

Qualified Provider Network Meeting Minutes

Meeting Date: December 3, 2003

Members Present: 70

Date scheduled for next Qualified Provider Network Meeting: January 7, 2004 at 1:30 in the Area Program's auditorium.

Date reaffirmed for next Stakeholders meeting: January 22, 2004

Meeting called to order by Gary Allen.

Gary welcomed everyone to our new office. Gary addressed the Provider Fair, explaining that due to a large response we will not be having the fair in the SRMH/DD/SAS auditorium, but will be held at the North Carolina Agricultural Center, located on Hwy. 74 in Lumberton on January 20th and 21st. Gary explained to everyone that on the first day is to be the Provider Fair and the second day is to be a Job Fair. Gary explained that due to state mental health reform the Area Program is in the beginning stages of the divestiture of a majority of the services we currently provide. As a result of this reorganization many of our employees will be displaced and those providers that may be seeking qualified personnel may find it beneficial to participate in the job fair. Gary explained that there is a registration fee of \$25 per day/per booth. Gary noted the time of the fair is from 9am until 4pm with the setup time being from 8am to 9am. Also noted was that all door prizes and/or refreshments being donated to please contact Melissa Morris at (910) 620-7236 or melissamorris002@yahoo.com. Gary explained to everyone that the deadline for the registration form is January 2, 2004.

Gary reminded the providers that as of October 1, 2003, April Parker handles contract billing. Gary noted that we would prefer that all billing be submitted electronically, but if the provider is unable to submit billing electronically they can still send billing in on paper. Gary expressed that for those who would like to change and send their invoices electronically, that they could call him or Rhonda Lamb to receive a sample format, which can be done on an Excel spreadsheet. Gary noted that we must receive the invoice and certification of units before the prompt pay guidelines start.

Floor turned the meeting over to Caroline Staton, Director of Provider Relations.

Caroline explained to everyone that we have been receiving several calls concerning unethical behavioral among providers. Caroline noted that we are going to have someone provide training on ethics. She noted that everyone should have a handout on Ethic Kickbacks. Caroline noted that ethic kickback is illegal. Caroline informed the providers that we now using the state's Critical Incident and Death Reporting Form. Caroline stated that the providers are to no long use the Incident Reporting Form that was provided to everyone in their Provider Manuals. Caroline informed the providers that another new item the state has designed is the Provider Monitoring Workbook. Caroline noted that when we go out to a facility to monitor, we will be using this

form. To locate the Critical Incident Reporting Form and the Providers Monitoring Workbook, please go to the Division web page and click on the link for Senate Bill 163.

Caroline informed the providers that we would no longer have providers presenting to providers at the meetings. Caroline asked that if any provider had anything that they would like to hear at future meetings to please email her at cstaton@srmhc.org.

Caroline turned back over to Floor.

Gary explained to everyone that starting January 1, 2004 we would be accepting applications for outpatient services.

Floor turned the meeting over to Debbie Clifton.

Debbie explained the Screening/Triage/Referral (STR) Process. Debbie explained this is a new access to mental health care that can be done from almost anywhere. Debbie explained that STR could be accessed in two ways: over the telephone or by walk-in to any center. Debbie noted that there are three steps in the STR Process. Debbie expressed that this would be a pilot project in Scotland County running from January 2004 until May 2004.

Debbie turned back over to Floor.

Floor turned over to Caroline Staton, Director of Provider Relations.

Caroline informed the providers of the updates concerning the Local Business Plan, and directed them to our web page so that they may read the Local Business plan themselves.

Caroline turned back over to Floor.

Floor opened for questions and/or comments.

Woodbridge Alternatives was thanked for providing refreshments. With no questions or comments the meeting was adjourned.

Respectfully submitted,

Rhonda Lamb
Contract Dept. Processing Assistant