

PROVIDER COUNCIL
Alamance-Caswell Area MH/DD/SA Authority

November 4, 2005

The **Alamance-Caswell Provider Council met, November 4, 2005** at 10:30 a.m. at the Human Services Center, 319 N. Graham Hopedale Road, Burlington, North Carolina.

Providers: Kirk Gohsman, ADS; Debbi Kennerson-Webb, Triumph; Richard Edwards, Easter Seals and Ann Wood, Caring Family Network.

Staff: Julie Foster, Jean Gibson, Linda Jones, Karen Webb, and Carmen Morrow.

| AGENDA | DISCUSSION/RECOMMENDATIONS |
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| Welcome & Previous Minutes | <p>Minutes were approved for October. There were no changes.</p> <p>Ms. Webb welcomed all to the meeting – introductions were made for new representatives.</p> |
| Provider council By-Laws & Recruitment Letter | <p>Ms. Jones distributed a finalized draft of provider Council by-laws. All changes were made from recommendations at the last council meeting. Ms. Jones pointed out that CFAC representative, according to by-laws, should be a member of the council. Ms. Jones asked Ms. Webb to extend an invitation to CFAC members at the next meeting. Ms. Jones added an invitation was offered to Rockingham County Providers on October 20th at the Provider Orientation. Gene Rodgers will present the by-laws at the upcoming forum for provider approval.</p> <p>Ms. Kennerson-Webb inquired about the timeframe for when the council will begin to advise the LME regarding new proposals/procedures before they are brought to the provider community. Ms. Windham added LME Managers had not received a copy of the Provider Council By-Laws.</p> <p>Action: Ms. Windham will share finalized Provider council By-Laws with LME Managers.</p> <p>Action: Gene will draft a letter for recruitment of new members and bring to December meeting.</p> |
| ID- Cards | <p>Ms. Karen Webb presented a draft of a memo describing the purpose of the cards for providers to review. Ms. Webb asked for input about distribution. Ms. Webb stated approximately 1000 cards have been printed. A recommendation was made to make cards available to all consumers especially those living independently. Providers will help consumers complete the card. Ms. Webb informed providers to let her know how many they will need for their agencies?</p> |

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| System Issues | <p>Ms. Connie Windham reported on System Issues from the last meeting.</p> <p>NC Topps – Ms. Windham stated that Bonnie Hill would be sending out a memo regarding NC TOPPS. Ms. Wood requested clarity on who should receive an NC TOPPS evaluation. Action: Ms. Windham will report comments to QI.</p> <p>Target Population – Discussions were held about the most recent QI memo regarding Target Populations. Ms. Kennerson-Webb discussed the Agreement made with 4th Floor regarding dates. There was a question about what will happen to target pops completed before October 1st? Will the LME enter the information into the State Matrix? Why is the date November 15th instead of December 1st? Discussions were held about Target Populations completed for clients who receive multiple services. Who should complete the target pop? All consumers do not have a case manager. This may create confusion for future updates, as other providers will not be able to update, etc. Ms. Wood felt that CFN could not complete the Target Pop using the state matrix by the 15th. They may be able to do it for children, but they need more time for adults. Action: Ms. Windham will convey all concerns and try to get a more clear response.</p> <p>Regionalization Proposal – Ms. Windham reported on a letter written to the Secretary from the legislative Oversight committee. As of now, LME's can form their own alliances – proposals have to be to the division by December 15th.</p> <p><u>New Issues –</u></p> <p>Communication Bulletin #5 – Revised OTR Form – There were concerns about the effective date of November 14th and Repetition of dates on the form. One date listed should be sufficient.</p> <p>Re-Authorization for Non-Outpatient Treatment – The format does not allow providers to complete via computer. Connie informed providers both forms are now on the website in word format. Providers inquired if this is the form to use for initial requests? Why should we send another copy of the treatment plan when the initial treatment plan is included in the admission packet that goes to medical records ? Providers are asked to complete RAF (Residential Authorization Form) now instead of the LME. The form still has to be signed off by the LME. Where do providers get the form?</p> <p>Electronic Billing – Providers requested an update on electronic Billing. Connie assured providers that electronic billing would be coming very soon. Will authorization requests be included electronically? Providers stated they are aware that the Access Unit was understaffed, but there has been more paperwork due to authorizations not done electronically.</p> <p>Codes – Providers discussed MD codes for billing purposes. MD's should be able to bill the service code of the service they are providing. The new policy would have gone smoother if the provider council would have been involved from the beginning.</p> |

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| Rockingham Update | <p>Ms. Windham gave a brief update with Rockingham Transition. Provider Relations has successfully enrolled 16 providers. All Amendments have gone out to agencies that provided services in both Alamance/Caswell & Rockingham. There are six providers left to be enrolled.</p> <p>Ms. Windham announced Dr. James Burston, Rockingham Area Director retired effective October 31st. Robert Middleton has been named interim director.</p> <p>Ms. Windham announced monthly provider orientation for “new” providers has been scheduled. The schedule will be on the website.</p> <p>Rockingham Provider Orientation was held on October 20th in Rockingham County.</p> <p>Ms. Windham reported on the Provider consumer satisfaction survey. There were 22 providers who responded. The formal results will be in the provider newsletter that comes out this month. The next survey will be mailed in March 2006. Ms. Windham stated responses & strategies are being developed to respond to outcomes.</p> <p>Ms. Windham reported on the Medicaid Audit – Amy Stevens will give an update at the November forum. The LME scored 100% on the performance agreement. Providers received 59% compliance, noting some problems with supervision plans, documentation and billing codes. Providers asked if they would receive a copy of their compliance issues.</p> <p>Action: Ms. Windham will discuss concerns with LME and follow up with providers.</p> |
| Provider Forum for November | <p>Agenda items were discussed for November 17th Forum. The items are:</p> <ul style="list-style-type: none"> • Accrediting Organizations/Outcome Tools/Medicaid Audit • Provider Council By-Laws (Gene Rodgers) • Community Capacity – Child Crisis Resources (CMSED) – How funds can be assessed? What is the process/mechanism for funding? Bed Day Allocations. • Electronic Billing Updates • Provider Council By-Laws • Rockingham County Update/Enrollment/Endorsement • Legislative Updates <p>The Rockingham Provider Forum will be held in Rockingham County on December 15th from 1pm – 3pm at the Agricultural Building.</p> <p>Action: Carmen will forward directions to Council Members.</p> |
| Next Meeting | Friday, December 2nd at 10:30am in Room G32 at HSC Building |