



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
November 20, 2009

PROVIDER HOT SHEET

⇒ **CFAC Candidate Needed** – The Consumer and Family Advisory Committee (CFAC) is always looking for new qualified candidates. CFAC was established by State law to be a self governing and self directed consumer organization that advises the LME on the planning and management of the local public mental health, developmental disabilities, and substance abuse services system.

Membership is limited to Mecklenburg County individuals who are receiving or have received services through Area Mental Health and their family members. This means the candidates for CFAC are YOUR consumers or their family members. What better way to show them that their voice is important and can be heard, than by making them aware of the opportunity to serve on CFAC, or on your own organization's consumer advisory group?

CFAC urges all of you to make your consumers and their family members aware of the Committee and to help identify and encourage strong candidates. Their participation can help strengthen the system and demonstrate the leadership of your organization in fostering strong consumer representation.

Further information on CFAC is available on the Area Mental Health website, under "For Consumers" and then under "Volunteer Opportunities." An overview of CFAC, the By-laws and minutes of past meetings are available there, as well as a volunteer application. Questions can also be addressed to the CFAC Chair, Ron Reeve, at RR7777@carolina.rr.com.

⇒ **The Mecklenburg County Provider Council Training and Development Sub-Committee** has developed a comprehensive Training Calendar designed to serve as a one-stop location to view training events occurring in Mecklenburg County that are supported or sponsored by the provider community, the LME, AHEC or other entities. The Training Calendar is complete and ready for the provider community to begin event submissions. Following is a link to view or submit training events: <http://www.meckpromise.com/node/75>

PROVIDER COUNCIL REMINDERS AND UPDATES

⇒ **Provider Council Minutes** for the Executive Board, General Membership and Committees are published and available on-line at the following website:

<http://www.charmeck.org/Departments/Area+Mental+Health/For+Providers/MPCouncil.htm>

⇒ **Provider Council Sub-Committees** – Four standing subcommittees have been formed by the Provider Council. If you are interested or want more information, please contact the committee chairs. All committee meetings are scheduled on the third Wednesday of each month and at the same location. Information re the four committees follows:


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- **Training and Development Committee**
 - ◆ Trasha Black (Co-Chair), Genesis Project, tblack@genesisproject1.org, 704-596-0505
 - ◆ Angela R. Simmons (Co-Chair), The Right Choice MWM, 704-537-3650, arsrightchoice@therightchoicemwm.com.
 - > The next scheduled meeting is December 16, 2009 at 9:00 AM in the Carl Watkins Center Multipurpose room.
- **Ethics Committee**
 - ◆ Miranda Little (Co-Chair), Family Preservation, Inc., 704-344- 0491, MLittle@fpscorp.com
 - ◆ Dammeon Chisholm (Co-Chair), Footprints Carolina, Inc., 704-566-3460 dchisholm@footprintsnc.com.
 - >The Ethics Committee will meet on Wednesday, December 16, 2009 at 10:30 AM in the Multi-Purpose Room at the Carlton Watkins Center.
- **Provider Relations Sub-Committee**
 - ◆ Kira Wilson (Co-Chair), The Arc of NC, 704-568-0112, kwilson@arcnc.org
 - ◆ Tim R. Holland (Co-chair) Person Centered Partnerships, 704-319-7609, Tim.Holland@pcpartnerships.org
 - >The Provider Relations Committee will meet on Wednesday, January 20, 2010 (No meeting in December) at 12:00 PM in the Multi-Purpose Room, Carlton Watkins Center. (Bring your own lunch.)
- **Provider Outreach Sub-Committee** – The Provider Outreach Committee is a new sub-committee, the general purpose of which is to establish mechanisms for the Provider Council to connect with new providers, to provide them basic resource information and to introduce them to the Provider Council.
 - ◆ Frankie Tack (Co-Chair), Anuvia Prevention and Recovery Center, Inc., 704-927-8789, frankie.tack@anuvia.org.
 - ◆ Miranda Little (Co-Chair), Family Preservation, Inc., 704-344- 0491, MLittle@fpscorp.com
 - >The next meeting will be on December 16, 2009 at 1:30 PM in the Multi-Purpose Room, Carlton Watkins Center.

IMPORTANT REMINDERS AND RESOURCES

- ⇒ **InfoShare** – The next Mecklenburg County AMH Provider InfoShare is scheduled for Wednesday, January 6, 2010, 9:00 – 11:00, Fellowship Hall, Covenant Presbyterian Church, 1000 E. Morehead St. in Charlotte. This is a change from the previously announced December 2nd date.  The Provider Council General Membership meeting will be held immediately after InfoShare at the same location. Please mark your calendars and plan to attend.
- ⇒ **Mecklenburg County Area Mental Health - Community Support & Residential Level III/IV Services for Children FACT SHEET** – This is quick reference sheet to the changes in Community Support and Level III and Level IV. The Fact Sheet is available in the 11/13/09 Hot Sheet. [November 13, 2009 Hot Sheet \(pdf | 411k\)](#)

*- A COMMUNITY SYSTEM THAT EMPOWERS AND SUPPORTS INDIVIDUALS
TO LEAD HEALTHY AND INDEPENDENT LIVES -*

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- ⇒ **November Medicaid Bulletin Update** – Medicaid Eligibility information can now be accessed by all providers through North Carolina Electronic Claims Submission/Recipient Eligibility Verification Web Tool (NCECS) for Medicaid, Medicare, CCNC/CA, Carolina Access and other insurance. This is another option for checking consumer eligibility in addition to the Automated Voice Response (AVR) system. The NCECS website can be accessed at <https://webclaims.ncmedicaid.com/ncecs/>. Refer to the November 2009 Medicaid Bulletin for more details on obtaining a login for access to NCECS.
- ⇒ **11/2/2009 – [Implementation Update #63](#) | [Attachment](#)** (Critical Access Behavioral Health Agency definition)
- **Critical Access Behavioral Health Agency** – The Department of Health and Human Services (DHHS) and system stakeholders have been discussing for some time the concept of identifying and recognizing provider agencies who deliver a comprehensive array of services. The DHHS has approved a definition and description of a new category of provider agency, a Critical Access Behavioral Health Agency for mental health and substance abuse services. These requirements do not apply to developmental disability services.
 - **Please carefully review** the newly released Implementation Update from the NC Division of MH/DD/SAS for important information on the following:
 - Critical Access Behavioral Health Agency
 - ValueOptions Webinars
 - PSR Transition for Recipients receiving PSR/CS
 - CS with other Enhanced Services
 - Psychiatric Evaluation for Level III & IV
 - New Authorizations for Level III and Level IV
 - Discharge/Transition Plans for Level III & Level IV
 - PCP Development and Level II Program - IV
 - PCP Development & Day Treatment Providers
 - Service Provision Timelines for Endorsed Providers
 - LMEs Billing Medicaid on behalf of Providers
 - Provider Verification and Credentialing Activities
- ⇒ **Independent Psychiatric Evaluation for Children Currently in Level III and Level IV** Residential Level III and Level IV providers as well as Community Support Providers are reminded to review Implementation Bulletin #63 for specific information related to the requirement for an independent psychiatric evaluation for concurrent (reauthorization) requests for residential services.

Until December 31, 2009, an interim 30 day authorization may be granted by ValueOptions for situations in which the assessment cannot be completed in time for the reauthorization request. The MeckCARES Coordinator, Nicole McKinney, will indicate on the discharge plan under her signature the date and time of the evaluation as well as the psychiatrist's, PA's or APN's name. These appointments are subject to verification. The evaluation must be completed within the one month period. This grace period will end on December 31,

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2009 and all concurrent requests that are not accompanied by the psychiatric assessment will be returned as “Unable to Process.”

In addition, since September 28, 2009, some providers have had requests returned by ValueOptions as “Unable to Process” because the independent psychiatric evaluation was scheduled but not completed but the provider did not yet have a copy of the evaluation. Providers may resubmit these requests to ValueOptions if the independent psychiatric evaluation was completed within 30 days of the authorization request. In these situations, providers may resubmit the original request for reauthorization to ValueOptions and must attach the completed independent psychiatric evaluation. Providers should indicate on the fax cover sheet of the authorization request, “Resubmitted with psychiatric evaluation for originally requested “Effective Date of <date>.”

Staff from ValueOptions has also suggested that you specifically reference Implementation Bulletin #63 on your communication to ValueOptions to alert them of your request.

Assuming all other documents are submitted correctly, ValueOptions will review continued stay residential requests without an updated psychiatric evaluation when the discharge plan has the appropriate signatures and indication that the appointment is scheduled on a specific date within 30 days of the requested start date and with a specific provider credentialed to provide a psychiatric evaluation. If the request meets medical necessity, the authorization will be entered for no more than 30 days.

- ⇒ **Care Review Team Changes** – The North Carolina Department of Mental Health, Developmental Disabilities, and Substance Abuse Services has released several Implementation Updates regarding changes in the requirements specific to the authorization of Level III and Level IV child residential services. These changes and supporting information are found in a letter at the end of the 11/06/09 Hot Sheet. [November 6, 2009 Hot Sheet \(pdf | 404k\)](#).
- ⇒ **CAP-MR/DD Supports Waiver Slots Allocation** – There is an expectation that the Division of MH/DD/SAS will soon release a new allocation for additional slots for the **Supports Waiver**. There is no indication thus far as to when this may occur but possibly before the end of the year. The Supports Waiver and the more familiar Comprehensive Waiver are two distinct and specific waivers. The Supports Waiver is not an entry into the Comprehensive Waiver. The primary difference between the Comprehensive Waiver and the Supports Waiver is the annual budget. The annual budget for participants in the Supports Waiver cannot exceed \$17,500. If a need comes up within the waiver year, there will be no exceptions for additional funding. Also, consumers will not be eligible for any IPRS funding. The Division is working to develop the process as to how the Supports Waiver slots will be distributed to consumers on the Needs List and this will be completed before the slots are released.
- ⇒ **Implementation Update #60-63: Discharge Plan Requirement for Level III and IV Residential Placements** - In response to the requirement to have the SOC Representative signing off on all discharge plans for Level III and IV Child Residential Services, please see the 10/23/09 Hot Sheet for details. [October 23, 2009 Hot Sheet \(pdf | 159k\)](#)

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EDUCATION AND TRAINING OPPORTUNITIES

- ⇒ **Mecklenburg's PROMISE Recovery and Crisis Training Calendar is posted on-line at <http://www.meckpromise.com/node/43>** – Feel free to print and post at your locations or pass it on to anyone you feel would benefit from the training. To register, go to www.meckpromise.com. If you have questions or concerns, contact Mecklenburg's PROMISE at (704) 525-4398, ext. 207.

- ⇒ **The LME December Training Calendar** has been posted on-line at the following web-link: <http://www.charmeck.org/Departments/Area+Mental+Health/For+Providers/Provider+Resources/training.htm>

- ⇒ **NC Council's 2009 Conference and Exhibition, December 2-4, 2009** in Pinehurst, NC. The registration cut off is **November 18th**. NEW SESSION - Comprehensive Provider Revised - New State Requirements for 2010. Soon, most provider agencies in North Carolina will be required to be a Critical Access Behavioral Health Agency (formerly known as Comprehensive Provider). This means they must provide a range of services and meet other clinical requirements in order to provide MH/DD/SA services in NC. This session will offer an overview of the new Critical Access Behavioral Health Agency designation and its requirements. You will learn why the state is moving in this direction and you will hear from a provider agency that is already in position to serve its community as a CABHA. Register on line at www.nc-council.org

- ⇒ **TIP – Training in Innovation and Practice** –The NC Council of Community Programs and the Administrative Services Organization, a group of providers, continue to offer training to help providers adapt to changing circumstances. To register go to www.nc-council.org.
 - **ACTT Training** – November 16-28, 2009
 - **Advanced Skills for Creating Plans and Writing Goals** – December 9, 2009

WEB-RESOURCES

- ◆ **NC DIVISION OF MH/DD/SAS:** <http://www.ncdhhs.gov/mhddsas/>

- ◆ **MECKLENBURG AMH:** <http://mentalhealth.charmeck.org>

- ◆ **AMH BEST PRACTICES COMMITTEES AND SCHEDULE:**
<http://www.charmeck.org/Departments/Area+Mental+Health/For+Providers/BestPractice.htm>

- ◆ **HOT SHEET ARCHIVE:**
<http://www.charmeck.org/Departments/Area+Mental+Health/For+Providers/Provider+Resources/Provider+Hot+Sheets.htm>