



Provider Communication Bulletin #73

September 21, 2017

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Provider Council Meeting

The next Provider Council meeting is scheduled for **Friday, September 22 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.

Request for Information—Outpatient Plus and Targeted Case Management

Partners has issued two Requests for Information (RFIs) to identify organizations interested in and qualified to become enrolled as approved network providers through Partners' credentialing process for the following services:

- Outpatient Plus
- Targeted Case Management

Providers interested in offering one or both of these services should:

- Review the RFIs located at <https://providers.partnersbhm.org/requests-interest-proposals-needs-assessment/>;
- Register and attend the Mandatory Bidders Conference on Friday, September 29, 2017, from 10 am-12 p.m., in the Hickory Basement Multipurpose Room at 1985 Tate Blvd. SE, Hickory, NC 28602 (see the RFI announcements for registration links);
- Complete all required RFI forms and submit your response by **Wednesday, October 18 at 5 p.m.**

If you have questions, please contact Vanessa Anderson by emailing vanderson@partnersbhm.org or call 828-323-8062.

Interest Meeting—Eye Movement Desensitization and Reprocessing Therapy (EMDR)

Partners will hold a meeting on **Wednesday, October 18, 2017** for clinicians interested in providing Eye Movement Desensitization and Reprocessing Therapy (EMDR). Partners is requiring clinicians to be EMDR-certified in order to bill the enhanced rate. This meeting will review criteria and billing processes for the provision of this service. This service is open to all providers meeting criteria.

The meeting will be held at **Partners, 901 S. New Hope Road, Gastonia, NC 28054** in the Auditorium, from **3:00 to 4:30 pm**. Videoconferencing will be available from the following sites:

- Partners, Basement, Hickory Multipurpose Room, 1985 Tate Blvd. SE, Hickory, NC
- Partners, Conference Room A, [200 Elkin Business Park Dr. Elkin NC](#)

Please register for this meeting using the link associated with location by **October 13, 2017**.
[Click here to register.](#)

Correction—Sept. 11, 2017 Provider Alert

In the September 11, 2017 Provider Alert, an item titled “Psychological Evaluation for Individuals with a Primary Diagnosis of Intellectual and Developmental Disabilities” was incorrect.

The first paragraph under Psychological Evaluations states that psychologicals must be done every three years for adults and five years for children. Although this is good practice, it is not required for continued participation in services. Psychologicals are required for individuals who are entering new Levels of Care and/or funding sources. When submitted, they must have been completed within **three years for children** and **five years for adults**.

If you have questions, please contact Charity Bridges by emailing cbridges@partnersbhm.org or calling 704-884-2637.

Registration Now Open! 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

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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)

Value, Innovation, and Performance Program

Over the past several months, a number of providers and Partners have been working to develop a formalized value-based program that would promote and measure the impact of care through improved outcomes.

We have launched the Value, Innovation and Performance Program to guide us through the development of priority measures that will help us measure what we are doing to improve the lives of the people we serve. A general overview can be found at <https://providers.partnersbhm.org/value-innovation-performance/>.

A presentation about this program was presented during the September Provider Webinar. The presentation, conducted by Beth Lackey, Partners' Provider Network Director, details the current status of the program. All providers should view the September 13, 2017 Provider Webinar video to learn more details about this program. [Click here](#) to view the webinar and access handouts.

At this time, we have developed identified priority measures, which are separate measures that will be used by:

- mental health and substance use providers
- intellectual and developmental disability providers, and
- licensed independent practitioners

to begin assessing where we are in regards to outcomes measurement.

If you have further questions about this program, please email questions@partnersbhm.org.

Credentialing Update—Physician Credentialing

Medical Board Primary Source Verification of Education: As part of the credentialing requirements for URAC, Partners must conduct primary source verification of the education of all clinicians who are credentialed in our network **unless** the licensing board associated with that credential attests that they conduct primary source verification of education **or** the clinician is Board Certified. The NC Medical Board does **not** complete primary source verification of education. For that reason, Partners must complete primary source verification of all NC Medical Board licensed clinicians who are **not** Board Certified. This additional verification may cause delays in processing of applications for these clinicians. We understand the critical nature of processing physician applications as quickly as possible and will make every effort to finalize them as quickly as possible once the verification has been received.

Claims Information

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

Medicaid—August 2017 Number of Days to Process and Pay All Claims	
Received Date to Paid Date:	9.6

Top Five Medicaid Claim Denials—August 2017	
Claim Denial	Provider Recommended Action Steps
Claim received after billing period	Write off charges as non-billable. Do not rebill.
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.
Duplicate Claim	Claim has previously been submitted and adjudicated. Do not refile.
Service is not authorized	Verify Service Authorization for consumer. Contact Utilization Management.
Billing Taxonomy submitted is not associated with the Billing NPI	Resubmit claim with a valid taxonomy.

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

Protecting Health Information—Should you share work info on Facebook?

Facebook is a fantastic medium to share pictures, videos, updates, and other content with friends. While it may be beneficial in our daily life with friends and family, social media sites like Facebook, Twitter and any others should not be used to share work-related information, especially Protected Health Information (PHI).

Who would ever share PHI on social media?

In certain instances, people have created Facebook groups for healthcare professionals that have treated specific individuals, and in doing so, illegally shared those individuals' PHI.

While a scenario like this is a clear violation of HIPAA, what may seem more mundane, but is still a violation of HIPAA, is when an individual simply posts a picture to work of a co-worker doing his/her job. For example, a seemingly harmless post may show a coworker coding charts. If the charts are legible in the photo, then the person posting the photo may have inadvertently (and illegally) disclosed PHI.

Be careful and think twice when posting pictures to social media or discussing anything related to the care, treatment, or billing of a patient. A good rule of thumb is "if you would be embarrassed if your mother read your post, don't post it."

But what if my Facebook account is private?

It is easy to perceive a false sense of security about what you post to social media sites because you may have set your privacy settings to 'private.' Generally, this means that only individuals and groups you authorize can see the content you post. While this is a good practice, it is still not acceptable to submit PHI to a social media site even if you restrict access to the content to just your close friends and/or family.

Before you share something related to work on social media, make sure it follows the guidelines above.

September Provider Webinar Available for Viewing

Partners held its quarterly Provider Webinar on September 13. To view the webinar or download handouts, please visit <https://providers.partnersbhm.org/provider-webinars/>.

Topics covered include:

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

The next Provider Webinar will be held on Wednesday, December 13, 2017 at 1 p.m. Registration will be available in October.

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.



Cognitive Behavioral Therapy

Wednesday, October 4 – Friday, October 6, 2017, 9:00 a.m. – 5:00 p.m., Gastonia, NC ([Registration](#))

Monday, October 30 – Wednesday, November 1, 2017, 9:00 a.m. – 5:00 p.m., Hickory, NC ([Registration](#))

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 3-day 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.

Completion of this training earns participants 24 contact hours (non-accredited).

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

Certified Peer Support Specialist Training ([Registration](#))

Monday, October 9 – Friday, October 13, 2017, 8:00 a.m. – 5:00 p.m., Hickory, NC

Description: Peer Support Specialists are people living in recovery with mental illness and/or substance use disorder who provide support to others who can benefit from their lived experiences; completion of this 40-hour training is a prerequisite to become a NC Peer Support Specialist.

All individuals interested in participating in this training are required to submit an application to Partners BHM

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for consideration. Please visit partnerstraining.com/community-training-catalog to download the application and review further instructions.

Fair Housing Training ([Registration](#))

Thursday, October 19, 2017, Surry Community College: 630 S. Main St., Dobson, NC 27107, Room A121

- *Service Providers – 10:00 a.m. – 12:00 p.m.*
- *Housing Providers – 1:30 p.m. – 3:30 p.m.*

Description: Join us for a FREE Fair Housing Laws training hosted by Partners Behavioral Health Management! We will have two sessions which will cover the responsibilities of property owners and managers, requests for reasonable accommodations, and the rights of people with disabilities. The morning session will be for service providers from 10am-12pm and the afternoon session will be for housing providers from 1:30 p.m. -3:30p.m. Space is limited so register today to reserve your spot!

Introduction to Dialectical Behavior Therapy ([Registration](#))

Thursday, November 2 – Friday, November 3, 2017, 8:30 a.m. – 4:30 p.m., Hickory, NC

Description: Dialectical behavior therapy (DBT) treatment is a cognitive-behavioral approach that emphasizes the psychosocial aspects of treatment. The theory behind the approach is that some people are prone to react in a more intense and out-of-the-ordinary manner toward certain emotional situations, primarily those found in romantic, family and friend relationships. DBT is a support-oriented, cognitive-based, and collaborative method for teaching people how to cope with sudden, intense surges of emotion.

Trainer: [Laurie Conaty](#), MSW, LCSW, LCAS

NCTOPPS 101 and Super User Training ([Registration](#))

Wednesday, November 15, 2017, 9:00 a.m. – 12:30 p.m., Webinar

Description: Partners' Quality Management staff offers NC TOPPS 101 and NC TOPPS Super User 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 Super User training outlines the roles and responsibilities of the NC TOPPS Super User.

NC TOPPS 101 starts at 9:00 a.m.; Super User Training starts at 10:30 a.m.

Trainer: Veronica Somerville, MHA, MBA, Quality Management Analyst, 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:

- *September 11, 2017 – [IRIS; Claims and UM Updates; Announcements](#)*
- *August 24, 2017 – [NC Tracks and AlphaMCS Updates; Provider Webinar](#)*

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

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

Recent Joint Communication Bulletins:

- #J263—Job Aid Available in SkillPort for Behavioral Health Providers
- #J264—2017-2018 National Core Indicators
- #J265—Clarification of Services in an IMD/In Lieu of Definition for IMD

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

NCTracks Training Opportunities: Registration is open (via NCTracks) for several instructor-led training courses for providers that will be held in October 2017. The duration varies depending on the course. **WebEx** courses are limited to 115 participants. They can be attended remotely from any location with a telephone, computer and internet connection. **On-site** courses include hands-on training and are limited to 45 participants. They are offered in-person at the CSRA facility at 2610 Wycliff Road in Raleigh. Following are details on the courses, including dates, times and how to enroll.

Provider Web Portal Applications (WebEx)

Wednesday, October 4 - 1:00 p.m. to 4:00 p.m.

This course will guide providers through the process of submitting all types of provider applications found on the NCTracks Provider Portal. At the end of this training, providers will be able to understand the Provider Enrollment Application processes and navigate to the NCTracks Provider Portal and complete Provider Enrollment, Manage Change Request (MCR), Re-Enrollment, and Re-verification and Maintain Eligibility, as well as track and submit applications using the Status and Management page.

ES User Roles, Abbreviated MCR's and Upload Documents (WebEx)

Monday, October 9 - 10:00 a.m. to noon

This course will guide you through the following enhancements to the provider enrollment application processes:

- Enrollment Specialist user role
- Upload supporting documents
- Abbreviated Manage Change Request (MCR) applications

Provider Re-Credentialing/Re-Verification Refresher (WebEx)

Thursday, October 19 - 1:00 p.m. to 2:30 p.m.

This course serves as a refresher for the steps taken by the provider to complete the Re-Verification process through NCTracks. It also covers the steps to enter information and submit a Manage Change Request (MCR) in the event the user is prompted to complete an MCR during Re-Verification/Re-Credentialing. (The terms Re-Credentialing and Re-Verification are used interchangeably in NCTracks.)

At the end of training, you will be able to:

- Explain what provider Re-Verification is all about and why it is required.
- Explain each phase of Re-Verification.
- Complete the Re-Verification process in NCTracks.
- Complete a Manage Change Request for invalid or missing provider data.

Training Enrollment Instructions

Providers can register for these courses in SkillPort, the NCTracks Learning Management System. Logon to the secure NCTracks Provider Portal and click Provider Training to access SkillPort. Open the folder labeled **Provider Computer-Based Training (CBT) and Instructor Led Training (ILT)**. The courses can be found in the sub-folders labeled **ILTs: On-site** or **ILTs: Remote via WebEx**, depending on the format of the course.

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Refer to the [Provider Training page](#) of the public Provider Portal for specific instructions on how to use SkillPort. The Provider Training page also includes a quick reference regarding Java, which is required for the use of SkillPort.

TRAINING OPPORTUNITY--Understanding Adverse Childhood Experiences (A.C.E.): Please join Dr. Shirlyn Garrett, Ed.D., professor of the Counseling Graduate Program at Chicago State University and credentialed A.C.E. trainer, to discover how adverse childhood experiences (A.C.E.s) and traumatic events can impact individuals throughout their lives. Learn how to apply proven techniques to improve the lives of those in your care (or yourself) to minimize the effects of A.C.E.s, so those affected can go on to live more productive and healthy lives.

This training will be held:

Date: Monday, October 16, 2017, 9:00 a.m. – 4:00 p.m.

Location: Partners Behavioral Health Management, Gastonia Corporate Office – Auditorium 901 South New Hope Road, Gastonia, NC 28054

There are 50 spaces available for this training and the cost is \$35/person (lunch will be provided). Seats will be filled on a first come, first served basis. Deadline for registration is: October 1, 2017. **Please email astreet@carolinatherapeuticservices.com to register.** This training is sponsored by CTS Community Development (501(c)3).

Save the Date—Help and Hope in Iredell County: A Community Forum about the Opioid Epidemic:

The Drug-Alcohol Abuse Free Iredell Coalition, along with Partners Behavioral Health Management, will be hosting **Help and Hope in Iredell County: A Community Forum about the Opioid Epidemic** at the Statesville Civic Center on Tuesday, October 24, 2017 from 6:30 p.m.-8:30 p.m. This is a free event and open to the public. Dr. Kearney will be speaking about the Science of Addiction. There will be a screening of the Parents 360 Rx Video. Then Sandy Tabor-Gray and Patti and Gary West will be sharing their personal stories. Community agencies and organizations will be on hand to answer questions from the audience and have information tables for families and individuals.

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/>.

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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 1531 Trinity Church Road, Concord, NC 28027</i></p>	<p><u>Northern Mountains</u> October 17, 2017, 12:30 p.m.-3:30 p.m. <i>Blue Ridge Energy, Meeting Room 2491 US Hwy 421 S, Boone, NC 28607</i></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 107 Arrow Road, Greensboro, NC 27409</i></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 107 Arrow Road, Greensboro, NC 27409</i></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 340 Victoria Road, Asheville, NC 28801</i></p>	