



Creating solutions, One person at a time

PBH Administration Communication Bulletin

FY-1011-AA-02

To: PBH NC Innovations Network Providers

**From: Andrea Misenheimer
Medicaid Program Director**

Date: April 4, 2011

RE: Corrections to Support Needs Matrix Category Budget Letters

Letters with the Support Needs Matrix category budgets were mailed to individuals and families last week. Copies of the family letters were to be uploaded to the FTP sites to provide you with the same information. During our quality assurance review of the documentation, we discovered that a number of letters had inaccurate information. A software system was used to electronically place the information in the letters which resulted in the errors. The majority of the letters contained an incorrect phrase, "over your actual cost of service" and "under your cost of service", which were reversed. A small number had inaccurate budget amounts listed. Many of the incorrect letters were detected before they were mailed. We removed the provider letters from the files and notified the four providers that had downloaded their information that it was inaccurate.

We have responded quickly to replace all letters with the corrected information. We will mail corrected information to families this week and post corrected letters for all providers.

We ask your assistance to redirect individuals and families back to their Care Coordinator with questions or concerns. We understand how concerned families are and how many questions may arise but we ask that you not field these questions as you do not have the corrected information. We will discuss the letters further at the provider meeting on Friday.