

AC LME Provider Forum
ALAMANCE/CASWELL LOCAL MANAGEMENT ENTITY

January 21, 2010

LME Staff Present: Barbara Docimo, LME QI Specialist; Trina Powell, LME Care Coordination Manager; Jodi Meacham, LME QI/PR Manager; Jandy Andrews, LME Director of Finance; Jean Gibson, LME Provider Liaison; Ric Bruton, LME Community Affairs; Carmen Morrow, LME Training Coordinator; Debra Welch, LME Personnel Director; Clayron McCain, LME IT Director; Lynnette Gordon, LME UR/STR Manager and Daniel S. Hahn, LME CEO.

Provider Staff Present: OE Enterprises, Life Enhancement Services, Easter Seals, Universal MH/DD/SA, Solutions CSA, The Empowerment Center, CNC Access, A Pathway, Children’s Home Society of NC, Youth Haven Services, Institute for Family Center Services, Mental Health Association, and Triumph, LLC.

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>Mr. Daniel S. Hahn, LME CEO welcomed providers to forum. He thanked them for continuing to serve consumers in these down economic times. There are many challenges we all are faced with but he assured the providers that the Area Board is committed to allocating all available dollars to the Community to continue to serve Alamance and Caswell consumers.</p> <p>If you have any questions or concerns, please contact Mr. Hahn.</p>	None		Closed
Performance Indicator Presentation	<p>Ms. Trina Powell, LME Care Coordination Manager gave a brief presentation on the most recent Performance Indicator report. Providers were distributed a copy of the "Critical Measures at a Glance: SFY 2010 1st Quarter LME Performance report". Ms. Powell presented a power point presentation with all of the elements/standards that all LMEs have to meet.</p> <p>Performance Indicators are intended to capture how well people are getting into core & continuing care in their chosen communities. They are divided into seven categories:</p> <ol style="list-style-type: none"> 1. Timely Access to Care 2. Services to Persons In need 3. Timely Initiation & Engagement in Services 4. Effective Use of State Psychiatric Hospitals 5. State Psychiatric Hospital Readmissions 	None		Closed

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	<p>6. Timely Follow-Up after Inpatient Care 7. Child Services in Non-Family Settings</p> <p>Of the 24 LMEs only 7 met the performance standards for at least 65% of the critical measures. AC LME met 76% of the standards – Only 3 other LMEs fared better at 81% each.</p> <p>Ms. Powell reminded providers to continue to submit hospital follow-up billing. If you need any assistance and need help on how to submit, please contact her at tpowell@acmhdds.org or (336) 513-4200 ext. 4158.</p> <p>Ms. Powell thanked all providers for their hard work.</p>			
LME Updates	<p>Ms. Jodi Meacham, QI/PR Manager reported on the following:</p> <p>Human Rights - The LME is actively recruiting members to for the LME Human Rights Committee. If you are interested, please contact Barbara Docimo at bdocimo@acmhdds.org or 513-4200 ext. 4010</p> <p>CFAC - The LME is requesting help with recruitment of CFAC members from the Caswell County area. For more information regarding CFAC, please contact Ric Bruton at rbruton@acmhdds.org or Carmen Morrow at cmorrow@acmhdds.org.</p> <p>Accreditation - The LME has begun the URAC Accreditation process again, so quarterly reports, insurance information is very important that we receive from each of you.</p> <p>Ms. Trina Powell, Care Coordination Manager reported on the following:</p> <p>NC TOPPS – Ms. Powell asked providers if they would be interested again in NC TOPPS training. The LME has hosted once before and only a handful of providers participated. Ms. Powell stressed the importance of providers need to have “Super Users”. AC LME will no longer perform “Super User” duties for providers.</p> <p>Question: Can we get information on who’s not giving information? Answer: Ms. Powell asked would it be helpful if the LME sent updates of NC TOPPS consumers. YES</p>	None		Closed

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	<p><u>Question: If consumer has fallen through the cracks and 6 months update was never done and needs to be done, where do you start?</u> Answer: Keep the NC TOPPS update on the natural schedule – if the 6 mo. update was never done and it’s now a year, go ahead and complete the year update.</p> <p>Terminations are only completed when the episode of care is completed, not when consumer has moved agency to agency.</p> <p>For more NC TOPPS questions, please contact Ms. Powell.</p> <p><u>National Core Indicators</u> – Ms. Powell reminded DD providers it’s time for NCI Core Indicators surveys to be completed. The LME is very appreciative for your help with the surveys.</p> <p><u>MAJORS Program</u> - Ms. Powell announced to providers the new acronym for MAJORS program. The new name is Juvenile Justice Substance Abuse Mental Health Partnerships (JJSAMHP).</p>			
UM/STR Update	<p>Ms. Lynnette Gordon, LME UR/STR Manager reported to providers the following:</p> <p><u>Provider Numbers</u> - Please make sure all staff Licensed Professionals/Associate Professionals have been assigned a provider number from the LME. Please contact Teresa Arrwood at tarrwood@acmhdds.org or 513-4200 ext. 4415 for any questions.</p> <p><u>Authorizations</u> - Authorizations are now been authorized at 5 days or less – if you have authorizations out pass 10 days, please contact Ms. Gordon at lgordon@acmhdds.org or 513-4200 ext. 4116.</p> <p>Please make sure all STR forms are completed, if not, it will kick out and will delay billing cycle.</p> <p><u>Physician Services</u> – The LME does have a physician on site 5 days a week now (9am - 5pm). Physicians are only available for Crisis Services ONLY. And as a reminder, please have documentation available if Crisis Services are utilized at the LME – it’s very important to have information from the Clinical home.</p>			Open

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Provider Updates	<p>Ms. Jean Gibson, LME Provider Liaison gave the following updates:</p> <p><u>Provider Endorsements</u> – As a reminder to all providers, please inform the LME when you receive your DMA number. The LME needs this information to schedule 60-day follow up monitoring. You can forward via fax to 513-4422 or via email to: Jean Gibson – jgibson@acmhdds.org Barbara Docimo – bdocimo@acmhdds.org</p>	None		Closed
QI Updates	<p>Ms. Barbara Docimo, LME QI Specialist informed providers on IRIS system (Incident Reporting). There is no new start date. Please continue to submit paper incident reports.</p>			Open
Provider Spotlight	<ul style="list-style-type: none"> • A Pathway Community Support Service • Youth Haven (Day Treatment Program) <p>If you would like to present at “Provider Spotlight”, please contact Jean Gibson, Provider Liaison.</p>	None		Closed
Next Meeting:	<p>Meeting was adjourned. The next Provider Forum will be held on March 18, 2010 at 1:30pm in Education Rooms A & B, HSC Building.</p>	None		Closed

Respectfully Submitted By:

_____ Date _____
 Carmen Morrow