

PROVIDER COUNCIL

Alamance-Caswell Area MH/DD/SA Authority

September 2, 2005

The **Alamance-Caswell Provider Council met, September 2, 2005** at 10:30 a.m. at the Human Services Center, 319 N. Graham Hopedale Road, Burlington, North Carolina.

Providers: Debbi Kennerson-Webb, Triumph; Karen Garofola, ADS; Gene Rodgers, Prime Health; and Ann Wood, Caring Family Network.

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

AGENDA	DISCUSSION/RECOMMENDATIONS
Welcome & Previous Minutes	<p>Minutes were approved for August. There were no changes.</p> <p>Connie advised council members that Karen Webb would now facilitate this meeting until Endorsement process is complete.</p> <p>Connie discussed Hurricane Katrina response for the local area. She indicated that the LME may be eliciting support from providers to help with efforts and asked providers to be prepared if needed for shelters.</p>
Provider council By-Laws	<p>Linda discussed the provider council by-laws. A suggestion was made to include Rockingham County in the title. Discussions were held regarding membership. The following items were agreed:</p> <ul style="list-style-type: none"> • A member should serve one year • Term will run fiscal year – (July – June) • The chair of the committee will serve one-year term. • Members shall commit to attend meetings, but develop an absentee policy (unexcused & excused) with a total of three per year of both. Representative from a member agency can also attend in the member's absence. • The meeting will continue to be held the first Friday of every month. <p>The group discussed the need to recruit new members -Rockingham representatives will be solicited in the near future. Connie suggested sending a letter to original members who have not been participating regarding their continued interest. Action: Gene will draft letter and Connie will provide information regarding names of original members.</p>
Policies & Procedures	<p>Connie presented the Orientation and Training Policy & Procedure distributed to members and requested input. Discussion occurred regarding recommended frequency and mode of orientation. Richard Edwards suggested that a Provider representative and an LME representative from the Council visit or meet all new providers as a courtesy.</p> <p>Suggestions were made to videotape, create a CD, and conduct Access/UM training before any orientation is done to avoid any confusion. Ideally orientations are done before providers receive referrals.</p> <p>Orientation information is included in the Provider Manual, which is included with contract information sent to new agencies. The provider manual is also on the agency website.</p> <p>Provider Council approved the Orientation and Training Policy and Procedure and Connie will make changes and send to other areas within the LME before approved.</p>

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System Issues	<p>Connie reported outcomes with system issues from last meeting. They were as follows:</p> <p><u>Communication</u> – providers will receive communication bulletins from Access/UM Department soon. There were three bulletins:</p> <ul style="list-style-type: none"> • Bulletin #1 – Accessing Services • Bulletin #2 – Medical Necessity Non-Certification Protocol • Bulletin #3 - Authorization Questions/Answers <p><u>Fax Numbers</u> – email was sent out to providers from Jandy Andrews, Contracts/Reimbursement, regarding the 4th Floor fax problems. Providers requested listing of fax machines & what department’s information should be sent to. Action: LME will send out fax information to providers.</p> <p><u>Phone issues</u> –Provider concerns were sent to LME management. Overall, providers felt that phone system issues have improved.</p> <p><u>DD Issues</u> – David Sykes will begin presenting DD information at upcoming forums on at least a quarterly basis.</p> <p>New system issues:</p> <p><u>Outcome Reports</u>: Discussions were held about the letter from QI/QA regarding outcome reports. Providers responded that information requested monthly is a great burden for some providers, particularly those with multiple services who must fill out reports for each service and age group. Most providers are having to hand count the information requested, as they do not currently have capacity to run reports for the information requested. Providers felt that having the opportunity for input into outcomes monitored would increase compliance by providers.</p> <p>The following questions were also raised: Where is this information going? Will we as providers ever get to see the results? Is there a way to have one form to complete for all disabilities? Suggestion was made to allow a sampling for providers with large numbers of consumers.</p> <p>There were several other issues discussed –</p> <p><u>Timeliness Standards</u>– Providers need clarification regarding how the LME is interpreting State timeliness standard for days from referral to first appointment; 5 or 7 days. Question was also raised regarding how it’s counted if consumer chooses an appointment date past the standard.</p> <p><u>Outcome Tools</u> – NC TOPPS – Providers requested information regarding whether they are to send in the information or will the LME print from the database. Providers stated other LMEs require less information. Providers noted difficulty with the timeframe for inputting admissions and target pop information into the data system and requested information regarding how quickly the LME inputs this information.</p> <p><u>Target Population</u>- Providers request information regarding final LME plans for having providers complete the information on-line.</p> <p>Action: Connie will check on system issues.</p>
UR Updates	<p>Connie reported on the UR Review. At this point, the Division has not made a decision. There has been tremendous amount of work from all staff during this review.</p> <p>Medicaid Audit will take place November 1st – 3rd. We do have CAP/Residential list. Providers requested a “heads up” if charts are needed for the review from their agencies.</p>

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Provider communication	<p>Lynn Inman asked providers for input on how the LME is communicating with providers particularly in terms of the newsletter and website. There have been some Area Programs who do weekly communications. Suggestion was made to add anything local to AP website – it would be very helpful to providers. Most providers look at the Division website, but local information such as communication bulletins and upcoming events that affect Alamance/Caswell would be great. And, also update the website on a routine schedule (same time/day).</p> <p>Connie reported we would go to telephonic authorizations, as an option for providers, very soon. Memo will follow from Alicia Graham.</p> <p>Connie stated Karen Webb is in the process of creating a stakeholder council and will be holding a Stakeholder Forum in October.</p> <p>The group discussed issues regarding what happens to consumers who don't qualify for the existing network system, what community resources are needed, etc.</p>
Community Support Update	<p>Connie discussed the transition of the LME community support team to ACTT teams. Provider concerned about the existing ACTT provider, Psychotherapeutic Services, and how they struggled with lack of referrals since they started.</p> <p>Connie reported LME is quickly identifying clients for ACTT. Connie announced provider "Meet & Greet" will be scheduled soon. Providers requested long transition time for transfer of clients. Questions were raised regarding numbers of consumers to be referred, medication only consumers, whether all community support LME staff will go to ACTT, number of ACTT teams, and plan for services in Caswell County.</p>
Provider Forum for September	<p>Agenda items were discussed for September 15th Forum. The items are:</p> <ul style="list-style-type: none"> • Accrediting Organizations/Outcome Tools • Partnership on Prescription Assistance • Community Capacity – Child Crisis Resources (CMSED) • Electronic Billing • Updates on Endorsement Process • Rockingham County Update • Legislative Updates • DD CAP Waiver <p>The same forum will be held in Rockingham County on October 20th from 1pm – 3pm at the Agricultural Building. Action: Carmen will forward directions to Council Members.</p>
Next Meeting	Friday, October 7th at 10:30am in Room G32 at HSC Building