing affordable housing and taking steps to end homelessness.

Each CoC applies for funding through Federal HUD grants and state Emergency Solutions Grants, in order to deliver housing services through permanent supportive housing, transitional housing, rapid re-housing, and supportive services.

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There are three Continuum of Care groups providers can get involved in.

- In Iredell, Yadkin, and Surry counties there is a regional committee meeting called [DISSY](#) that meets the second Tuesday of each month at 10 a.m. in the Partners Elkin office at 200 Elkin Business Park Dr. Elkin. The next meeting is September 12, 2017.
- In Burke and Catawba counties the regional committee called [Uni5](#) meets the third Wednesday of each month at 10 a.m. at the Burke County United Way office at 301 E. Meeting St. Morganton. The next meeting is August 16, 2017.
- In Cleveland, Gaston, and Lincoln Counties the [Continuum of Care](#) meeting is quarterly and meets on the first Thursday and has a rotating location. The next meeting is Nov. 2, 2017.

To learn more information about the Continuum of Cares in your area and how to be involved you can contact Bre Griffin, Housing Educator, at bgriffin@partnersbhm.org or 704-884-2514.

Save the Date! Partners Health Summit: Teens and Toxic Times



Partners Health Summit: Teens & Toxic Times will be held:

October 13, 2017, from 8 a.m. to 4 p.m.

Hickory Metro Convention Center,

1960 13th Avenue Drive SE, Hickory, NC 28602

Free admission! *Registration Information Coming Soon*

Visit <https://partnerstraining.com/teens-toxic-times/> for more details

Make sure to mark your calendar for our next health summit! *Partners Health Summit: Teens and Toxic Times* is a one-day educational conference especially designed for professionals who work with teens. All of the keynote presentations and breakout sessions will focus on interventions, resources, and solutions to help professionals work with adolescents and teenagers dealing with mental illness, substance use disorders, and other behavioral health issues.

This event is hosted by Partners Training Academy and jointly sponsored with Charlotte Area Health Education Center and North Carolina Collaborative for Children, Youth and Families. The following Continuing Education Units will be offered:

- Certified Health Education Specialist
- Continuing Medical Education (CME)
- Continuing Nursing Education (CNE)
- National Board of Certified Counselors (NBCC) Contact Hours
- North Carolina Psychologist Credit
- North Carolina's Substance Abuse Professional Practice Board (NCSAPPB)

Partners Training Academy Opportunities

All Partners Training Academy sessions are **FREE** to registered attendees. Be sure to register at www.PartnersTraining.com.

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.



Person Centered Thinking ([Registration](#))

Tuesday, August 29 – Wednesday, August 30, 2017, 9:00 AM – 4:30 PM, Hickory, NC

Description: Person Centered Thinking (PCT) 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, CCS, NCC, Mental Health and Substance Use Utilization Management Care Manager, Partners Behavioral Health Management

Ethics of Cultural Competency ([Registration](#))

Monday, September 11, 2017, 9:00 AM – 4:00 PM, Hickory, NC

Description: This unique interactive experience is an exploration of what “cultural competency” means in today’s world, from the perspective of how cultural influences impact our perceptions, particularly in behavioral health-related businesses. A range of culturally relevant topics will be addressed that directly impact the worldview and ethical behavior of professionals. Several group activities will be interactive, and experiential activities will be used to examine and discuss into these topics in relevant and meaningful ways.

Who Should Attend? Anyone involved in services involving mental health, substance abuse, and developmental disabilities. This training is specifically designed for the perspective of both the clinical and administrative staff at all levels of agencies.

Trainers: Joanna Linn, Ph.D., LPCS, LCAS, CCS, Fellowship Hall, Drug and Alcohol Recovery Center and Michele Edelen, MBA, Policy Advisor for Community Affairs, NC Division for Mental Health, Developmental Disabilities, and Substance Abuse Services

Person Centered Planning ([Registration](#))

Tuesday, September 19, 2017, 9:00 AM – 4:30 PM, Hickory, NC

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
- measure progress
- define Medical Necessity
- identify what is important to, and for, the individual and family, and to use both in developing the plan
- write, update and revise Person Centered Plans

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

Introduction to Motivational Interviewing ([Registration](#))

Thursday, September 21 – Friday, September 22, 2017, 8:30 AM – 4:30 PM, Gastonia, NC

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

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:

July 27, 2017 – [NCTracks Fingerprint Requirement; Authorization Changes; PKB Updates](#)

August 8, 2017 – [Attention Claims Staff—Select Taxonomy from Dropdown Menu](#)

August 14, 2017 – [Claims Denials, Aug. 25 Provider Council Meeting](#)

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

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

Recent Joint Communication Bulletins:

- #J260—Clarification of Unstable Housing
- #J261—Unlicensed Alternative Family Living and Therapeutic Foster Care Homes
- #J262—Encounter Data Validation

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

Second Annual Burke Rally for Recovery: September is National Recovery Month, and Burke Substance Abuse Network is sponsoring its second annual Rally for Recover to celebrate and spread the message that people do achieve sustained recovery from mental health concerns, alcohol, drugs, and other life challenges. The rally will be held on Saturday, September 16 from 10 a.m.-2 p.m. at the Morganton Courthouse Square. To learn more, please contact Danielle Kincaid by emailing dkincaid@partnersbhm.org or calling 980-289-2551.

FREE MH/IDD/SUD Directory! Looking for a contact at your LME/MCO? Need MH/IDD/SUD services? Are you looking for an advocacy organization in NC? Help with all of these questions and much more can be found in one place – **for FREE** - the NC Council of Community Program’s yearly MH/IDD/SUD Directory. This directory is a comprehensive guide to state and local organizations within NC’s MH/IDD/SUD system.

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You can download the directory onto your cell phone, laptop or computer and take it with you. The electronic Directory is fully searchable and contains live links to help you get what you need quickly.

Go to the NC Council's website <http://www.nc-council.org/download-our-directory/> to download the newly released 2017-18 Directory today!

NC TIDE Fall Conference: The NC TIDE Fall Conference will be held October 22-25 at the Crowne Plaza Resort, Asheville, NC. To learn more or to register, please visit <http://nctide.org/>.

Save the Date: NADD 34th Annual Conference and Exhibit Show: The 34th Annual NADD Conference and Exhibit Show will be held November 1-3, 2017 at the Sheraton Charlotte Hotel. To learn more and register, please visit <http://thenadd.org/34th/>.

MEETING ADVISORY: October Community Workshops for NC Public Transportation Division

Strategic Plan: This October, stakeholders and the public are invited to provide input at community workshops across the state as part of the North Carolina Public Transportation Statewide Strategic Plan. The workshops are free and open to the public. No registration is necessary to attend.

The N.C. Department of Transportation is developing the Public Transportation Statewide Strategic Plan to improve bus, rail, and paratransit services across the state by better matching transit services to the needs of North Carolinians. To provide feedback online, please visit <https://nctransitplan.metroquest.com>.

For more information on the Public Transportation Statewide Strategic Plan, please visit <https://www.ncdot.gov/nctransit/strategicplan/>.

Community Workshops will be held in the Western and Piedmont sections on the following dates:

<p><u>Charlotte / Gastonia / Kannapolis</u> October 16, 2017, 12:30 p.m.-3:30 p.m. <i>Rowan-Cabarrus Community College - South Campus Building 1000 (Main Building), Room 106</i> 1531 Trinity Church Road, Concord, NC 28027</p>	<p><u>Northern Mountains</u> October 17, 2017, 12:30 p.m.-3:30 p.m. <i>Blue Ridge Energy, Meeting Room</i> 2491 US Hwy 421 S, Boone, NC 28607</p>
<p><u>Land Use</u> October 18, 2017, 8:30 a.m.-11:30 a.m. <i>Piedmont Authority for Regional Transportation (PART) Board Room</i> 107 Arrow Road, Greensboro, NC 27409</p>	<p><u>Piedmont</u> October 18, 2017, 12:30 p.m.-3:30 p.m. <i>Piedmont Authority for Regional Transportation (PART) Board Room</i> 107 Arrow Road, Greensboro, NC 27409</p>
<p style="text-align: center;"><u>Southern Mountains</u> October 19, 2017, 12:30 p.m.-3:30 p.m. <i>Asheville-Buncombe Technical Community College, Conference Center, Room B</i> 340 Victoria Road, Asheville, NC 28801</p>	