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Your Feedback Requested—Provider Survey

As part of our continued commitment to partner with our providers regarding incentives and directly related to our Value, Innovation & Performance (VIP) Program, **Partners wants your input and ideas on how we can strengthen the provider network and integrate valuable incentives that move our network towards value based contracting.**

Please take the time to complete this short survey so that we can share this information and further brainstorm with your Provider Council this month.

Please complete the survey by Friday, October 20, 2017. [Click Here for the Survey](#)

UPDATED Provider Operations Manual Available

Partners has updated the Provider Operations Manual effective October 19, 2017. 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](#).

New Service—Dialectical Behavioral Therapy

Partners will be adding Dialectical Behavioral Therapy (DBT) to our Medicaid service array. We have developed a service definition and would like provider input as we prepare to operationalize. Please review the DBT service definition located at <https://providers.partnersbhm.org/service-definitions/> and email Vanessa Anderson at vanderson@partnersbhm.org with your feedback. We will be accepting comment over the next two weeks.

Value, Innovation, and Performance Program

DMH Super Measure Specifications Released: In July 2017, DHHS Secretary Mandy Cohen, M.D. announced that the contracts between the local management entities/managed care organizations (LME/MCOs) and the Division of Medical Assistance (DMA) and Division of Mental Health/Developmental Disabilities/Substance Abuse Services (DMH) would include performance measures that include financial consequences for failing to meet expected performance standards.

Partners has received the final specifications for the DMH Super Measures which will be implemented January 1, 2018. Providers should review their performance against these measures:

- [DMH – TCLI Performance Measure Description](#)
- [DMH –Follow-Up After Discharge from Community Hospitals, State Psychiatric Hospitals, and Facility Based Crisis Services for Mental Health Treatment](#)
- [DMH—Follow- Up After Discharge from Community Hospitals, State Psychiatric Hospitals, and Facility Based Crisis Services for Substance Use Services Treatment](#)

The specifications for DMA Super Measures have not been published as of October 10, 2017. The expectation is that DMA and DMH will have slightly different specifications for the same Follow-up After Discharge measure, i.e., the codes that are listed to identify follow-up visits may not be consistent between the two.

Once Partners receives the final specifications from DMA, those will be posted on the [Value, Innovation and Performance \(VIP\) Program](#) web page as well.

Partners is in the process of developing provider specific report cards. To that end, we are working to build the appropriate reports and validate them internally prior to sharing with providers so they can have an opportunity to validate as well.

To achieve these goals and provide superior services that strengthen our communities, we must continue to partner together. Thank you for your continued work and support for our mutual success. If you have questions or comments, please send them to questions@partnersbhm.org.

ACORN—A Collaborative Outcomes Resource Network

Outcomes Informed Care Works

The combination of measuring progress (i.e., monitoring) and providing consistent feedback yields clinically significant change--rates of deterioration are cut in half, as is dropout rates. Include feedback about the client's formal assessment of the relationship, and the client is less likely to deteriorate, more likely to stay longer, and twice as likely to achieve a clinically significant change."

*- *Duncan, Miller, Wampold & Hubble (2009); From Introduction in Heart & Soul of Change; page 3*

ACORN was developed ten years ago by Dr. Jeb Brown and his clinical research team to answer the question of "how do we know when someone is improving?" Other areas of health and wellness have lent themselves to more visible and observable means of proving efficacy. For example, if a patient has high blood pressure, you can prove that a medication has lowered the blood pressure by documenting repeated normal blood pressure readings. Behavioral Health has never been such an exact or precise a science. We can track when people present to an emergency room, or attempt risky or harmful gestures, but for the vast majority, improvement is very vague and is often like trying to pin down jello. Instead of having to rely on clinical testimony and treatment plans, Dr. Brown and his team developed the Acorn tool to track consumer progress and monitor the therapeutic alliance between the consumer and the clinician. You can learn more about his team, Clinical Informatics at <https://www.psychoutcomes.org/>.

What it is, how it works, and how it can significantly benefit you and your clients

ACORN is a tool to implement "Outcomes Informed Care."

- Outcomes Informed Care is the routine use of patient self-report outcomes and therapeutic alliance questionnaires to inform the treatment process, combined with feedback to clinicians, to achieve improved outcomes and greater value for treatment dollars.

Use your data.

- Clinicians and agencies that consistently collect ACORN data and who look at their data tend to have better client outcomes than those who collect data inconsistently and do not look at their data.
- Clinical supervisors are important in ensuring clinicians collect data regularly and look at their results. If the supervisor uses ACORN and talks about it frequently, clinicians will use it and talk about it, improving client outcomes.
- Regular feedback from customers has a strong positive effect on individual performance.

Additional resources

- Watch a 10-minute video about data in the Toolkit [here](#)
- Take a minute to review the information about outcomes measurement included [here](#)

Interested in Enrolling?

- **Partners is enrolling providers in the ACORN tool at no cost to the provider!** This is a great opportunity to take advantage of this evidence-based tool and proactively prepare for outcomes requirements by the state and accrediting bodies
- Live training will be provided by Dr. Brown for each agency and identified staff, web support is offered, and numerous tutorials for educational support

Please feel free to contact Roanna Newton, Provider Network Specialist, by calling 828-323-8054 or emailing rnewton@partnersbhm.org with any questions or to enroll in the pilot program.

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 at rcolvard@partnersbhm.org to schedule a time for training.

Medicaid—September 2017 Number of Days to Process and Pay All Claims	
Received Date to Paid Date:	8.3

Top Five Medicaid Claim Denials—August 2017	
Claim Denial	Provider Recommended Action Steps
Invalid DCN (Document Control Number) or resubmission ref #	Look at the Remittance Advice with the original claim number and make sure you entered it correctly.
Service is not authorized	Verify Service Authorization for consumer. Contact Utilization Management.
Claim received after billing period	Write off charges as non-billable. Do not rebill.
Duplicate Claim	Claim has previously been submitted and adjudicated. Do not refile.
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.

Outpatient Plus Request for Information Withdrawn

The Outpatient Plus Request for Information (RFI) was withdrawn for review of the definition and rate. Once the review is complete, a new RFI will be released, and another Bidder’s Conference held. Please continue to check our website, <https://providers.partnersbhm.org/requests-interest-proposals-needs-assessment/>, for releases of RFI/RFPs.

Be Part of the Solution—National Hunger and Homelessness Awareness Week

November 11-19 will be National Hunger and Homelessness Awareness Week (www.hhweek.org). At a time when most of us are planning for Thanksgiving, we should also pause and think of our neighbors who are experiencing hunger or homelessness. This is a week to draw attention to the problems of hunger and homelessness.

Approximately 26 percent of homeless adults staying in shelters live with serious mental health issues (NAMI). Your organization may consider donating to a food drive or volunteering at a homeless shelter. Each community is a part of a Continuum of Care (CoC) that creates partnerships to address the needs of homeless individuals. In Catawba County, visit www.housingvisionscatawba.org for information about their week of awareness events. Burke County will be holding a iCare Tour of the local helping agencies on November 14. To

learn more about the iCare Tour, call the Burke County United Way for registration details at 828-433-0681. You can also contact your local CoC for ways to be a part of the solution. For more information, contact Bre Griffin, Housing Educator, at 704-884-2514 or bgriffin@partnersbhm.org.

Know When to Report Healthcare Fraud, Waste, and Abuse

Healthcare fraud, waste, and abuse cases have received growing attention nationally. The cost of fraud, waste, and abuse in North Carolina is thought to be in the millions. Most frauds are discovered as a result of a tip. According to the Association of Certified Fraud Examiners 2014 Report to the Nations, tipsters may be the most unheralded front-line soldiers in the fight against fraud.

Who are Tipsters? Individuals receiving support, Parents, Guardians, Care takers, Community Members, Providers, Stakeholders, Clinicians and Employees.

Helpful reporting advice:

- **“I’m not sure if it is fraud, waste or abuse.”** Partners has charged its Program Integrity Department with assisting in the elimination of healthcare fraud, waste, and abuse. The skilled staff of auditors and investigators will determine if it is fraud, waste or abuse. If it is not, the concern will be referred to the most appropriate department within Partners.
- **“My concern is about a staff person at Partners. They [Partners] will not investigate it so I’m reporting it to the NC Department of Medical Assistance (DMA).”** Partners’ reporting system is designed to only allow certain staff to have access to reports. When a report contains the name of one of those staff members, he or she will be blocked from having access to the report.

Partners has five investigative bodies to review concerns:

- 1) The Program Integrity Department
 - 2) HIPAA Security Officer
 - 3) HIPAA Privacy Officer
 - 4) Internal Auditor and
 - 5) The Compliance Officer
- **“I want to remain anonymous.”** When reporting a concern by phone or online, you have the choice to be anonymous. Being **Anonymous** allows the reporter to **withhold** any identifying information about him/herself. Please note that your contact information is kept **Confidential**, others will not know that you filed the report.
 - **“I don’t know how much to report.”** The more information you can give, the better, as it increases the chance that the investigating body will identify the fraud.

Partners offers two ways to report concerns of fraud, waste and abuse. The first is the Regulatory Compliance Alert Line at **1-866-806-8777**, where a live person can assist with taking information. Another is online at <https://partnersbhm.alertline.com>.

Upcoming Events

Provider Council Meeting—Friday, October 27

The next Provider Council meeting is scheduled for **Friday, October 27 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.

Roundtable Discussion on Community Navigator Service Delivery—Tuesday, November 14

Partners strongly encourages all Innovations providers that provide, or want to provide, Community Navigator services to join us for a roundtable discussion on Tuesday, November 14, 2017 from 9:30 a.m.-12 p.m. in Partners' Hickory Office, Multi-Purpose Conference Room, 1985 Tate Blvd. SE, Hickory, NC.

Partners would like to share some consumer and family survey data with the providers of this service to start a conversation on what appears to be working well, and where we need to make some service improvements. Some other agenda items will include:

- Responsibilities of the Community Navigator, including the Community Transition Service
- Service enrollment data and our goal to grow this service
- Current Provider capacity
- Examples of Success stories
- Discussion regarding consumer goals and objectives
- Discuss how to eliminate or reduce barriers to providing this service; quality improvements

Partners would also like all current Innovations Community Navigator Providers to make sure you are also enrolled to deliver Innovations Community Transition Services. If not, please work with your [Provider Specialist](#) to submit a [Request for Nomination form](#) to do so, as soon as possible.

IDD Care Coordination looks forward to working with our providers on expanding this service and ensuring that it is being delivered to meet our consumers' needs. Thank you in advance for your participation.

Quarterly Provider Webinar—Wednesday, December 13

The next Provider Webinar will be held on Wednesday, December 13, 2017 at 1 p.m. [Please click here to register.](#)

Providers are asked to submit questions for the webinar in advance. Please send questions for the Provider Webinar to questions@partnersbhm.org.

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

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.



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Fair Housing Training

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

[\(Registration\)](#)

Service Providers – 10:00 AM – 12:00 PM

Housing Provider – 1:30 PM – 3:30 PM

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 1:30pm-3:30pm. Space is limited so register today to reserve your spot!

Cognitive Behavioral Therapy

Monday, October 30 – Wednesday, November 1, 2017, 9:00 AM – 5:00 PM, 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

Introduction to Dialectical Behavior Therapy

Thursday, November 2 – Friday, November 3, 2017, 8:30 AM – 4:30 PM, Hickory, NC [\(Registration\)](#)

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

AlphaMCS Training

Wednesday, November 15, 2017, 8:30 AM – 12:00 PM, Gastonia, NC [\(Registration\)](#)

Description: Join Partners' Claims, Access to Care, Utilization Management, and Provider Network staff for an interactive AlphaMCS module training. This open-house style training session will allow each attendee time to work one-on-one with Partners' staff to discuss unfamiliar or problematic AlphaMCS modules. Participants are encouraged to bring their own laptops to access and review their personal workflow during the training.

NCTOPPS 101 and Super User Training

Wednesday, November 15, 2017, 9:00 AM – 12:30 PM, Webinar [\(Registration\)](#)

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 AM; Super User Training starts at 10:30 AM.

Trainer: [Veronica Somerville](#), MHA, MBA, Quality Management Analyst, Partners Behavioral Health Management

Register online and find additional training opportunities at www.PartnersTraining.com.

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 <https://providers.partnersbhm.org/provider-alert-archive/>.

Alerts issued since the last Provider Bulletin:

- October 2, 2017 – [AlphaMCS Build 2.04; RFP Announcement; Reminder—EOBs; Fair Housing Training](#)
- October 5, 2017 – [AlphaMCS Build 2.04 Delayed](#)
- October 9, 2017 – [Requests for Traumatic Brain Injury Funding](#)
- October 16, 2017 – [Provider Survey](#)

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

Recent Joint Communication Bulletins:

- #J266—Clarification of Back-Up Staffing Incident Reporting
- #J267—Invalid Social Security Numbers (SSN) in NCTracks
- #J268—Reporting of DHHS Performance Measures
- #J269—Housing Target Numbers

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—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.

Substance Use Disorder—A Top Priority in Burke County: Join the Burke County Adult Collaborative and other sponsors for a community dinner/forum to learn more about substance use in our community, legal aspects in regard to substance use, and available resources. The event will be held Tuesday, October 24, 2017 from 5 p.m.-8:30 p.m. at the Burke County Conference Center, 2128 South Sterling Street, Morganton, NC. Seating is limited; please register by October 20 at <https://www.surveymonkey.com/r/1024Communityforum>. If you have questions or to register by phone, please contact Lisa Moore at 828-764-9218.

Benchmarks Public/Private Behavioral Health Forum: Join Benchmarks for the most recent legislative updates, DHHS information and more. The meeting will be held Friday, October 27, 2017 from 10:30 a.m.-2:30 p.m. at the Royal Banquet and Conference Center, 3801 Hillsborough Street, Raleigh, NC. Cost is \$45 for non-members and \$30 for Benchmarks’ members (members should email pwiggs@benchmarksnc.org for promotional code.) [Click here to register.](#)

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Register Today! NAMI of the South Mountains 2017 Behavioral Health Conference: This year's theme is "Overcoming Mental Illness and Addiction: Successful Strategies for Mental Health and Recovery." The conference will be held October 30-31, 2017 at the Foothills Higher Education Center, 2120 S. Sterling St., Morganton, NC 28655. To view the conference brochure/registration form, [click here](#). To register, please visit <https://namirutherfordclevelandburke.org/2017-behavioral-health-conference/>.

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/>.