

PROVIDER FORUM

Alamance-Caswell Area MH/DD/SA Authority

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

September 21, 2006

The Alamance-Caswell Provider Forum met Thursday, September 21, 2006 at 2:00 p.m. at the Human

Services Center, 319 N. Graham Hopedale Road, Burlington, and North Carolina.

Providers;

Psychotherapeutic Services, Health Force (Prime Health), Triumph, Easter Seals/UCP, OE Enterprises, Alcohol &

Drug Services, Central Care Division, Pride, Inc., Rockingham Opportunities, Hearthstone, Rouse Group Home,

Achievement Place, House of Care, Ralph Scott Lifeservices, The ARC of NC, Residential Treatment Services,

Central States, CNC Access, and Caring Family Network.

Staff Present: Alicia Graham, Linda Jones, Carmen Morrow, Bonnie Hill, Clayron McCain, Karen Webb, Amy

Stevens and Carmen Morrow.

Guest: Dr. Shirley Sanders, ARC Coordinator of Disaster Preparedness for Persons with DD

Welcome Linda Jones welcomed all providers.

Disaster Preparedness

Presentation

Dr. Shirley Sanders, ARC Coordinator for Disaster Preparedness for persons with Developmental Disabilities gave a presentation. Dr. Sanders distributed power point presentation – “Don’t Be Scared: Be Prepared”. The goal of this project is to work directly with The ARC, Police Department and Fire Department to train personnel ahead of time to be prepared to handle disasters for consumers. Several training programs have been set up at Alamance Community College and the ARC. Some training items will be disaster kits and train 1st responders with communication skills. Training curriculums are being developed at several levels: First Responders, Teachers, Families and the Developmentally Disabled.

Invitation was extended to attend presentation by Hilary Styron, who heads up the National Organization on Disabilities on October 10 at the Kernodle Senior Center at 1385 S. Mebane Street in Burlington.

For more information, please contact Dr. Shirley Sanders at:

The ARC of Alamance County

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CFAC Recruitment Ms. Karen Webb, Consumer & Provider Relations and CFAC Liaison gave presentation on CFAC Recruitment. Ms. Webb gave a brief description of CFAC – Consumer & Family Advisory Committee. CFAC is made up of MH/DD/SA consumers and their family members. CFAC meets once a month and there are several subcommittees. CFAC serves as an advisory board to Area Board and the LME. Alamance/Caswell CFAC has merged with Rockingham CFAC. The CFAC is always searching for what is needed in the Community to better serve the consumers of Alamance/Caswell/Rockingham. New By-Laws have been developed and approved for the CFAC. Ms. Webb asked providers for help with recruitment for new members. We are requesting representation from Caswell and Rockingham counties.

Ms. Webb distributed CFAC Interest Surveys to providers – please give out to interested consumers and return to the LME. CFAC is made up of 25 members (maximum). Members receive stipends and reimbursement for travel. CFAC meets every month on the 4th Tuesday at 6:30pm in the Boardroom at the Human Services Center.

Ms. Webb reported October is Mental Health Awareness month. Ms. Webb distributed NAMI Alert – The Nation’s Voice on Mental Illness newsletter. The newsletter addressed Mental Illness Awareness Week starting October 1-7, 2006. Ms. Webb invited providers to attend a showing of “Out of the Shadow” movie at May Memorial Library on Tuesday, October 3rd at 7pm.

For further information, please contact Karen Webb at (336) 513-4200 ext. 4221 or kwebb@acmhdds.org.

Provider Satisfaction

Survey

Ms. Bonnie Hill distributed Provider Satisfaction Surveys and asked providers to complete. Ms. Hill informed providers that NC Consumer Satisfaction Surveys will come out soon – there is a certain number due to the State. We will get information out to providers as soon as we receive the information.

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Endorsement Updates Ms. Linda Jones gave a brief update on Endorsement. CAP Endorsement window is

now open – the Division has changed rules. All DD/CAP providers already providing services will receive CAP MOA from the LME. Please remember the LME will need certificate of insurance information. We are working very hard on the MOA’s and will try to have to providers by next week.

Ms. Jones announced Residential window is now open and one of the largest windows. Ms. Jones asked providers to begin the process now. The process is very time consuming. Your license will be tied into your endorsement. Make sure you are aware of when your licenses expire. Also, program descriptions are very important. Endorsement continues for all other services.

If you have any questions, please contact Linda Jones at ext. 4222 or ljones@acmhdds.org.

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LME Updates Ms. Amy Stevens reported on LME Updates. The following updates: Therapist Numbers – please check all therapist numbers for your agency – if staff are no longer working at your agency, please inform the LME so we can take out of the system. Please send a list of therapists to Ms. Stevens.

PCP Form – LME accepts the PCP for all consumers. The number is required for Enhanced Benefits – both Medicaid and IPRS. Form B or the PCP form will be accepted for all other consumers (IPRS Basic and Provisionally licensed staff). Formal communication will come out by October 1st to providers. The LME will continue to work on securing a server for email. Please continue to send paperwork as always.

STR Form – After October 1st, the form will replace what you have previously submitted as Form B with the intake.

All consumers, Medicaid & IPRS will need to be “registered” with the LME.

If billing comes through the LME, the consumer will need to have a full Intake completed.

Formal communication will come out by October 1st to providers.

We are hopeful to do training and communication bulletin regarding the STR form.

Discussions were held regarding if providers should do the form.

Electronic submissions of PCP/STR forms –

Please continue to send via email or hand delivered until further notice. The LME will be working with an outside agency to have a secure email system. Your agency must ensure that there is a secure email on your end. This includes 128-byte encryption and the key and capability sent to the LME to decrypt.

Formal communication from the LME will follow.

All record numbers must come from the LME. If billing comes through the LME, you must submit an intake packet.

Ms. Stevens distributed memo from Daniel Hahn re: Available State funding for provision of authorized services. The memo will be emailed to all providers today.

The memo states:

1. Prioritizing need for funding and referring to alternative community resources.
2. State funded service authorization requests may be reduced from what has been historically authorized.

3. More intense utilization management by the LME regarding most appropriate level and intensity of service wherever clinically appropriate and indicated.

Discussions continued about the ever-changing funding streams on the State level. Providers and LME's need to continue to express concerns on the State level and to legislators.

The LME will continue to work and address all issues. We are now working on our IT system to be able to do checks & balances.

For any questions – please contact Amy Stevens at (336) 513-4200 ext. 4800 or astevens@acmhdds.org.

UR/STR Updates Ms. Alicia Graham reported to providers UR/STR Unit is now fully staffed and moving forward. Due to the IPRS memo from Daniel Hahn you may see a lot of denials. The unit is now in 5-day compliance. Ms. Graham reminded providers about the denial appeals process. Please refer back to your provider manuals.

If any questions, please contact Ms. Graham.

Website Providers inquired about the website. When will it be updated?

We are working now to update the website – more to come.... We will publish the minutes via email to all participants.

Next Meeting Meeting was adjourned. Next meeting will be held November 16, 2006 at HSC.

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