

# PROVIDER FORUM

Alamance-Caswell Area MH/DD/SA Authority

November 16, 2006

The Alamance-Caswell Provider Forum met Thursday, November 16, 2006 at 2:00 p.m. at the Human Services Center, 319 N. Graham Hopedale Road, Burlington, North Carolina.

**Providers:**

Easter Seals/UCP, OE Enterprises, Pride, Inc., Rouse Group Home, Mental Health Association, House of Care, Ralph Scott Lifeservices, The ARC of NC, Lindley Habilitation Services, Life Span, CNC Access, Bayada, Phoenix Bridge, Cedars DDA Home, Advance Health Resources, Generation Change, NC Mentor, ARCA and Caring Family Network.

**Staff Present:** Alicia Graham, Linda Jones, Carmen Morrow, Bonnie Hill, Lynn Inman, Suzanne Marens, Amy Stevens and Carmen Morrow.

AGENDA	DISCUSSION/RECOMMENDATIONS
<b>Welcome</b>	Linda Jones welcomed all providers. Introductions were made of new LME staff – Suzanne Marens, UR/STR Unit.
<b>Local Business Plan</b>	<p>Ms. Amy Stevens presented the new Local Business Plan. The LME is in the development stages of preparing the 2007-2010 Local Business Plan. The plan is divided into six (6) chapters that correspond to administrative units common to many LMEs:</p> <ol style="list-style-type: none"><li>1. Governance/Administration</li><li>2. Provider Relations/Development</li><li>3. Service Management</li><li>4. Quality Management</li><li>5. Customer Service/Consumer Affairs</li><li>6. Business Management/Information</li></ol> <p>Ms. Stevens expressed to providers the LME will need your feedback. There are a series of Forums scheduled: <i>Monday, November 20<sup>th</sup> at the Rockingham Community College 10 am – 11:30am</i> <i>Monday, November 27<sup>th</sup> at the Caswell County Civic Center 10 am – 11:30 am.</i></p> <p>The LME may do a series of surveys , forums, etc. to gather feedback from valuable partners and stakeholders.</p> <p>The LME is responsible for a 4-page summary of the Local Business plan document by December. The document will be available via website. Please give feedback. If you would like a complete copy of the Local Business Plan, please inform Carmen Morrow.</p>

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<b>Housing</b>	<p>Mr. Lynn Inman presented on Section 811 Residential Housing in Alamance County - Belleshire Apartments and the "NEW" Hyde Street Apartments. The MHA owns and operates both facilities. This service is billed as Supported Living Low – YP710.</p> <p>Both facilities are located in Burlington NC. The Hyde Street location is a new 14 unit facility. The Unit is scheduled to open in January 2007. All utilities included.</p> <p><b><u>Who is Eligible?</u></b> All applicants must meet the Residential Selection Committee criteria for appropriateness, which includes, but is not limited to, the following:</p> <ol style="list-style-type: none"><li>1. Be at least 18 years of age</li><li>2. Meet the criteria for severe and profound mental illness (SPMI) – <i>New Criteria created for SA population.</i></li><li>3. Meet HUD's income requirements – <i>(30% of Total Income minus medication)</i></li><li>4. Live successfully with minimal supervision</li><li>5. Be able to take his or her medications unsupervised</li><li>6. Be able to perform all daily living activities unsupervised, such as bathing, toileting, grooming, eating, cooking, etc.</li><li>7. Be able to manage his/her own money or have a payee or have a case manager to manage his/her money (MHA, Belleshire Apts. Hyde St., Apts., and the LME will NOT be the person's payee).</li></ol> <p>In addition the person is expected to be involved in daily structured activity, such as attending school, working a part-time or full-time job, volunteering, attending the Clubhouse, etc.</p> <p>Please note that Section 811 Housing is a residential program for persons with SPMI and NOT:</p> <ul style="list-style-type: none"><li>➤ A low-income housing option</li><li>➤ An alternative for persons who are unable to meet their current living expenses</li><li>➤ An alternative for persons who are only seeking less expensive housing</li><li>➤ Appropriate for persons who are currently living successfully in an independent setting</li><li>➤ Appropriate for persons who are capable of living independently without supervision</li><li>➤ Appropriate for persons who do not wish to receive residential services</li></ul> <p><b><u>Review Process –</u></b> The Committee reviews applications on an as needed basis to determine if applicants meet the criteria for Section 811 Residential Housing. The review process includes an interview between the Committee, the applicant and the applicant's family, advocates, case manager, etc. The selection committee is made up from representatives of the MHA and the LME.</p> <p><b><u>Transportation Services –</u></b> With prior notice, MHA will provide limited transportation for MD appointments and other basic needs. Medicaid recipients will utilize the Alamance County Transportation Authority (ACTA). Consumers should be able to schedule and attend their own appointments.</p> <p><b><u>After-hours Services –</u></b> The Belleshire Apartments facility has a manager living on-site Sunday through Saturday.</p> <p>The Hyde Street facility has an on-site manager from 8:15 am to 4:45 pm Monday through Friday. There is NO overnight manager at this time. However, the Apartment Manager will be available by pager in the event on an emergency.</p> <p>th Graham-Hopedale Road Burlington, NC 27217 (336) 513-4200</p>

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<b>Cont'd Section 811 Residential Housing</b>	<p><b><u>Applications &amp; Referrals:</u></b>            Applications are available from and should be returned to:            Frances Yancey, Program Manager            Mental Health Association            Belleshire Apartments            1008 Avon Avenue            Burlington, NC 27215            (336) 227-4765 (Office)            (336) 227-4912 (Fax)  <a href="mailto:alamancepts@mhancmail.org">alamancepts@mhancmail.org</a></p>
<b>UR/STR Updates</b>	<p>Ms. Alicia Graham reported on <i>Communication Bulletin #64 – Standardized Guidelines for the Payment of Room &amp; Board for Medicaid Eligible Children in Residential Placement</i> from the Division. Ms. Graham expressed there has been some confusion regarding the letters that accompany the bulletin. We are hopeful the Division will send out a corrected memo.</p> <p>Ms. Graham asked providers to:</p> <ul style="list-style-type: none"> <li>➤ Please continue to send Room &amp; Board requests like always – we will honor old authorizations from November (we will backdate).</li> <li>➤ Once request is made – the LME will send the letter out to DSS and/or parent guardian</li> <li>➤ The LME will not authorize the service until we receive all financial information.</li> </ul> <p>The parent letter will cause the most confusion in regards to SSI and denial of SSI.</p> <p>Ms. Suzanne Marens presented on LME <i>Communication Bulletin #15 – Revised Treatment Request Form</i>. The form was revised to make our system more efficient. The form will be effective November 20, 2006. The form must be legible and filled out completely in order to be processed. The form is on our website and can be downloaded at <a href="http://www.acmhdds.net">www.acmhdds.net</a>. Telephonic request are still an option but fax or mail is preferred.</p> <p>Discussions were held about different scenarios and when the form should and should not be used?</p> <p>All questions regarding service authorization processes should be directed to Alicia Graham at (336) 513-4200 ext. 4131 or via email at <a href="mailto:agraham@acmhdds.org">agraham@acmhdds.org</a>. If you have questions concerning the status of an authorization, you may contact Mary Anne Johnson at ext. 4147 or <a href="mailto:mjohnson@acmhdds.org">mjohnson@acmhdds.org</a>.</p>
<b>Endorsement Updates</b>	<p>Ms. Linda Jones reported on Endorsement Updates. We are in the last window – Child Residential Window of endorsement phases. Ms. Jones expressed to providers if they know of any residential providers who have not been endorsed, they need to start the process now. Most all licenses expire December 31<sup>st</sup> and providers will not be able to receive provider numbers without endorsement.</p> <p>Ms. Jones reminded providers Endorsement is a process. It is a series of steps before process is complete.</p>

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<b>Announcements</b>	<p>Ms. Jones reported to providers the 2007 LME Forum Schedule will change. Please note handout: All meetings will be held every other month beginning in January 2007 and all meetings will be held in Alamance at the HSC Center. The calendar will be available per the LME website.</p> <p>Ms. Jones announced Town Hall Meeting would be held in Greensboro at Guilford Technical Community College on November 29<sup>th</sup> from 6pm – 8pm.</p> <p>Ms. Jones announced Training Opportunities:</p> <ul style="list-style-type: none"><li>➤ CE Quick – TIP Online Learning Center at <a href="http://www.cequick.com/nc-council">www.cequick.com/nc-council</a></li><li>➤ Diagnostic Assessment Training will be held on Monday, January 15<sup>th</sup> from 8L30am – 4:00pm in Greensboro by Thomas Haifley</li></ul>
<b>Next Meeting</b>	<b>Meeting was adjourned. Next meeting will be held December 21, 2006 at Rockingham County Agricultural Building from 1pm – 3pm.</b>