



**Provider Meeting
Minutes
June 13, 2008
9:00 a.m. – Noon**

➤ **9:00 Mental Health Breakout Session: Diana Duncan for Flay J. Lee , Facilitator**

Attendees:

<i>Michelle Burns</i>	<i>Alpha Omega Health</i>	<i>Sean Rein</i>	<i>Britton & Crump</i>
<i>Cynthia Benjamin</i>	<i>PBH</i>	<i>Bill Rankin</i>	<i>PBH</i>
<i>Courtney Dabney</i>	<i>CHS of NC</i>	<i>Kelly Ingram</i>	<i>PBH</i>
<i>Sherry Vance</i>	<i>PBH</i>	<i>Tara White</i>	<i>Quality Care Dev. Services</i>
<i>Karen Holst</i>	<i>UCPS</i>	<i>Alisha Russell</i>	<i>CSSI</i>
<i>Diana Duncan</i>	<i>Diana's HomeCare, Inc.</i>	<i>John Tillman</i>	<i>Excel</i>
<i>Dawn L. Anderson</i>	<i>Homecare Mgt. Corp.</i>	<i>Reid Thornburg</i>	<i>PBH</i>
<i>Wendy Campbell</i>	<i>PBH</i>	<i>Ted Thomas</i>	<i>PBH</i>
<i>Chuck Hill</i>	<i>PBH</i>	<i>John Giampaolo</i>	<i>PBH</i>
<i>Tyran Lennon</i>	<i>Horizon Care, Inc</i>	<i>Kerri Clark</i>	<i>Old Vineyard</i>
<i>Jill Stephenson</i>	<i>PBH</i>	<i>Fonda Simmons</i>	<i>YACM</i>
<i>Shari Carter</i>	<i>MHA</i>	<i>Tom Hibbert</i>	<i>Timber Ridge</i>
<i>Daniel Brown</i>	<i>Monarch</i>	<i>Leslie Hussington</i>	<i>Excel</i>
<i>J. Rob Jones</i>	<i>Metro Life & Human /services</i>	<i>Janet Warren</i>	<i>Metro Life</i>
<i>Revella Nesbit</i>	<i>PBH</i>	<i>Susanna Dean</i>	<i>A.D.E.P.T.</i>

1. **Network Council Updates** – *Diana Duncan For Flay J Lee*

The Provider Search engine back up and running for those whose letters expire in June. CMS is in the area during audits. Endorsement letter will be sent out.

2. **Network Operations Updates** – *Chuck Hill/Cynthia Benjamin*

Cynthia - CMS is in North Carolinas. Two area Providers, Monarch and RHA, were selected for audits and they both did well. CMS may extend their stay depending on what they find in other parts of the state.

The Network Council Retreat is July 29, 2008. We want your input. E-mail your items of concern as Providers that you want be addressed to Cynthia Benjamin at cbenjamin@pamh.com .

E-mail Flay J. Lee at flayj@bellsouth.net for Provider concerns in the morning session. Pam Shipman will chair the afternoon session on PBH Legislative Agenda and the Waiver.

Letters of Endorsement were mailed out June 12, 2008 to Providers whose Endorsement letters expire on the 30th of June. Endorsements letters are good from June 30, 2008 until June 2009. The letters that did not go out on the 12th will go out today via overnight mail.

Network will be changing in the way we do business as it relates to NCQA guidelines. PBH is working on revising procedures in all areas. We will be revising all of Network Operations procedures to make it simpler for everyone.

There is still freeze on state funded services. The only new services PBH is accepting applications for are Substance Abuse and consumer emergencies. PBH will not be accepting applications from non-contracted providers applying to provide state services or from contracted Providers applying for additional services that are state funded.

Providers are not meeting the General Conditions of their contracts as it relates to the discharging of Consumers. Please read your Contract in reference to Discharge planning. A 60-day notice is required for discharging DD consumers and 30-day notice is required for Mental Health consumers. There is no such thing as discharging a consumer today without notice. There needs to be time to place the consumer. Read your contract before you sign and send it back. Article 8 in your Contract explains the sanctions that PBH may impose.

Article VIII Sanctions

If the CONTRACTOR fails to fulfill its duties and obligations pursuant to this Contract, the LME may impose sanctions as follows:

- a. Corrective action plan or LME imposed corrective action plan.
- b. Suspension of referrals.
- c. Transfer of LME funded clients to another provider.
- d. Additional audits.
- e. Reduction of Provider Performance Profile Level/Rating.
- f. Interest charges on paybacks.
- g. De-credentialing of individual practitioners within the agency

Sanctions imposed by the LME may be progressive or cumulative in order to address the specific area(s) of the Contract that are not being fulfilled by the CONTRACTOR.

Question: What if the Consumer behavior involves the police?

Answer: Contact your Provider Relations Manager and QM and let them what is going on with the Consumer before you discharge them. We need this time to find the proper placement for the Consumer. Contact your Community Support Provider. Their job is to help you find proper placement for the consumer.

Chuck – There is a North Carolina General Statute regarding the Continuity of Care. This is state law. This can affect the licensure of your program if you are found in violation of your contract.

Contracts and Amendments - Chuck Hill

Finance will be auditing Contracts and Amendments that are returned for required signature and attachments. Contracts/Amendments will be not being executed until all parties have signed.

Communication Bulletin – FY-0708-NM-25 - Taxonomy Codes – Chuck Hill

Taxonomy codes associated with your NPI number(s) are required on all claims submitted per PBH Finance and IS Department. Providers need to sign and return claim form with Taxonomy codes. We have to submit shadow claim. What codes should be use any codes for now but in future you may need a code.

3. **Cultural Competence Update** – *Revella Nesbit*

Cultural Considerations in Working With Diverse Populations: A Case Study is the next quarterly Cultural Competence training being held from 9:00am – 1:00pm June 20, 2008 at the PBH Training Facility located at 300 Copperfield Blvd. Suite 203 in Concord, NC. You can registration online. Amelia C. Roberts-Lewis, Ph.D will be presenting.

Cynthia - The Cultural Competence Plan is a part of your contract. Provider need to start thinking about their Cultural Competence Plan.

4. **NC-TOPPS and IPRS** - *Bill Rankin*

Kelly Ingram and Sherry Vance, Eligibility Specialists may be contacted at 704-721-2111 and 704-721-2121 or e-mail them at kIngram@pamh.com, svance@pamh.com.

As of July 1 2008 PBH will again be reporting through the State Integrated Payment & Reporting System (IPRS). PBH Providers are expected to be compliant with all IPRS reporting requirements.

PBH will start monitoring providers that are required to complete North Carolina Treatment Outcomes & Program System (NC-TOPPS) interviews for compliance.

PBH provided training on these requirements on May 27, 2008. Providers can review theses presentations on the PBH website.

All claims have to go back to the State. Updated enrollment must be within the 41 target populations. State funding is based upon the target pops. For Providers who are assessing a consumer for services, the target pops must match the consumer's clinical information. Enrollment forms will be returned if Providers are not placing consumers in the target pops to meet their needs. We want be able to show the State we are servicing people who have multiple needs.

North Carolina Mental Health pops will be monitored by the LME. Providers are not switching pops from one Provider to another. E-mail the State when you hire someone new.

5. Questions Provider/Updates/Concerns

Question: If a Consumer has multiple Providers who is the primary Provider?

Answer: The Provider who has the PCP.

> **10:00 Substance Abuse Breakout Session: Diana Duncan for Flay Lee, Facilitator**

Attendees:

<i>Angie Banther</i>	<i>Path of Hope</i>	<i>Ollie Reid</i>	<i>Hope Haven</i>
<i>Yvonne C. Oree</i>	<i>Hope Haven Inc</i>	<i>Pauline Brackett</i>	<i>Hope Haven Inc</i>
<i>Phil Estridge</i>	<i>McLeod Concord</i>	<i>Judy Uthe</i>	<i>PBH</i>
<i>Omega A Honeywood</i>	<i>HomeCare Mgmt</i>	<i>Beth Monaco</i>	<i>PBH</i>
<i>Darlene Steele</i>	<i>PBH</i>		

1 Network Council Updates – Diana Duncan For Flay J Lee

The Provider Search engine back up and running for those whose letters expire in June. CMS is in the area during audits. Endorsement letter will be sent out.

2 Network Operations Updates –Chuck Hill/Cynthia Benjamin

Cynthia - CMS is in North Carolinas. Two area Providers, Monarch and RHA, were selected for audits and they both did well. CMS may extend their stay depending on what they find in other parts of the state.

The Network Council Retreat is July 29, 2008. We want your input. E-mail your items of concern as Providers that you want be addressed to Cynthia Benjamin at cbenjamin@pamh.com .

E-mail Flay J. Lee at flayj@bellsouth.net for Provider concerns in the morning session. Pam Shipman will chair the afternoon session on PBH Legislative Agenda and the Waiver.

Letters of Endorsement were mailed out June 12, 2008 to Providers whose Endorsement letters expire on the 30th of June. Endorsements letters are good from June 30, 2008 until June 2009. The letters that did not go out on the 12th will go out today via overnight mail.

Network will be changing in the way we do business as it relates to NCQA guidelines. PBH is working on revising procedures in all areas. We will be revising all of Network Operations procedures to make it simpler for everyone.

There is still freeze on state funded services. The only new services PBH is accepting applications for are Substance Abuse and consumer emergencies. PBH will not be accepting applications from non-contracted providers applying to provide state services or from contracted Providers applying for additional services that are state funded.

Providers are not meeting the General Conditions of their contracts as it relates to the discharging of Consumers. Please read your Contract in reference to Discharge planning. A 60-day notice is required for discharging DD consumers and 30-day notice is required for Mental Health consumers. There is no such thing as discharging a consumer today without notice. There needs to be time to place the consumer. Read your contract before you sign and send it back. Article 8 in your Contract explains the sanctions that PBH may impose.

**Article VIII
Sanctions**

If the CONTRACTOR fails to fulfill its duties and obligations pursuant to this Contract, the LME may impose sanctions as follows:

- a. Corrective action plan or LME imposed corrective action plan.
- b. Suspension of referrals.
- c. Transfer of LME funded clients to another provider.
- d. Additional audits.
- e. Reduction of Provider Performance Profile Level/Rating.
- f. Interest charges on paybacks.
- g. De-credentialing of individual practitioners within the agency

Sanctions imposed by the LME may be progressive or cumulative in order to address the specific area(s) of the Contract that are not being fulfilled by the CONTRACTOR.

Question: What if the Consumer behavior involves the police?

Answer: Contact your Provider Relations Manager and QM and let them what is going on with the Consumer before you discharge them. We need this time to find the proper placement for the Consumer. Contact your Community Support Provider. Their job is to help you find proper placement for the consumer.

Chuck – There is a North Carolina General Statute regarding the Continuity of Care. This is state law. This can affect the licensure of your program if you are found in violation of your contract.

Contracts and Amendments - Chuck Hill

Finance will be auditing Contracts and Amendments that are returned for required signature and attachments. Contracts/Amendments will be not being executed until all parties have signed.

Communication Bulletin – FY-0708-NM-25 - Taxonomy Codes – Chuck Hill

Taxonomy codes associated with your NPI number(s) are required on all claims submitted per PBH Finance and IS Department. Providers need to sign and return claim form with Taxonomy codes. We have to submit shadow claim. What codes should be use any codes for now but in future you may need a code.

3. **Cultural Competence Update – Revella Nesbit**

Cultural Considerations in Working With Diverse Populations: A Case Study is the next quarterly Cultural Competence training being held from 9:00am – 1:00pm June 20, 2008 at the PBH Training Facility located at 300 Copperfield Blvd. Suite 203 in Concord, NC. You can registration online. Amelia C. Roberts-Lewis, Ph.D will be presenting.

Cynthia - The Cultural Competence Plan is a part of your contract. Provider need to start thinking about their Cultural Competence Plan.

4. **NC-TOPPS and IPRS - Bill Rankin**

Kelly Ingram and Sherry Vance, Eligibility Specialists may be contacted at 704-721-2111 and 704-721-2121 or e-mail them at kIngram@pamh.com, svance@pamh.com.

As of July 1 2008 PBH will again be reporting through the State Integrated Payment & Reporting System (IPRS). PBH Providers are expected to be compliant with all IPRS reporting requirements.

PBH will start monitoring providers that are required to complete North Carolina Treatment Outcomes & Program System (NC-TOPPS) interviews for compliance.

PBH provided training on these requirements on May 27, 2008. Providers can review theses presentations on the PBH website.

All claims have to go back to the State. Updated enrollment must be within the 41 target populations. State funding is based upon the target pops. For Providers who are assessing a consumer for services, the target pops must match the consumer's clinical information.

Enrollment forms will be returned if Providers are not placing consumers in the target pops to meet their needs. We want be able to show the State we are servicing people who have multiple needs.

North Carolina Mental Health pops will be monitored by the LME. Providers are not switching pops from one Provider to another. E-mail the State when you hire someone new.

5. Questions Provider/Updates/Concerns
None.

➤ **11:00 Developmental Disabilities Breakout Session: Diana Duncan, Facilitator**

Attendees:

<i>Dawn H. Allen</i>	<i>GHA, Inc</i>	<i>Demetra Pankey</i>	<i>GHA, Inc</i>
<i>Julie Stanaland</i>	<i>UCRS, Inc</i>	<i>Memory Gargivlo</i>	<i>TPS</i>
<i>Janet Daniels</i>	<i>GHA, Inc</i>	<i>Ola Cook-Mbah</i>	<i>CNC/Access</i>
<i>Vicki Harris Proctor</i>	<i>Life Span</i>	<i>Robert Savino</i>	<i>Easter Seal ucp</i>
<i>James W, Johnson</i>	<i>S.T.E.P's</i>	<i>Michelle Kluttz</i>	<i>YACM</i>
<i>Tammy Gilmore</i>	<i>PBH/PDS</i>	<i>Andrea M Noble</i>	<i>CCGH</i>
<i>Bob Kinser</i>	<i>UMAR</i>	<i>Carl Repsher</i>	<i>RVO</i>
<i>Marzetta Osborn</i>	<i>CLC</i>	<i>Yvette Johnson</i>	<i>QFS</i>
<i>Diane Ogden</i>	<i>ARC Rowan</i>	<i>Vera McRae</i>	<i>ARC Davidson</i>
<i>Katherine Benton</i>	<i>RHA</i>	<i>Dawn Kelly</i>	<i>Con Serv</i>
<i>Charles Funchess</i>	<i>CFM</i>	<i>Sylvia Emafo</i>	<i>A&A</i>

1. **Network Council Updates** – *Diana Duncan For Flay J Lee*
The Provider Search engine back up and running for those whose letters expire in June. CMS is in the area during audits. Endorsement letter will be sent out.
2. **Network Operations Updates** – *Chuck Hill/Cynthia Benjamin*

Cynthia - CMS is in North Carolinas. Two area Providers, Monarch and RHA, were selected for audits and they both did well. CMS may extend their stay depending on what they find in other parts of the state.

The Network Council Retreat is July 29, 2008. We want your input. E-mail your items of concern as Providers that you want be addressed to Cynthia Benjamin at cbenjamin@pamh.com .

E-mail Flay J. Lee at flayj@bellsouth.net for Provider concerns in the morning session. Pam Shipman will chair the afternoon session on PBH Legislative Agenda and the Waiver.

Letters of Endorsement were mailed out June 12, 2008 to Providers whose Endorsement letters expire on the 30th of June. Endorsements letters are good from June 30, 2008 until June 2009. The letters that did not go out on the 12th will go out today via overnight mail.

Network will be changing in the way we do business as it relates to NCQA guidelines. PBH is working on revising procedures in all areas. We will be revising all of Network Operations procedures to make it simpler for everyone.

There is still freeze on state funded services. The only new services PBH is accepting applications for are Substance Abuse and consumer emergencies. PBH will not be accepting applications from non-contracted providers applying to provide state services or from contracted Providers applying for additional services that are state funded.

Providers are not meeting the General Conditions of their contracts as it relates to the discharging of Consumers. Please read your Contract in reference to Discharge planning. A 60-day notice is required for discharging DD consumers and 30-day notice is required for Mental Health consumers. There is no such thing as discharging a consumer today without notice. There needs to be time to place the consumer. Read your contract before you sign and send it back. Article 8 in your Contract explains the sanctions that PBH may impose.

Article VIII Sanctions

If the CONTRACTOR fails to fulfill its duties and obligations pursuant to this Contract, the LME may impose sanctions as follows:

- a. Corrective action plan or LME imposed corrective action plan.
- b. Suspension of referrals.
- c. Transfer of LME funded clients to another provider.
- d. Additional audits.
- e. Reduction of Provider Performance Profile Level/Rating.
- f. Interest charges on paybacks.
- g. De-credentialing of individual practitioners within the agency

Sanctions imposed by the LME may be progressive or cumulative in order to address the specific area(s) of the Contract that are not being fulfilled by the CONTRACTOR.

Question: What if the Consumer behavior involves the police?

Answer: Contact your Provider Relations Manager and QM and let them what is going on with the Consumer before you discharge them. We need this time to find the proper placement for the Consumer. Contact your Community Support Provider. Their job is to help you find proper placement for the consumer.

Chuck – There is a North Carolina General Statute regarding the Continuity of Care. This is state law. This can affect the licensure of your program if you are found in violation of your contract.

Contracts and Amendments - Chuck Hill

Finance will be auditing Contracts and Amendments that are returned for required signature and attachments. Contracts/Amendments will be not being executed until all parties have signed.

Communication Bulletin – FY-0708-NM-25 - Taxonomy Codes – Chuck Hill

Taxonomy codes associated with your NPI number(s) are required on all claims submitted per PBH Finance and IS Department. Providers need to sign and return

claim form with Taxonomy codes. We have to submit shadow claim. What codes should be use any codes for now but in future you may need a code.

3. **Cultural Competence Update** – *Revella Nesbit*

Cultural Considerations in Working With Diverse Populations: A Case Study is the next quarterly Cultural Competence training being held from 9:00am – 1:00pm June 20, 2008 at the PBH Training Facility located at 300 Copperfield Blvd. Suite 203 in Concord, NC. You can registration online. Amelia C. Roberts-Lewis, Ph.D will be presenting. Cynthia - The Cultural Competence Plan is a part of your contract. Provider need to start thinking about their Cultural Competence Plan.

4. **NC-TOPPS and IPRS** - *Bill Rankin*

Kelly Ingram and Sherry Vance, Eligibility Specialists may be contacted at 704-721-2111 and 704-721-2121 or e-mail them at kIngram@pamh.com, svance@pamh.com.

As of July 1 2008 PBH will again be reporting through the State Integrated Payment & Reporting System (IPRS). PBH Providers are expected to be compliant with all IPRS reporting requirements.

PBH will start monitoring providers that are required to complete North Carolina Treatment Outcomes & Program System (NC-TOPPS) interviews for compliance.

PBH provided training on these requirements on May 27, 2008. Providers can review theses presentations on the PBH website.

All claims have to go back to the State. Updated enrollment must be within the 41 target populations. State funding is based upon the target pops. For Providers who are assessing a consumer for services, the target pops must match the consumer's clinical information. Enrollment forms will be returned if Providers are not placing consumers in the target pops to meet their needs. We want be able to show the State we are servicing people who have multiple needs.

North Carolina Mental Health pops will be monitored by the LME. Providers are not switching pops from one Provider to another. E-mail the State when you hire someone new.

5. **Questions Provider/Updates/Concerns**

None.

Dismissal

The next provider meeting is August 15, 2008.