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No Provider Council in December; New Provider Council Leadership

Partners' Provider Council will not meet in the month of December; however, they will resume meetings January 26, 2018 at 9:30 a.m. at Partners' Hickory Office, 1985 Tate Blvd. SE, Basement Multi-Purpose Room, Hickory, NC 28602. If you would like to learn more about the Provider Council, visit <https://providers.partnersbhm.org/provider-council/>.

In addition, the Provider Council has voted in a new slate of officers to serve in 2018. They are:

- Chair: Julie Walker (Clay Wilson/Cognitive Connection)
- Vice Chair: Tim Lentz (Catawba Valley Behavioral Health)
- Secretary: Beth Brown (Phoenix Counseling Center)

On behalf of the provider network, Partners would like to thank the following for their outstanding leadership and contributions as this year's Provider Council Officers:

- Chair – Shannon Childress, Holy Angels
- Vice Chair – Julie Walker, Clay Wilson/Cognitive Connection
- Secretary – Rhonda Cooper, Boundless Miracles

Missed the December Provider Webinar? Watch it Now!

Partners hosted a Provider Webinar on Wednesday, December 13, 2017. If you missed it or would like to obtain a copy of the presentation and handouts, please visit <https://providers.partnersbhm.org/provider-webinars/#QW3>.

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

Save the Date! Partners' Annual Provider Forum

Join Partners for a day of learning and network with Partners' staff and fellow providers. The Annual Provider Forum is an opportunity for the Provider Network to come together to learn about the next steps in moving toward a value-based care system. Employees from Partners' departments will also be on hand to help with questions and information pertaining to operational functions.

Date: Wednesday, March 14, 2018

Time: 7:30 a.m-1:30 p.m.

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

Admission: Free. Advanced Registration is required

Registration: *Registration will open in early January.* Make sure to check your email for the announcement!

If you have questions about the Annual Provider Forum, please contact Roanna Newton by emailing rnewton@partnersbhm.org or calling 828-323-8054.

Holiday Appointment Scheduling

Providers offering appointments through the AlphaMCS Slot Scheduler need to ensure that appointments through the rest of December and January are scheduled correctly. Please make sure that your appointments account for the:

- Correct operating hours over the holidays
- Type of funding and clients served (Medicaid or State)

Providers are also asked to upload appointments for the next month at least two weeks prior to the beginning of the month.

If you have any questions, please contact Access to Care at 1-888-235-4673.

Enrollment Requests Submitted by Contracted Providers

To facilitate timely access to services, ALL contract providers are expected to *complete the AlphaMCS consumer enrollment correctly, in its ENTIRETY (two pages total)* on uninsured consumers and submit to Partners within SEVEN CALENDAR DAYS in the following instances:

- When the consumer walks into the provider's office/agency requesting services and the contracted provider initiates services--the enrollment should be completed, dated, and submitted on the first date of service.
- All Enrollment Requests must be submitted to Partners within seven calendar days of assessing and enrolling the consumer. **No Exceptions.**

In addition:

- Provider Requests for Enrollment may not be back dated to cover dates of service when the consumer was not officially enrolled because the provider did not submit the (correct and complete) enrollment in a timely manner and/or within seven calendar days of the first date of service.
- If the Enrollment Request is submitted to Partners via AlphaMCS after seven calendar days of the SCREENING/ADMISSION date, the date that the enrollment was submitted to Partners is considered the effective date of the State Benefit Plan. **No Exceptions.**

Information regarding Interactive Complexity Add-On Code 90785 and In-Home Outpatient Code 90837SR

Outpatient therapists who utilize the **Interactive Complexity add-on code (90785)** must meet the requirements per the Behavioral Health Services ICD-10 Coding and Payment Guide:

The code is reported when the patient being treated has certain factors that increase the complexity of treatment rendered. These certain factors are limited to the following:

- The need to manage disruptive communication that complicates the delivery of treatment
- Complications involving the implementation of a treatment plan due to caregiver behavioral or emotional interference
- Evidence of a sentinel even with subsequent disclosure to a third party and discussion and/or reporting to the patient(s); or
- Use of play equipment or translator to enable communication when a barrier exists.

Documentation should clearly state the reasons requiring interactive complexity. Documentation should clearly indicate the type of interactive methods used such as interpreter, use of play, or physical device used, and that the patient did not have the ability to communicate through normal verbal means. Other catatonic states may be covered if documentation is submitted with the claim. Coverage also includes interactive examinations of patients with primary psychiatric diagnoses (Excluding dementias and sleep disorders), and one of the following conditions: developmental speech or language disorders, conductive hearing loss (total), mixed conductive and sensorineural hearing loss (total), deaf mutism, aphasia, voice disturbance, aphonia, and other speech disturbance such as dysarthria or dysphasia. The conditions must be clearly and concisely recorded in the medical record.

Interactive psychotherapy is the use of physical aids and nonverbal communication to overcome barriers to therapeutic interaction between a clinician and patient who has not developed or has lost either their expressive language communication skills to explain his/her symptoms and response to treatment, or the receptive communication skills to understand the clinician if he or she were to use ordinary adult language for communication.

In addition, outpatient therapists using the **In-Home Outpatient code (90837SR)** are reminded of the Clinical Parameters identified for the In-Home Outpatient Rates per Provider Communication Bulletin #35:

- Non-compliance with therapy; two or more no shows (i.e., after the initial visit, two no-shows and 50% of scheduled appointments missed in any 30-day period)
- Lack of transportation
- Hospital Discharge - complements Hospital Discharge Planning and Treatment (HDPT) - to be used with rapid readmissions
- Step Up/Step Down to/from Intensive-In-Home Services
- Step Up/Step Down to/from Community Support Team/Assertive Community Treatment Team
- When traditional office based therapy hasn't worked and in-home or other enhanced services are being considered
- When individual is at risk for out-of-home placement, and it is determined this service reduces that risk
- High Risk/Dual Diagnosis

Documentation should clearly identify one of the clinical parameters stated above to deliver In-Home Outpatient Services.

If you have questions related to either of these codes, please contact your [Account Specialist](#).

Timely Filing Override Requests

Timely filing override requests should only be submitted for the following reasons. All requests are reviewed for consideration.

- **Retroactive Medicaid:** Claims based on retroactive Medicaid eligibility must have authorization requested within 30 days and submit claims within 90 days of the date modified in NCTracks for eligibility date range. Claims department should be contacted prior to submitting claims.
- **Retroactive Medicare/TPL:** If claims are recouped due retroactive Medicare/TPL, the claim can be resubmitted once the claim has been resubmitted to other insurance. The only exception is claims that are not within the Fiscal Year for State benefit. Please resubmit within 90 days of the recoupment.
- **License update/addition:** Request must be submitted within 30 days of the update or addition.
- **Site update:** Request must be submitted within 30 days of update.
- AlphaMCS system issues identified by Partners
- **Eligibility issue with NC Fast/NC Tracks:** Request must be submitted within 30 days of date modified in NCTracks.

Timely Filing Requests should be sent directly to thuskey@partnersbhm.org prior to submitting the claims.

Claims Information

Providers are reminded to use the email Claims_Department@partnersbhm.org for all email inquiries so that they are handled in the most efficient manner. Please do not send email directly to individual employees.

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

Top Five Medicaid Claim Denials—November 2017	
Claim Denial	Provider Recommended Action Steps
Duplicate Claim	Claim has previously been submitted and adjudicated. Do not refile.
Invalid DCN (Document CTRL #) or resubmission ref #	Look at the RA with the original claim header and make sure you entered it correctly.
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.

No Checkwrite Next Week; 2018 Checkwrite Schedule

Providers are reminded that there is no checkwrite the week of December 25, 2017.

- The next Checkwrite Cycle Cutoff Date is December 26, 2017
- The Checkwrite Date is January 3, 2018

The **2018 Checkwrite Schedule** is now available at <https://providers.partnersbhm.org/finance-documents-forms/>.

Updates to the State Services Benefit Grid

The authorization guidelines for the following State services have been updated to mirror the Medicaid guidelines:

- Supported Employment
- Peer Support

The updated benefit grid has been posted to our website at <https://providers.partnersbhm.org/benefit-grids/>. Questions should be directed to Lynne Grey, Utilization Management Manager, at lgrey@partnersbhm.org.

What is Health Care Fraud Really Costing You?

The price of health care fraud is overwhelming. The National Conference of State Legislators assessed financial loss to Medicaid programs to be billions of dollars a year. Medicaid provides medical care for low-income people, often consisting of children, the elderly, and the medically fragile.

The small number of people who commit health care fraud put patients and providers at risk. Fraudsters often bill insurance companies for more treatment than a patient needs or receives. They may submit false claims that max out a patient's insurance benefits, causing them to be denied treatment when they are suffering. These unscrupulous providers typically add false or dangerous information to medical records to justify charging excessive fees for services. In the most serious cases, some providers intentionally performed unnecessary surgeries or other harmful treatments on patients who were not actually ill, so they could bill for unnecessary, expensive procedures.

Fraudulent behavior bolsters stakeholder mistrust of healthcare providers. Examples of fraudulent providers are often cited as valid reasons to justify continued funding cuts to Medicaid programs. Most providers offer excellent, medically necessary care. Fraud drives up operating costs for honest healthcare professionals, making it more difficult for them to provide safe, affordable care to the people they serve.

Partners' Program Integrity Department is charged with combatting healthcare fraud, waste, and abuse in the NC Medicaid program. We value our network of providers and depend on you to remain vigilant to help us prevent fraud, waste, and abuse. If you suspect that someone may have engaged in fraudulent behavior, call the Partners Fraud AlertLine at 1-866-806-8777, or report online at <https://partnersbhm.alertline.com>.

Volunteers, Donations Needed for 2018 Point in Time Count

Each year during the last week in January, communities across America come together with the same mission of counting individuals who are sleeping in an unsheltered environment. This count is a snapshot of the current demographics of homelessness and provides valuable information. This data helps to track progress towards the goal of ending homelessness over time. Policy makers and program administrators use this data to help determine funding and examine the effectiveness of HUD housing programs.

Collecting this data is possible through the efforts of trained organizers and volunteers. The efforts for each county are organized through the Continuum of Care for each area. Each year, the Housing Department at Partners assists with the planning and conducting the count in January. Volunteers are needed in each county in our catchment area to assist with the planning and implementation. Donations are also needed for the following items: blankets, toiletries, gloves, and socks.

If you would like to be involved or make a donation, please contact someone from our Housing Team:

Mollie Tompkins
 Serving Surry, Yadkin, and Iredell
 Phone: 336-527-3259
mtompkins@partnersbhm.org

Teena Willis
 Serving Catawba and Burke
 Phone: 828-323-8084
twillis@partnersbhm.org

Bre Griffin
 Serving Gaston, Cleveland,
 and Lincoln
 Phone: 704-884-2514
bgriffin@partnersbhm.org

LCSWs Needed as Providers of the First Exam in Involuntary Commitment for MH/SUD

Licensed Clinical Social Workers (LCSWs) can become certified to conduct the initial (first level) examination of individuals meeting the criteria for involuntary mental health and/or substance use commitment. [Click here to learn more.](#)

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.



Partners Training Academy Inclement Weather Policy

On occasion, Partners Training Academy will need to cancel trainings due to inclement weather conditions. The following standards have been adopted to guide our participants. Training will be canceled and rescheduled if...

- The training is scheduled to be held in Partners' **Gastonia** office and school is delayed or canceled in Gaston County.
- The training is scheduled to be held in Partners' **Hickory** office and school is delayed or canceled in Catawba County.
- The training is scheduled to be held in Partners' **Elkin** office and school is delayed or canceled in Surry County.

If a training session is canceled due to inclement weather, Partners will notify all registered participants of the new date and time.

If you have any questions regarding Partners Training Academy, visit our [Frequently Asked Questions page](#) or contact Partners' PR Training Coordinator, Kali Sbalbi, at Training@PartnersBHM.org.

Peer Support Learning Coalition: Peers to Pearls

Description: Join Certified Peer Support Specialist/trainer, Patty Schaeffer, at the January gathering of "Peers to Pearls" – a new learning coalition for NC Peer Support Specialists (PSS)! These free, reoccurring gatherings will focus on effectively building PSS skills, including motivational strategies and techniques, problem solving, and critical thinking. Attendees will receive training to enhance their employment opportunities and navigate the responsibilities of a Peer Support Specialist.

Date & Time: Saturday, January 6, 2018 from 9:00 a.m. – 4:30 p.m.

Location: Ridgeview Branch Library – Hickory, NC

[Register Here.](#)

System of Care Trainings

The Partners' System of Care Department offers a number of trainings for the community. To register for these trainings, visit the calendar at www.partnersbhm.org.

Child and Family Team 1: "An Introduction to Child and Family Teams: A Cross System Training from the Family's Perspective"

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.

Date & Time: January 18 & 19, 2018, 9 a.m.– 5 p.m. (both days)

Location: First Plaza, First Floor Conference Room, 1985 Tate Blvd. SE, Hickory NC 28602

Trainers: Kim Rhoads, System of Care Liaison and Jermaine Brooks, Family Partner

[Register Here.](#) Deadline to register is January 15, 2018. Sessions must have a minimum of 10 participants.

Youth Mental Health First Aid Training

Description: A young person you know could be experiencing a mental health or substance use problem; learn an action plan to help. Youth Mental Health First Aid is highly recommended for teachers, coaches, social workers, faith leaders, and other individuals who regularly have contact with young people ages 12-18.

Date & Time: February 1, 2018, 8:30 a.m. – 5 p.m.

Location: Foothills Higher Education Center Room, 211, 2128 S. Sterling St., Morganton, NC 28655

Trainer: Kim Rhoads, System of Care Liaison

[Register Here.](#) *Must be at least 18 years of age to take this training. Deadline to register is January 29, 2018.

Question, Persuade, Refer (QPR) Suicide Prevention Training

Description: Participants of QPR (Question, Persuade, Refer) trainings learn to recognize warning signs of a suicide crisis and to question, persuade, and refer someone for help. Please attend this suicide prevention training & become a "QPR Gatekeeper" for your community.

Date & Time: February 2, 2018, 2 p.m.-4 p.m.

Location: Foothills Higher Education Center, Room 211, 2128 S. Sterling St., Morganton, NC 28655

Trainer: Michael Smith, System of Care Liaison
[Register Here](#). Deadline to register is January 30, 2018.

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:

December 7, 2017—[Provider Webinar Reminder, Cybercriminal Activity](#)

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

Recent Joint Communication Bulletins:

- #J272—[Abuse, Neglect, and Exploitation of an Individual by a Staff Member](#)
- #J273—[Waivers for Quarterly Incident Reports](#)

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 Reminders

Introduction to IPS for Behavioral Health Webinars: *The Introduction to IPS for Behavioral Health* webinar is now scheduled for January-March 2018.

Training objectives include:

- Recognizing how employment impacts wellness and benefits all people who have a mental illness,
- Learning about the philosophy and practice principles of the Individual Placement and Support (IPS) model,
- Reviewing the components of behavioral health integration, and
- Understanding how all roles within the behavioral health agency can support the implementation of IPS.

The webinar is a mandatory training for all behavioral health staff who are identified on the MOU/MOA or written agreement as attendees to the Employment Behavioral Health Team between the behavioral health agency and the IPS team for whom they are connected. **This training is for behavioral health staff/mental health Supported Employment providers ONLY**. This training will be offered once monthly with a capacity for 30 participants. A reminder that there is a six-month period in which behavioral health staff must complete the training while billing for the EBHT meeting.

Registration-

- January 17, 2018 at 10:00 a.m.-11:30 a.m.: <https://www.eventbrite.com/e/ips-for-behavioral-health-tickets-41312636207>
- February 13, 2018 at 10:00 a.m.-11:30 a.m.: <https://www.eventbrite.com/e/ips-for-behavioral-health-tickets-41341532637>
- March 9, 2018 at 10:00 a.m.-11:30 a.m.: <https://www.eventbrite.com/e/ips-for-behavioral-health-tickets-41341655003>

Password: IPS2018

Participants should register for one date only as there are limited spaces. Webinar information will be sent to registrants within 24-48 hours prior to webinar date. Certificates will be provided upon completion. Please note that continuing education credit is not currently available via DMHDDSAS online training for licensed staff.

If you have questions, please contact Nicole Ness, Adult Mental Health Program Coordinator, DMHDDSAS Community Services and Supports, at 919-715-2454 or nicole.ness@dhhs.nc.gov.

Connect Burke Resource Forum: Thanks to you, Burke County is rich with resources for children, adults, and families! There is a history here of working hard to meet needs – to fill gaps in services – and to connect Burke County citizens to available resources.

We are interested in supporting that noble effort, and in supporting our nonprofit and service community in best meeting the needs of those we serve.

To that end, we have started an initiative called CONNECT BURKE, with the ultimate goals being:

- Provide quarterly “Resource Forums” for nonprofits and other service providers to share information about what services they provide and the best ways for clients to access them.
- Work with all interested nonprofits and other service providers to keep resource databases updated and effective for consumers.
- Provide an opportunity for networking and a method of connecting local service providers to improve referrals to services.

Our Resource Forums will provide the space and time for networking & refreshments, a short "keynote address" highlighting a relevant topic, and then about an hour for scheduled agencies to provide short presentations about the services they provide and how to access them.

Our first Resource Forum will be held:

Date & Time: Tuesday, January 16, 2018, from 1 p.m.-3 p.m.

Location: Foothills Higher Education Center (Room 163; enter on the side closest to Zaxbys restaurant).

Keynote Topic: “When the Opioid Epidemic Impacts Newborns & Their Families.”

Register Here by Friday, January 12, 2017

Our ultimate goal is to improve the ways our community accesses the important services you offer. It is our hope that everyone will have an easier time being **CONNECTED** to **Burke** County services and resources! If you have questions, please contact Kim Rhoads at 828-323-8049 or krhoads@partnersbhm.org.

Partners Now Member of National Quality Forum: Partners recently became the first and only North Carolina local management entity-managed care organization accepted into the membership of the [National Quality Forum](#) (NQF), an organization that leads efforts to improve health and healthcare quality throughout the country. Partners underwent an application and selection process to be a part of the NQF's 400-plus membership, which includes national public and private entities with a common goal of improving healthcare.

"We are honored to be part of the National Quality Forum," said Selenna Moss, Partners' Chief Performance and Compliance Officer. "Partners will be able to be part of national quality initiatives as they develop, learn from others, and share our expertise as we all work to improve healthcare throughout our communities."

As part of the membership, twenty-nine Partners employees will have access to a wealth of educational workshops, quality measurement expertise, and networking opportunities. The team met recently to learn more about the benefits of our NQF membership and identify ways to impact health care quality management initiatives on a local, state, and national level.

Partners is also participating in the National Quality Forum's 25-member national [Opioid Stewardship Action Team](#). Barbara Hallisey is serving on the action team and will share Partners' knowledge and experience in opioid addiction service management. This team will identify strategies and tactics to help prescribers better manage patients' pain while reducing the risk of addiction. The group will release its recommendations in March 2018.

"The opioid epidemic is like nothing this country has seen before. Countless lives have been lost and children orphaned," said Hallisey. "We need strategies and leadership, like those offered by NQF and the Opioid Stewardship Action Team, to help combat this problem."

The National Quality Forum brings together diverse organizations and individuals from across the country dedicated to improving health and healthcare through quality measurement. At this time, over 430 organizations, including hospitals, physicians and other clinicians, healthcare systems, patient and consumer groups, insurers, employers, and biopharmaceutical and life sciences companies are members of the National Quality Forum.

Partners Awarded \$4 Million Grant for Youth Mental Health Services: Children and families in Burke, Gaston, Iredell, and Lincoln Counties will have more resources to assist with behavioral and physical health care needs thanks to a grant awarded to Partners Behavioral Health Management (Partners).

Partners is the only North Carolina recipient of one of nine grants from the U.S. Department of Health and Human Services through the Expansion and Sustainability of the Comprehensive Community Mental Health Services for Children with Serious Emotional Disturbances Program, also known as the Children's Mental Health Initiative. The Substance Abuse and Mental Health Services Administration (SAMHSA) distributes funding to improve outcomes for children, youth and young adults who experience serious emotional disturbances and their families. The grant will provide \$1 million per year over four years to add new mental health resources for children and families residing in four counties in the Partners' service area.

"This is an exciting opportunity that allows us to partner with and truly impact the lives of children and families living with behavioral and emotional health needs," said Martha Kaufman, Partners' Integrated Care Director. "Families will be able to access healthcare, support, training, and other resources through one team that is dedicated to positively improving their quality of life."

The program, known as the "Partners NC System of Care Expansion Grant," builds upon two of Partners' initiatives:

- [System of Care](#), a nationally-known program that brings child and family serving agencies together with the family to develop and implement services in the child's best interest; and
- Partners' innovative [Whole Person Integrated Care](#) model, which combine behavioral care, physical care, and peer support functions in one setting.

The program will serve children and families through area pediatric medicine and community partnerships by offering parenting classes, care coordination, and family and youth peers to assist families. Partners will work closely with the NC Division of Mental Health/ Developmental Disabilities/Substance Abuse Services and NC Families United in support of grant implementation.

Partners and other community partners will begin implementing the program in Gaston and Lincoln Counties in Spring 2018. The program will be offered in Burke and Iredell counties starting in 2019.

NC Council of Community Programs Announces New Name,

New Mission: On January 1, 2018, the North Carolina Council of Community Programs will become the [i2i Center for Integrative Health](#).



For more than a decade, North Carolina's Medicaid program has moved steadily toward whole-person managed care. The NC Council and its members have been leaders in public sector managed care. To learn more about the organization and its new mission, [click here](#).