

ACR LME Provider Forum
ALAMANCE/CASWELL/ROCKINGHAM LOCAL MANAGEMENT ENTITY

July 16, 2009

LME Staff Present: Debra Welch, LME Human Resources Director; Bonnie Hill, LME QI Specialist; Trina Powell, LME QI Specialist; Jodi Meacham, LME QI Specialist; Jandy Andrews, LME Deputy Finance Director; Jean Gibson, LME Provider Liaison and Carmen Morrow, LME Provider Relations.

Provider Staff Present: OE Enterprises, Therapeutic Alternatives, Save Our Children, Easter Seals, Harvest House, Universal MH/DD/SA, Solutions CSA, The ARC of NC, Ralph Scott Lifeservices, Inc., Ethel's Footprints, Save-Haven House, Visions of Therapeutic Development, New Possibilities, Therapeutic Community Resources, Safe Haven, Madison Community Alternatives, Just in Time Youth Services, Wright Care Alternative Services, CNC Access, Genesis Residential Services, All God's Children, From Boyz to Men, Pathway, Hearthstone, H Group Ventures, Atlantic Family Services, Opportunities in Abundance, A Better Path, and Children's Home Society of NC.

Guest: Tyra Ross, Social Worker with Alamance-Burlington School System

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
<i>Item number and name</i>	<i>Detailed reflection of discussion and any conclusions from discussions. Include pertinent data wherever possible.</i>	<i>Any decisions, recommendations and/or steps the committee takes.</i>		<i>Open or Closed</i>
Welcome	<p>Ms. Debra Welch, HR Director welcomed all providers to forum. Ms. Welch expressed appreciation to providers who take care and serve consumers of Alamance & Caswell counties. We, the LME as well as providers, are encountering challenging times with the uncertainty of Budget cuts and the economy as a whole.</p> <p>The Alamance-Caswell LME will continue to operate. Ms. Welch dispelled rumors of the LME "going out of business" due to departures of staff, etc. She expressed to providers we continue to roll on in the process. The LME is now accepting applications for UR/STR staff to work in the "call room". As the LME goes through the URAC Accreditation process, the clinical unit is a very important unit for the process.</p> <p>Ms. Welch offered technical assistance to providers who may need Human Resources expertise, etc.</p> <p>Please contact Ms. Welch at 513-4204 or dwelch@acmhdds.org for any questions.</p>			Closed

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LME Updates	<p>The following LME Updates were report to providers. They were as follows:</p> <p>Ms. Bonnie Hill, LME QI Specialist reported:</p> <p><u>Memorandum: Proposed Changes in Residential Services and the Service Delivery System 7/16/2009</u> was distributed to all providers. Memo states this communication is designed the give providers of Residential Level III and IV services information concerning the proposed changes. The proposed changes are described in special provisions of Senate Bill 202, but yet to be agreed and passed by both the Senate and the House. The proposed bill is available on the NC General Assembly website at the following link: http://www.ncga.state.nc.us/Sessions/2209/Bills/Senate/PDF/S202v6.pdf</p> <p>A workgroup has been convened inclusive of providers, LMEs, prior authorization vendors, and other stakeholders and charged with development of a comprehensive plan to effectively transition recipients.</p> <p>Recommendations were made to review all of the links provided in the memo and to contact the LME System of Care Coordinator, (Lynn Inman at 513-4200 ext. 4226 or linman@acmhdds.org for any questions or additional information regarding transition.</p> <p>An overview of the changes were discussed:</p> <ul style="list-style-type: none"> • <u>Community Support (CS)</u> – The definition is supported in the budget, but with significant cuts. The paraprofessional level of this service may be eliminated by the fall & utilization (number of approved hours) may be further decreased. Also, there is discussion of extracting case management function of CS & making it a distinct service, part of another proposal to consolidate Case Management. • <u>Residential Treatment</u>: All residential facilities (Level II, Level III & Level IV) could be at risk or eliminated entirely. It is advised that the Level II home option be seen only as a controlled transitional option, but not an option that would shift large numbers of young people to this level of service. • <u>Therapeutic Foster Care (TFC) Level II</u> – Family Type: This 	None		Closed

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	<p>definition may be discontinued and replaced with new service definition called Therapeutic Family Services (TFS). The service definition is now in an expedited approval process and will soon be submitted to CMS for approval. It would look very similar to TFC; however providers would find additional supports to better treat challenging children/adolescents through this service. With TFS the child placing agency would become directly enrolled with DMA & authorization, billing & payment done through the Department. While it is unknown when CMS will approve the service definition, the goal is to begin sometime in 2009.</p> <p><u>Question: Will TFC agencies have to go through the endorsement process or grandfathered in?</u> <i>Answer: Ms. Hill stated all providers would have to become directly enrolled with Medicaid, so therefore would have to go through the Endorsement process.</i></p> <ul style="list-style-type: none"> • <u>Psychiatric Residential Treatment Facility (PRTF):</u> This service will remain. • <u>Facility Based Crisis (for children):</u> There is an older deactivated service definition that is currently being reworked in order to provide additional options to children/adolescents as the residential treatment system is restructured. This service definition is currently in an expedited development & approval process, and will soon be submitted to CMS for approval. • <u>Intensive In-Home, Day Treatment, MST, CS Team, ACT Team, & SA Outpatient Programs:</u> All will remain. <p>Ms. Hill briefly discussed the proposed consolidation of Case Management services – goal is 2011.</p> <p><u>Provider Satisfaction Surveys</u> – Ms. Hill distributed Provider Satisfaction Surveys to all providers who were in attendance. The survey will be posted on the provider website at www.acmhdds.net under the QI Tab.</p>			

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	<p>Ms. Trina Powell gave the following updates:</p> <p>Ms. Powell distributed new <u>Mystery Shopper Call</u> letters to providers. Ms. Powell briefly explained the Mystery Shopper call process. There are two letters:</p> <ol style="list-style-type: none"> 1. Access to Care 2. 1st Responder <p>These letters will be forwarded to all providers who are involved in the monthly Mystery Shopper call process. The letters are not a Plan of Correction (POC), but can be used as feedback and a helpful tool for providers to better train staff, etc.</p> <p>Ms. Powell discussed the new Credentialing Process for the LME. Due to URAC Accreditation, the LME Credentialing process has changed. All providers will need to be credentialed and it will be done by an application process. There will more information coming to providers from the QA/QI staff in the near future.</p> <p>Ms. Powell also expressed to providers regarding Provider Capacity reports and NC TOPPS – when requests are made, please respond. These reports are submitted to State quarterly and the LME has deadlines to meet. If you need any assistance with any reports or NC TOPPS, please feel free to contact Trina Powell at ext. 4156 or tpowell@acmhdds.org.</p>			
Financial Updates	<p>Ms. Jandy Andrews, LME Deputy Finance Officer reported to providers 2009-2010 IPRS Contracts have been forwarded to providers. Contracts were cut 15% across the board with the anticipation of budget cuts. If there any changes when budget is approved, contracts will be amended to reflect new change.</p> <p>If you have any questions regarding any financial issues or contract, please contact Ms. Andrews at 513-4200 ext. 4419 or jandrews@acmhdds.org.</p>	None		Closed
ABSS Presentation	<p>Ms. Tyra Ross, Social Worker with Alamance-Burlington School System presented on the new ABSS CFT Meeting Protocol for Private Providers and Other Community Agency Personnel.</p> <p>Ms. Ross shared each ABSS School has a Social Worker assigned. There are 7 schools in the district that have FT Social Workers and FT Nurse on site.</p>			

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	<p>Those schools are:</p> <ul style="list-style-type: none"> • Eastlawn, Newlin, Andrews, Broadview Middle, Cummings HS, Graham Middle and Graham HS. <p>Ms. Ross expressed the importance of Child & Family Teams for school aged children and the importance of System of Care Curriculum.</p> <p>Handout was distributed to all providers that highlighted the following:</p> <p><u>Items to Consider When Requesting a CFT In a School:</u></p> <ul style="list-style-type: none"> • What is the purpose of the meeting? • Does the family want to meet at school & want school to know the information? • Have you contacted the school's CFT Leaders – school social worker or school nurse? • What information do you or the family need from the school? • A two week notice is suggested in order to give schools adequate time to prepare. • Of the school staff, the family has requested to attend the meeting, is your agency going to invite them to the meeting or will the CFT Leaders invites them? • Be aware that schools and school staff may not know all details about a student. Some students may not have behavior or academic problems at school • If your agency invites other agencies to attend, please make sure every agency is willing to discuss their involvement with the family. Meetings are less productive if not all information is shared with all parties. • Please understand that not all of a student's teachers are available or needed to participate in CFT's due to school schedules and a teacher's planning time. • CFT's requested during the school day will have a strict start and end time in order to comply with school schedules and teacher planning time. • Administrator participation in CFT's varies greatly among the schools and an administrator may not always be presented or invited to the CFT. • Plan to arrive early to the meeting in order to sign in to the school and comply with visitor procedures for the school. 			

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	<p><u>After consideration of the above steps and an agreed upon meeting has been set:</u></p> <p><u>PROTOCOL for CFT Meetings Within ABSS:</u></p> <ul style="list-style-type: none"> • Make sure that the family, student and other support members of the family have chosen to attend are available and invited to the meeting. Be sure to ask family what school staff should be invited: "Nothing about me without me." • Arrange for and bring a NEUTRAL facilitator to the meeting: The facilitator should be neutral in their position with the family. The facilitator must have completed CFT Facilitator Training according to Alamance County System of Care. • Use Proper Child & Family Team paperwork according to the SOC including a confidentially release form and follow the standard CFT agenda including Purpose of meeting, Family Strengths, Statement of Concerns and Plan of Action. <p><u>ABSS CFT LEADER RESPONSIBILITY TO STUDENTS AND FAMILIES:</u></p> <p>CFT Leaders & School Social Workers, and School Nurse, retain the autonomy to cancel a meeting when the correct people are not present and/or to inform the family and provider that meeting can continue but will not quality as a CFT according to the Alamance County SOC protocol and MOA.</p> <p>Ms. Ross encouraged all providers to take the System of Care/CFT Trainings. They are done at least twice a year. You can contact the LME SOC Coordinator or Department of Social Services.</p> <p>If you need help with finding a NEUTRAL facilitator – you can inform your social worker or contact Department of Juvenile Justice or Dispute Settlement Center.</p>			
<p>Provider Spotlight</p>	<p>The following providers highlighted their programs to providers:</p> <ul style="list-style-type: none"> • H Group Ventures • Ethel's Footprints <p>If you would like to spotlight your provider agency, please contact Jodi</p>	<p>Flyers are available</p>		<p>Closed</p>

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	Meacham at 513-4200 ext. 4123 or jmeacham@acmhdds.org .			
Next Meeting:	Meeting was adjourned. The next Provider Forum will be held on <i>September 22, 2009 at 1:30pm in Education Rooms A & B, HSC Building.</i>	None		Closed

Respectfully Submitted By:

_____ Date _____
 Carmen Morrow