



Provider Communication Bulletin #85

September 20, 2018

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Partners September Provider Webinar

Partners Provider Webinar was held on September 12, 2018. You can view the recorded webinar, the slide deck, and handouts at <https://providers.partnersbhm.org/provider-webinars-forums/>.

The next webinar will be held on December 12, and registration will open in October. If you have questions about future Provider Webinars, please contact Roanna Newton at 828-323-8054 or email rnewton@partnersbhm.org.

Provider Operations Manual Revised

Partners' Provider Operations Manual has been revised. The updated version has been posted to our website at <https://providers.partnersbhm.org/>. The manual is effective September 6, 2018.

Area Recovery Events

Partners, along with area providers and community groups, is joining others across the country to share the message that living in recovery from mental health or substance use disorders is possible.

Each September, the Substance Abuse and Mental Health Services Administration (SAMHSA) sponsors National Recovery Month to increase awareness and understanding of mental health and substance use disorders, and celebrate the individuals living in recovery. This year's Recovery Month theme, *Join the Voices for Recovery: Invest in Health, Home, Purpose, and Community*, explores how integrated care, a strong community, sense of purpose, and leadership contributes to effective treatments that sustain the recovery of persons with mental and substance use disorders. All of the following events are free to the public.

In Burke County: Third Annual Burke Rally for Recovery

Date and Time: Saturday, September 29 from 10 a.m.-2 p.m.

Location: Morganton Historic Courthouse Square (102 E. Union St., Morganton, NC 28655)

The Burke Rally for Recovery is a celebration of the hope and joy found in recovery. Everyone is recovering from something and it is this common ground upon which we connect. The Rally features music, speakers, information booths hosted by community agencies, arts and crafts, yoga, food and much more.

In Catawba County: *Catawba County Recovery Rally*

Date and Time: Saturday, September 29 from 1 p.m.-3 p.m.

Location: Hickory Soup Kitchen, 110 2nd St. Place SE, Hickory, NC 28062

Recovery means different things to different people. Too often society thinks there is no hope for people struggling with substance use or mental disorders. Come and see recovery is possible for anyone and there is hope and healing for people living with substance use and mental disorders. This is a free event, which includes speakers, fellowship, information, entertainment, food, and empowerment.

In Iredell County: *Walk for Recovery*

Date and Time: Friday, September 28 from 5 p.m.-8:30 p.m.

Location: Troutman ESC Park, 338 N Avenue, Troutman, NC 28166

Celebrate recovery at this family event that includes a one-mile fun walk, hot air balloon night glow, speakers sharing their stories of recovery, and a candlelight closing ceremony. Seating is limited—arrive early and bring a blanket or chair.

In Gaston County: *Recovery Month Celebration and Candlelight Vigil*

Date and Time: Friday, September 28 from 6 p.m.-9:30 p.m.

Location: Rotary Centennial Pavilion, 111 N. South Street, Gastonia, NC 28052

Join area providers and community organizations at the Rotary Centennial Pavilion in Downtown Gastonia between 6 p.m. and 9:30 p.m. for fellowship and to listen to legendary rocker Ricky Byrd. Ricky Byrd is first and foremost a man living in long term recovery that happens to be part of rock 'n roll royalty. Ricky was inducted into the Rock and Roll Hall of Fame as the lead guitarist and former original member of Joan Jett and The Blackhearts, playing with Joan from 1981-1992, and has recorded and toured with many other talented musicians since that time. The event will also include local speakers including Robert Kellogg, Gastonia City Councilman, Michelle Mathis of Olive Branch Ministry, and Tammy Chowdury of Remembering Austin. Please bring a blanket or lawn chair. In the event of inclement weather, visit www.phoenixcc.us or Phoenix Counseling Center's Facebook page for an alternate location. This event is for citizens of Cleveland, Gaston, and Lincoln Counties.

In Yadkin County: *HopeFest 4 Recovery 2018*

Date and Time: Saturday, September 29 from 10 a.m.-2 p.m.

Location: Lila Swaim Park, Jonesville Senior Center, 121 Delos Martin Dr., Jonesville, NC 28642

HopeFest4Recovery 2018 will feature entertainment, food, and activities. Come learn more how recovery is possible, and hear from those living in recovery. This event is for citizens of Surry and Yadkin Counties.

Claims Information

Providers are reminded to use the email claimsdepartment@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.

Timely Filing Override Requests: Please make sure claims are being submitted according to the timely filing guidelines available at <https://providers.partnersbhm.org/claims-information/>. If claims deny for any of the reasons below, make sure you submit timely filing override requests within the time frames. Timely Filing Requests should be sent directly to claimsdepartment@partnersbhm.org prior to submitting the claims.

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

Medicaid—August 2018: Number of Days to Process and Pay All Claims

Received Date to Paid Date: 9.0 days

Top Five Medicaid Claim Denials—July 2018

Claim Denial	Provider Recommended Action Steps
No coverage available for Patient/Service/Provider combo	Go to Patient -> Patient Search and search for the patient in question. Check the insurance to ensure the patient has effective insurance covering to date of service submitted on the claim. If this appears to be correct, contact the MCO for further assistance.
Billing Taxonomy submitted is not associated with the Billing NPI	Rebill claim with a valid taxonomy/NPI information.
Duplicate Claim	Claim has been previously submitted and adjudicated. Do not refile.
Service is not authorized	Verify Service Authorization for the consumer. Contact Utilization Management.
Claim received after the billing period	Write off charges as non-billable. Do not rebill.

Fair Housing Laws

Fair Housing Laws were enacted to prevent discrimination and provide protections for those in protected classes. These are especially helpful to understand when our consumers are trying to obtain and maintain housing. It is important to understand the importance of reasonable modifications and accommodations when advocating for our consumers.

Partners’ Housing Team invites all providers to attend a free *Advanced Fair Housing Training* at our Gastonia office on October 3, 2018 from 10 a.m.-1 p.m. This training will be more beneficial if you have already completed a Basic Fair Housing training within the past year. To register, please contact Bre Griffin, Housing Educator at 704-884-2514 or bgriffin@partnersbhm.org. Registration is also available online at <https://www.regonline.com/2018October3FairHousingAdvancedTrainingGastonia>.

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, or would like to be added to the waiting list for a training that is already full, please email Training@PartnersBHM.org.

Update on NC-TOPPS Training:

Looking for NC-TOPPS training? Partners has developed a recorded video to provide constant access to NC-TOPPS training. Please visit <https://providers.partnersbhm.org/> for NC-TOPPS 101 & Superuser Training. Live webinar trainings will no longer be offered on this topic.



Collective Impact Framework ([Registration](#))

Tuesday, September 25, 2018, 10:00 a.m. – 12:00 p.m.

Location: This training will occur in Partners' Gastonia Corporate Office with live video conference available in Partners' Hickory and Elkin Regional Offices

Description: Collective Impact (CI) is the commitment of a group of actors from different sectors to a common agenda for solving a specific social problem, using a structured form of collaboration. This interactive training will define the CI framework and will help identify challenges and opportunities to impact social change.

Learning Objectives:

- To raise awareness of the importance of Collective Impact.
- To provide participants with an introduction of Collective Impact as a framework.
- Participants will have an understanding of the 5 conditions to begin to approach social change and achieve a mission.
- Participants will identify readiness and potential application of Collective Impact.

Trainer: Lachelle Freeman, MA, SAMHSA Grant, Project Director, Partners Behavioral Health Management

Cognitive Behavioral Therapy (*Class Full*)

Wednesday, September 26 – Friday, September 28, 2018, 9:00 a.m. – 4:30 p.m., Gastonia, NC

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 three-day training program teaches the essentials of CBT, and prepares treatment providers to begin or continue the appropriate use of this evidence-based practice.

Attendance Fee: \$0.00 – *Attendees of this training will receive 18 contact hours for completing this session.*

Trainer: Danielle Coleman, MSW, LCSW, ACSW

RESCHEDULED—Quadruple Aim Overview ([Registration](#))

Thursday, October 4, 2018, 2:30 p.m. – 4:30 p.m., Webinar

Description: Participants of this training should come away with the following information:

- A general understanding of Quadruple Aim, and the importance of adopting this in their thinking.
- Understanding of the origins of Quadruple Aim, coming from Triple Aim.
- Understanding why adding “satisfied providers” to create Quadruple Aim was critical for success.
- Better understanding of approach to advocate for better care, service and results in the behavioral health spectrum.

Trainer: Jerry Campbell BA, QMHP, QDDP, Integrated Care County Lead, Partners Behavioral Health Management

Documentation/Person Centered Planning (*Class Full*)

Thursday, October 4 – Friday, October 5, 2018, 9:00 a.m. – 4:30 p.m., Hickory, NC

Description: This training is an instructional course on the essential elements of documentation.

Participants will develop awareness and skills to enhance documentation competence as behavioral healthcare providers. Participants will learn the components to writing accurate service notes using the PIE format. Additionally, participants will learn the values and core concepts of being person centered thinkers. This training will teach the instructional elements of completing the person-centered plan.

Attendance Fee: \$0.00 – *Attendees of this training will receive 12 contact hours for completing this session.*

Trainer: Danielle Coleman, MSW, LCSW, ACSW

Introduction to Motivational Interviewing (*Class Full*)

Thursday, October 18 – Friday, October 19, 2018, 8:30 a.m. – 4:30 p.m., Gastonia, NC

Description: Motivational Interviewing (MI) is an evidence-based treatment that addresses ambivalence to change. MI is a conversational approach designed to help people with the following:

- Discover their own interest in considering and/or making a change in their life (e.g., diet, exercise, managing symptoms of physical or mental illness, reducing and eliminating the use of alcohol, tobacco, and other drugs)
- Express in their own words their desire for change (i.e., “change-talk”)
- Examine their ambivalence about the change
- Plan for and begin the process of change
- Elicit and strengthen change-talk
- Enhance their confidence in taking action and noticing that even small, incremental changes are important
- Strengthen their commitment to change

Attendance Fee: \$0.00 – *Attendees of this training will receive 13 contact hours for completing this session.*

Trainer: Laurie Conaty, MSW, LCSW, LCAS

Public Health Approaches ([Registration](#))

Thursday, November 1, 2018, 9:00 a.m. – 12:00 p.m., Gastonia, Hickory, Elkin – Video Conference.

Description: This training places emphasis on intervention and treatment in the continuity of care model. Through Whole Person Integrated Care (WPIC), Partners is striving to move upstream through Public Health Approaches to promote awareness and prevention. This training will provide a foundational knowledge of public health approaches and application with behavioral health.

Learning Objectives:

- Demonstrate the need for a new approach to children’s mental health
- Enhance understanding of the essential components of a Public Health Approach
- Introduce key concepts of a conceptual framework
- Put the new conceptual framework into action through a group activity and discussion

Attendance Fee: \$0.00 – *Attendees of this training will receive 3 contact hours for completing this session.*

Trainer: Leah Williams, DrPH, MPH, Research Director, Partners Behavioral Health Management

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

Wednesday, November 7, 2018, 9:00 a.m. – 4:00 p.m., Gastonia Auditorium.

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

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

Attendance Fee: \$0.00 – *Attendees of this training will receive 5.5 contact hours for completing this session.*

Trainers: Joanna Linn, Ph.D., LPCS, LCAS, CCS, Thrivilege, PLLC, and Michele Edelen, MBA, Policy Advisor for Community Affairs, NC Division for MHDDSAS

Alerts and LME/MCO Joint Communication Bulletins

Provider Alerts are sent to all providers subscribed to receive Partners' Provider 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:

- August 20, 2018 – [Claims Processing Correction; NC Provider Council Conference](#)
- August 22, 2018 – [Request for Information Announcement – Residential Level II Mental Health/Substance Use](#)
- August 31, 2018 – [Upcoming Trainings](#)
- September 5, 2018 – [RFP – Residential Treatment Level III-Problem Sexual Behavior; ISP Coalition Meeting](#)
- September 10, 2018 – [Provider Webinar, Peer Support Definition Update, B3 Service-Intensive Recovery Supports Women](#)
- September 13, 2018 -- [Disaster Preparedness, Clinical Assistance, Readmittance Advice](#)
- September 17, 2018 – [Remittance Advice, Training](#)

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

Joint Communication Bulletins issued since the last Provider Bulletin:

- [#J301 IPS ACT TCLI Data Tracking](#)
 - [TCLI ACH In-At Risk Checklist p.1](#)
 - [TCLI ACH In-At Risk Checklist p.2](#)
- [#J302 Activation of Innovations Emergency and Disaster Plans for Hurricane Florence](#)
- [#J303 Psychiatric Collaborative Care Management](#)

Providers are encouraged to review the monthly NC Division of Medical Assistance Medicaid Bulletin. Bulletins are posted at <https://dma.ncdhhs.gov/documents/2018-medicaid-bulletin-and-index>.

Announcements, Reminders, and Additional Training

HIE/NC Tracks Updates: Providers are reminded to pay attention to notifications from NC Tracks for the latest information regarding a variety of topics, including recredentialing and NC Health Connex. You can sign up for emails from NC Tracks by visiting <https://www.nctracks.nc.gov/content/public/providers/getting-started.html>.

Partners Provider Council: Partners Provider Council will meet on Friday, September 28, 2018 at Partners Hickory Office, Basement Multipurpose Room. Providers meet from 9:30-10:30 a.m., and Partners employees join the meeting from 10:30 a.m.-12 p.m.

The Partners Provider Council is a professional representative and advocate for all service providers in the Partners' catchment area. The Council facilitates an open exchange of ideas and brings forward concerns and solutions while promoting collaboration and mutual accountability among providers. All providers are welcome to attend Provider Council meetings. To learn more, please visit <https://providers.partnersbhm.org/provider-council/>.

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In addition, the IDD Sub-Committee will resume meetings in September, directly after the Provider Council meeting. The sub-committee is also scheduled to meet in December, March, and June.

Enhanced Child Services Collaborative: The next meeting of the Child Enhanced Services Collaborative will be at Children’s Hope Alliance, Little Joe’s Chapel, 107 Grannis Lane, Statesville, NC, 10 a.m.-12 p.m., October 4, 2018. This collaborative is open to all providers of enhanced services for children and anyone else interested in behavioral health services for children. There is a time to share resources and discuss how we can work together. There will be two brief presentations on Critical Time Intervention and on domestic violence and safety. To learn more or to RSVP, please email Jeanne Patterson at jpatterson@partnersbhm.org or call 828-446-4936.

NAMI Family to Family Education Program: NAMI South Mountains, NC (the local organization of the National Alliance on Mental Illness) will offer its FREE NAMI Family-to-Family Education Program September 29-November 24. The program will be held on Saturdays from 1:00 p.m. to 3:30 p.m. at Carolinas Health Care System Blue Ridge Morganton, NC. To learn more, please contact Diane Krisanda at 828-771-6305 or register at namisouthmountainsnc@gmail.com.

NAMI NC Annual Conference: The 2018 NAMI North Carolina Annual Conference will be held on October 12 at the Greensboro-High Point Marriott Airport in Greensboro, North Carolina. At this year’s conference, we will be examining integrated healthcare and what it means with the theme “360° of Wellness”. View the agenda [here](#). To register, [click here](#).

The Southwest Region of North Carolina School Mental Health Initiative will meet October 25, 10 a.m.-12 p.m. at Partners Gastonia Office, Board Room, 901 S. New Hope Rd., Gastonia. The Southwest Region includes Cleveland, Gaston, Lincoln, Iredell, Mooresville, Rowan, Mecklenburg, Cabarrus, Kannapolis. To learn more or to register, please email Jeanne Patterson at jpatterson@partnersbhm.org or call 828-446-4936.

Call for Proposals—NC One Community in Recovery: The NC One Community in Recovery Conference has issued a Call for Proposals for this year’s event. The NC One Community in Recovery conference is designed to foster the continuing growth of the North Carolina Recovery Movement, to teach participants how to get recovery programming up and running in their own communities, to showcase some of the most progressive recovery practices and to bring the community of providers and individuals in recovery together as students and partners. This conference is also designed to educate and motivate participants to apply principles of recovery in their personal and professional lives. [Click here for proposal document information](#).

This conference will be held March 13-15, 2019 at Wyndham Garden Greensboro, Greensboro NC. To learn more, about the event, [click here](#). This conference is sponsored by Northwest AHEC.

Youth Mental Health Call for Applications: The National Council for Behavioral Health (National Council) is accepting applications for a new, two-year learning opportunity aimed at increasing youth engagement in quality, appropriate mental health supports. To learn more about this opportunity, visit <https://www.thenationalcouncil.org/adolescent-mental-health-rfa/>. Submissions are due by Friday, October 5, 2018.

Regional Trainings: Exploring the Mental Health Needs of Children and Youth with Intellectual and Developmental Disabilities: The NC Division of Mental Health Developmental Disabilities and Substance Abuse Services is hosting a series of regional trainings to support workforce development for systems that

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interact with, support, and provide treatment for persons dually diagnosed with IDD and MI. Created by NADD, an association for persons with developmental disabilities and mental health needs, the trainings are intended to provide information about best practice in serving individuals who have mental illness co-occurring with an intellectual/developmental disability. Presented by Dr. Lauren Charlot and Dr. Robert Fletcher, the trainings will cover clinical practices and illustrate an inter-systems model of care. State and local child services agencies, medical professionals, LME-MCO staff, providers, and other stakeholders (such as Social Services, Juvenile Justice, and Education professionals) in each region will benefit from NADD's expertise on the following topics: Assessment Approaches & Differential Diagnosis; Research; Adapting Therapy Practices for People with IDD/MI; Community-Based Program Models; and Inter-Systems Collaboration.

Pre-registration is required, but there is no registration fee for this event. Registration and conference fees are being funded by the NC Division of Mental Health Developmental Disabilities and Substance Abuse Services. To register and learn more, please visit <https://bhs.unc.edu/exploring-mh-needs-youth-i-dd/dashboard>.

Dates and Locations:

October 1-2, 2018

Hotel Ballast
301 N. Water St.
Wilmington, NC 28401

October 4-5, 2018

Extraordinary Ventures
200 S. Elliot Road
Chapel Hill, NC 27514

November 7-8, 2018

Crowne Plaza Resort Asheville
1 Resort Drive
Asheville, NC 28806

UNC TEACCH Autism Program Conference: The 38th University of North Carolina TEACCH Autism Program Conference is specifically designed to educate professionals about transitioning through adolescence to adulthood for individuals with Autism Spectrum Disorder (ASD) and their caregivers. This event will be held October 25-26, 2018 at The William and Ida Friday Center, Chapel Hill, NC. To learn more or to register, [click here](#).