

PROVIDER FORUM

Alamance-Caswell Area MH/DD/SA Authority

319-A North Graham-Hopedale Road Burlington, NC 27217 (336) 513-4200

August 17, 2006

The Alamance-Caswell Provider Forum met Thursday, August 17, 2006 at 1:00 p.m. at the Cooperative Extension

Center, 525 NC Hwy 65, Reidsville, North Carolina.

Providers;

Rockingham Opportunities Corp, Caring Family Network, Bayada Nurses, Rockingham Co. MH, Tri-Care, Central

States of the Carolinas, Visions Adolescence, Abundant Living Group Home, The Keys of the Carolinas, Rouse

Group Home, Central Care Division, and Youth Haven.

Staff Present: Daniel Hahn, Richard Stegenga, Bonnie Hill, Clay McCain, Linda Jones, Alicia Graham, Jean

Gibson, and Carmen Morrow.

Welcome Linda Jones welcomed all providers.

Accreditation

Presentation

Ms. Jones gave brief report of the importance of Accreditation during the Endorsement process. The requirements state once provider has been endorsed by the LME – each provider agency will have three years to become Nationally Accredited.

The Division has stipulated which agencies can be used for National Accreditation.

They are as follows:

CQL – Council on Quality and Leadership

COA – Council on Accreditation

CARF – Council on Accreditation of Rehabilitation Facilities, International

JCAHO – Joint Commission for the Accreditation of Healthcare Organization

Ms. Jones introduced Robert Middleton from Rockingham Co. MH to present on

Council on Accreditation (COA). Mr. Middleton shared experiences of COA

Accreditation – the process was very involved and can be very expensive. Mr.

Middleton distributed the following handouts:

- Fee Information & Overview for Rockingham MH
- About COA
- COA – A Brief Introduction

Mr. Middleton explained to providers the intense preparation and documentation needed to comply with COA guidelines. The normal amount of time agencies are accredited are for three years. The most important tool to remember is outcomes – what instrument are you using to obtain information? What are you doing with information?

Question: What is the actual benefit of your agency being accredited?

Answer: It sets a standard for your agency. It reflects a Stamp of approval. All Enhanced Services will have to be Accredited within three years of Endorsement per Division of MH.

Question: What date do you use for Accreditation?

Answer: Most services are endorsed at different times and dates. If your agency has been received Corporate Verification from the LME - use as your start date window.

Question: How many years are you accredited for?

Answer: Each accrediting body has different timelines for accreditation – the norm is (1-3 years).

Ms. Jones thanked Mr. Middleton for sharing the COA experience.

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LME Updates Mr. Daniel Hahn, LME Chief Executive Officer gave brief updates from the LME. The LME is now officially Alamance/Caswell/Rockingham LME. All legal documents such as contracts will state Alamance/Caswell LME. The merger is now complete as of July 1, 2006. The historical Rockingham County MH Center is now a private provider of services. The LME Area Board has been merged with Rockingham County board

members.

The LME staff remains committed to providers and we will continue to work as a team for the betterment of consumers. Legislatively, budget has been agreed upon for MH/SA/DD approximately \$94-98 million was approved for direct provision of services. The money will be allocated to address the "have & have not" for different parts of the state to balance & equalize the system.

Mr. Hahn thanked all providers for their continued diligence with consumers and patience with the ever changing MH system.

UM/STR Updates Ms. Alicia Graham, UR/STR Manager presented on the following handouts: Communication Bulletin #13 – Medicaid Transition of CAP/Targeted Case Management and Concurrent Reviews for Audits to Value Options
Communication Bulletin #12 – Revised Treatment Request Form
Bulletin #13 – Effective June 1, 2006 – the authorization for Medicaid services has transitioned to Value Options. CAP & Targeted Case Management are still transitioning.

All Concurrent reviews for adults will be authorized by VO starting August 15th.

Billing Updates Ms. Stevens reported on *End of Year Billing Notice* from Jandy Andrews – Please see handout. The memo was sent out to providers in May 2006. The memo serves as the official notice of the deadline for reporting IPRS service delivered in the fiscal year 2005-2006 as follows:

Services provided July 1, 2005 thru April 30, 2006

Must be submitted by June 1, 2006

Services provided May 1, 2006 thru June 30, 2006

Must be submitted by August 1, 2006

Medicaid services must be submitted within 12 months of the service date

Failure to meet these deadlines will result in non-payment and/or recoupment of claim.

For Residential providers – due to the exhaustion of limited IPRS dollars, there will be no payments for Room & Board for dates of service May 2006 and June 2006.

Any questions, please contact Jandy Andrews, Assistant Finance Officer at ext. 4419 or jandrews@acmhdds.org.

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UM Updates Ms. Stevens discussed handout from Alicia Graham – *Medicaid Transition of Services to Value Options*. The handout outlines the transition dates for authorization services to Value Options:

June 1st – New Children/Adolescents

June 1st – All Residential

June 1st – EPSDT

July 1st – New Adults

July 15th – Concurrent Children/Adolescents

August 15th – Concurrent Adults

September 15th – CAP/Targeted Case Management

Please Note:

Effective July 1, 2006 – as long as funds are available – children in residential that are non-Medicaid, the LME will authorize Treatment, Room & Board, Therapeutic Leave and Therapeutic Leave Room & Board.

For children in residential with Medicaid, the LME will only authorize Room & Board and Therapeutic Leave Room & Board, as these are the services that are billable to the state.

When you request these services to be authorized:

- Please send in authorization form from Value Options for the treatment
- Treatment Request form.

Once both are received the LME will process the request.

LME Updates Ms. Jean Gibson reported on the following LME Updates:

1. Please remember to check Value Options website for updates:

www.valueoptions.com

2. Division has released a new Implementation Issues & Answer document dated 4/28/06.

3. **Enhanced Service Implementation #8** – PCP Plan – complete with instructions. Beginning June 1st–REQUIRED FORMAT is to be used by all providers who facilitate PCP planning for consumers. Q &A Document will come out soon.
4. Extension of Child Residential Rules Transition – dates have changed from June 3rd to July 15th for deadline. (.1700 will be licensed, as Level II and .1300 will be Level III).
5. EPDST Review forms and instructions are posted on website.
6. **Enhanced Service Implementation #7** – Information concerning Provisionally Licensed Staff.

7. Legislative Oversight Committee information is available at: www.neleg.net/leglibrary/ the final report will come out soon.

8. Communication Bulletins:

- #54 – Standardized Contracts for State funded services
- #55 – New Phases for Provider Endorsement
- #56 – LME Complaint Reporting

Enhanced Service Definition trainers are also available on the Division website.

“Spotlight on Providers” Ms. Linda Jones encouraged providers to sign up for “Spotlight on Providers”. The

spotlight is designed to give providers time to spotlight their agency. We encourage providers to bring in brochures and give a 3-4 minute presentation at the Forums.

Sign-Up Sheet is available.

Next Meeting Thursday, August 17, 2006 from 1pm – 3pm at the Rockingham Cooperative Center.

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