



Provider Communication Bulletin #75

November 16, 2017

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Provider Council to Meet November 17

Partners’ Provider Council meeting has been changed due to the Thanksgiving holiday. The Provider Council will meet on Friday, November 17 from 9:45 a.m.-12 p.m. at 1985 Tate Blvd. SE, First Floor Conference Room, Hickory, NC 28602.

Are You Registered for the December Provider Webinar?

Partners’ Provider Webinar is a great way to learn important information and detailed updates that impact daily operations, without having to leave your office!

Partners will host its next Provider Webinar on Wednesday, December 13, 2017 at 1 p.m. [To register, click here.](#) Registrants will receive an email confirmation containing the webinar link.

Some of the topics on the agenda include:

- Program Integrity’s Role in Behavioral Health Care
- Care Coordination VS. Case Management: Perceptions and Expectations
- Disaster Plan
- Compliance, HIPAA Privacy, and Security
- Innovations Rights Restrictions
- IDD State Funded Waitlist Process
- Credentialing

We want your questions! If you have a question about the topics scheduled for discussion, or any provider operations matter, please email your question to questions@partnersbhm.org.

Want to view previous webinars? Visit <https://providers.partnersbhm.org/provider-webinars/>.

Partners Behavioral Health Management communicates Provider Information through Provider Communication Bulletins and the Provider Knowledge Base website, located at <https://providers.partnersbhm.org>. If you have any questions regarding this Bulletin, please reference the [Who to Contact listing](#) for the correct contact or reach out to your [account specialist](#).

Save the Date! Partners' Provider Forum

Date and Time: March 14, 2018, 8 a.m.-5 p.m.

Where: Crowne Plaza Hickory, 1385 Lenoir Rhyne Blvd SE, Hickory, NC 28602

Stay tuned for more details and registration information!

Partners Announces New Leadership Team Members

The following new employees have joined Partners' Leadership Team:

- William Callison, MBA, MHA, joined Partners in August as its Chief Operating Officer.
- Pearl Burris-Floyd, MHA, joined Partners in September as its Chief Governmental Affairs Officer.
- Elizabeth "Bess" Stanton, MD, MBA, FAPA, FASAM, is now serving as Partners' Chief Medical Officer, due to the retirement of Octavio Salazar, MD, in October.

Transition Management Services (TMS) Update:

We heard you! Based on provider feedback, Partners has extended the authorization period for Transition Management Services from 90 days to 180 days. More details are included on the State Benefit Grid posted at <https://providers.partnersbhm.org/benefit-grids/>. If you have questions, please contact Lynne Grey at lgrey@partnersbhm.org.

Credentialing Updates

Practitioner Insurance Requirements: Practitioners seeking to be credentialed or recredentialed with Partners must meet all insurance requirements without exception. The following insurance coverage is required by all practitioners both Licensed Independent Practitioners (LIPs, practitioners with an individual contract with Partners) and Licensed Practitioners (LPs, practitioners associated with a contracted agency):

- General Liability insurance policy coverage amounts of \$1,000,000/\$3,000,000.
- Professional Liability policy coverage amounts of \$1,000,000/\$3,000,000.
- Worker's Compensation/Employers Liability insurance in the required amounts that meet the statutory requirements of the State of North Carolina **OR** a signed and dated attestation that the licensed practitioner does not employ staff.
- Automobile Liability insurance policy coverage amounts of \$1,000,000/\$1,000,000/**OR** signed and dated attestation that LP does not transport consumers.

Webpage Changes: Partners has made changes to the Provider Credentialing and Enrollment page of our website, <https://providers.partnersbhm.org>. Partners has collapsed several credentialing and enrollment forms into one **Change Request Form**. The new form can be found on our website at <https://providers.partnersbhm.org/provider-enrollment-credentialing>.

In the past, providers have been required to submit the Request for Nomination Form to add sites/services, the Credentialing Initiation Form (CIF) to add clinicians, and the Change Request Form for miscellaneous changes. **All changes can now be made through submission of the Change Request Form.** Please read the instructions on the form carefully and complete the sections applicable to the changes you want to make.

If you have further questions, please email CredentialingTeam@partnersbhm.org or call 704-842-6483.

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—October 2017	
Number of Days to Process and Pay All Claims	
Received Date to Paid Date:	8.9

Top Five Medicaid Claim Denials—October 2017	
Claim Denial	Provider Recommended Action Steps
The procedure code/bill type is inconsistent with the place of service	Contact Claims Department at claims_department@partnersbhm.org or call 704-842-6486.
Duplicate Claim	Claim has previously been submitted and adjudicated. Do not refile.
Claim received after billing period	Write off charges as non-billable. Do not rebill.
Billing Taxonomy submitted is not associated with the Billing NPI	Resubmit claim with a valid taxonomy.
Service is not authorized	Verify Service Authorization for consumer. Contact Utilization Management.

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

RED FLAGS: Sometimes It Is OK to Be Excluded

In October 2017, federal prosecutors in Jacksonville, Florida announced that two Winston Salem, North Carolina men pleaded guilty to conspiracy to commit healthcare fraud. Each faces up to five years in prison and fines up to \$250,000.

The investigation revealed that the two created and managed a behavioral health clinic in Jacksonville that provided health care to Medicaid patients. Unfortunately, one of the pair never disclosed to the Medicaid program that he was working with an individual who had been excluded from participating in the program—providers are prohibited from employing any excluded person. This excluded party used an alias and through the alias performed a variety of functions, including hiring and firing individuals, seeing patients, and performing other managerial tasks.

The U.S. Department of Health & Human Services, Office of Inspector General (OIG) exclusions program is governed by regulations that implement sections of the Social Security Act. OIG has the authority to exclude from participation in Medicare, Medicaid, and other Federal health care programs person that have engaged in fraud or abuse. The purpose of exclusions is to protect Medicare and Medicaid programs and its beneficiaries from misconduct. For more information on the OIG's exclusions program visit its webpage at <https://oig.hhs.gov/faqs/exclusions-faw.asp>.

As stewards of Medicaid funds, it is our responsibility to pick up the phone and make a call when we suspect someone has engaged in fraud, waste or abuse. If you think an excluded individual is working for a provider in the Partners Network you may report your concerns by calling *Partners' Alert Line* at **1-866-806-8777**, where a live person will assist with taking information, or you can go online at <https://partnersbhm.alertline.com>.

Navigating the Housing World for Consumers

Navigating the world of housing can be overwhelming for some consumers. It can be difficult to know where to apply, how to handle wait lists, and completing applications. It can be more of a challenge when facing barriers such as credit issues or a criminal background. Even after moving into the new apartment, learning how to successfully maintain housing can be a challenge. Requesting a reasonable accommodation, working with a landlord and neighbors and budgeting are topics that consumers sometimes find themselves needing assistance with after the move.

Partners' Housing Department works to educate providers on how to help their consumers in these areas and we can schedule a visit to conduct these presentations. For more information, please contact Bre Griffin, Housing Educator, at bgriffin@partnersbhm.org or at 704-884-2514.

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.



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

Friday, December 1, 2017, 9 a.m. – 4 p.m., 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.

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

Person Centered Thinking ([Registration](#))

Tuesday, December 5 – Wednesday, December 6, 2017, 9 a.m. – 4:30 p.m., Gastonia, 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: [Sharon Welling](#), The Arc of North Carolina, Certified PCT Trainer – The Learning Community

Person Centered Planning ([Registration](#))

Friday, December 8, 2017, 9 a.m.– 4:30 p.m., Gastonia, NC

Description: This 6-hour training addresses the values and essential elements of being a person-centered thinker and teaches the instructional elements of completing the person-centered plan. This training fulfills the requirement set in place by the NC Division of MH/DD/SAS for Qualified Professionals. Those that benefit from

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this training are persons who have the responsibility of developing Person Centered Plans for recipients of enhanced community based mental health services, such as IIH, CST, PSR, and ACTT.

Trainer: Danielle Coleman, MSW, LCSW, ACSW

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

System of Care Trainings

Child and Family Team 1 Training ([Registration](#))

Thursday, December 7, 2017, 9 a.m.-5 p.m.

Location: Little Joe's Chapel, 107 Grannis Lane, Statesville, NC 28625

Description: CFT 1 is a two-day experiential training with a goal of providing an overview of Child and Family Team meetings from the family's perspective. The training seeks to reinforce the idea of "one family, one plan" by addressing Child and Family Teams through the lens of multiple systems as they affect families in their everyday lives. Agency representatives and parents/family members over 18 years of age are encouraged to attend this training. There is no cost for this training.

Trainer: [Kim Rhoads](#), LCAS, Child System of Care Liaison, Partners Behavioral Health Management

Registration Information: Deadline to register is December 1, 2017 | Sessions must have a minimum of 10 participants. [Click here to register](#).

For more information contact Kim Rhoads at 828-323-8049 or email krhoads@partnersbhm.org.

Darkness to Light Training ([Registration](#))

Friday, December 15, 2017, 10 a.m.-12 p.m.

Location: 1218 State Street, Mt. Airy NC

Description: The Darkness to Light training is provided in an effort to prevent childhood sexual abuse by increasing awareness and education in communities. The training is two hours and participants are provided a certificate upon completion. This training is approved for two contact hours for social workers and nurses.

Trainer: [Stephanie Funderburk](#), Child System of Care Liaison

For more information contact Stephanie Funderburk at 704-301-1281 or email sfunderburk@partnersbhm.org.

REMINDER—Directly Enrolled Licensed Independent Providers Post Payment Review

This information was also published in the November 11th Provider Alert: Partners Behavioral Health Management will conduct a post payment review of consumer treatment records from Directly-Enrolled Licensed Independent Providers (LIPs). Those LIPs who have a contract with Partners and are actively providing services will be directly contacted. This review will not include prescribers.

Each LIP will receive a HIPAA secure email providing details of the clinical documents selected for review and how they are to be submitted. Ten business days will be allowed to provide the selected documentation to Partners.

If you have questions, please contact Kathleen Meriac, Specialty Review Unit, at 704-884-2571 or email to kmeriac@partnersbhm.org.

REMINDER—ASOUD Target Population

This information was also published in the November 11th Provider Alert: In working with, and with direction from the Division of Mental Health, Partners Eligibility and Enrollment Department is end-dating the Adult Substance Opioid Use Disorder (ASOUD) target population as we have drawn down all funds. *If consumers are eligible for another target population, please ensure they are enrolled.* This direction is given to all providers **except** our designated Opioid Treatment Providers.

In addition, we will not accept any new enrollments into ASOUD for any provider at this time. If we are notified by DMH that we will be receiving additional dollars, we will be contact providers immediately.

REMINDER—Your Feedback Wanted for Dialectical Behavioral Therapy Service

This information was also published in the November 11th Provider Alert: 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. Providers are asked to please review the [DBT service definition](#) and email Vanessa Anderson at vanderson@partnersbhm.org with your feedback. We will be accepting comments through November 30, 2017.

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:

[November 11, 2017—Claims Denials, Credentialing, Post Payment Review, Meeting Reminders](#)

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

Recent Joint Communication Bulletins:

- [#J270--Accreditation Clarification](#)
- [#J271--Report of LME-MCO Reimbursement Rates for NC DMHDDSAS Funded Services](#)

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>.

NC HealthConnex Reminders

NC HealthConnex Connection Required for Medicaid Hospitals, Physicians, and Mid-Level

Practitioners by June 1, 2018: Per [Session Law \(S.L.\) 2015-241](#), as amended by [S.L. 2017-57](#), North Carolina providers who are reimbursed by the state for providing health care services under Medicaid and N.C. Health Choice programs must join NC HealthConnex, the state-designated Health Information Exchange.

As of June 1, 2018, hospitals, mid-level physicians and nurse practitioners who currently have an electronic health record system are to be connected to NC HealthConnex to continue to receive payments for Medicaid and N.C. Health Choice (NCHC) services. **By June 1, 2019**, all other Medicaid and state funded providers must be connected (e.g., State Health Plan, Program for All Inclusive Care of the Elderly (PACE), and state grants).

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The NC Health Information Exchange Authority (HIEA), the N.C. Department of Information Technology agency that manages NC HealthConnex, will be hosting “How to Connect” webinars on the last Monday of each month at noon to educate providers affected by this law, describe the technical and onboarding requirements and answer questions about the legal [Participation Agreement](#) which governs the data connection. In the meantime, providers can learn more at nchealthconnex.gov/how-connect.

To register for the next webinar at noon on Monday, Nov. 26, 2017, and to learn more about **NC HealthConnex**, visit nchealthconnex.gov. NC HealthConnex links disparate systems and existing North Carolina HIE networks together to deliver a holistic view of a patient’s record. It currently houses 3.9 million unique patient records, allowing providers to access their patients’ comprehensive records across multiple providers, and review consolidated lists of items including labs, diagnoses, allergies and medications.

Providers with questions can contact the NC HIEA staff at 919-754-6912 or hiea@nc.gov.

NC HealthConnex Hosts Virtual EHR Vendor Day: Delivering on the theme of *Preparation, Education, and Partnership*, the NC Health Information Exchange Authority (NC HIEA) held a Virtual Electronic Health Record (EHR) Vendor Day on October 24. Currently, the NC HIEA is working with over 40 EHR vendors to build integrations to the State-designated health information exchange, NC HealthConnex. We hosted this event especially for our vendor partners to underscore the importance of the investment the State of North Carolina is making to ensure that NC HealthConnex is a viable decision support tool for health care providers servicing the state of North Carolina. The day’s agenda included an overview of who we are, our partners, technical requirements for connections and considerations, as well as guest presenters from NC DHHS and ONC. Charles Carter, NC DHHS Chief Operating Officer for Technology and Operations, provided an overview of the design for Medicaid Transformation. John Rancourt, ONC Deputy Director for the Office of Care Transformation, delivered *Interoperability: HIEs’ Role in the Interoperability Vision & How EHRs Can Help*. View the presentations [here](#).

For a status update of your EHR vendor’s integration with NC HealthConnex, please contact us at hiea@nc.gov.

NC HIEA Upcoming Meetings:

HIE Task Force – Tuesday, November 21, 2017, 10:00 a.m. – 1:00 p.m., Hosted by [NCHICA](#).

Advisory Board – Wednesday, December 6, 2:00-5:00 p.m., UNC Health Care in Morrisville. Meetings are open to the public.

Behavioral Health/IDD Work Group – Tuesday, December 19, 1:00-4:00 p.m., HIEA Office in Raleigh.

For more information on any of these meetings, contact hiea@nc.gov.

For NC HealthConnex Participants--Is Your Browser Up to Date? Deadline is November 15!

As we continuously monitor and improve security around NC HealthConnex and your patient data, we are asking all who utilize NC HealthConnex, and its Direct Secure Messaging (DSM) product, to ensure that their browsers support Transport Layer Security (TLS) 1.2. **All users of NC HealthConnex must have browsers that support TLS 1.2 installed by November 15, 2017. After November 15, all users’ whose browsers do not support TLS 1.2 will no longer have access to NC HealthConnex.**

What is TLS?

Transport Layer Security (TLS) is a protocol that provides privacy and data integrity between web browsers and

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other applications that require data to be securely exchanged over a network. It also ensures that a connection to a remote endpoint is the intended endpoint through encryption and endpoint identity verification.

What is the change?

The HIEA requires an upgrade to a browser that supports TLS 1.2 by November 15, 2017. On that date, we will disable previously versioned protocols. Users with browsers that do not support TLS 1.2 will no longer be able to access NC HealthConnex.

How do you avoid a service disruption?

You must transition your health care organization to a browser that supports TLS 1.2 by November 15, 2017. To determine if your browser supports TLS 1.2 you can reference "[Browser Compatibility and How to Guide](#)," or simply visit [this website](#). Note the message listed under "Protocol Support." If the message indicates that your user agent has good protocol support, your browser supports TLS 1.2 and you have no action items. If the message indicates that your user agent does NOT have good protocol support, then your browser does not support TLS 1.2 and it will need to be upgraded. Some older browsers support TLS 1.2, but the support is disabled by default. Please reference "[Browser Compatibility and How to Guide](#)" to get instructions on how to enable TLS 1.2 on various browsers.

Questions? Please contact the NC HealthConnex Help Desk at 919-531-2700 or hiesupport@sas.com.

Participant User Account Audits for Q3 Are Underway: NC HealthConnex participants are required to complete the audit in order to retain access to the clinical portal.

DSM Provider Directory: Thank you to the NC HealthConnex participants who recently participated in updating their listing in the direct secure messaging (DSM) provider directory. These changes will be updated in the Clinical Portal and will be made available in excel format upon request. Please contact Kellie McDonald at kellie.mcdonald@nc.gov if you would like to receive the revised edition of the DSM Provider Directory.

Please note, the DSM Provider Directory is not a comprehensive list of all NC HealthConnex participants, but rather a directory of secure email addresses of North Carolina providers participating in the Direct Trust Framework for coordination of care.

If you would like more information on obtaining a DSM account, please contact hiea@nc.gov.

Announcements and Reminders

1915 (b) Waiver Listening Sessions: The Division of Medical Assistance (DMA) is conducting two public listening sessions on the 1915(b) waiver in preparation for the 2018 waiver renewal. There will be two session options:

Webinar—November 16, 2017, 1:30 p.m. – 3:30 p.m.

Participants can register at: <https://attendee.gototraining.com/r/282082293463135745>

Registration is required. Participants will receive a confirmation email containing information about joining the training upon registration.

In Person—November 20, 2017, 2:00 p.m. – 4:00 p.m. (Registration for the in-person session is not required)
Creedmoor Road Baptist Church
6001 Creedmoor Road, Raleigh, NC 27612

MH/IDD/SUD Provider Technology Day at Pinehurst:

Providers - Do You Need To:

- Protect your organization from cyber-attacks?
- Effectively use data to capture outcomes and demonstrate value?
- Learn how to evaluate an EHR system and optimize the EHR you have now?
- Get details on the State's New Crisis Referral System for Inpatient Care

If so, make sure to attend NC Council of Community Programs' Technology Day, being held December 5, 2017 at Pinehurst Resort, Pinehurst, NC. Cost is \$95. To learn more or register, please visit <http://www.nc-council.org/december-conference/>