

**SOUTHEASTERN REGIONAL MH/DD/SAS  
PROVIDER NETWORK  
August 2, 2004  
Minutes**

**Present: 38 Providers  
12 Area Staff Members**

Gary Allen called the meeting to order at 1:30 pm. The providers were asked to introduce themselves.

Gary announced that all contracts have been printed and with 150 contracts to mail out, it will take a while. The contract along with the Provider Manual will total 80 pages. The contracts are in the signature process as of now. The first batch will go out this week and the remainder will go out the following week. For those providers who have residential facilities, you must submit licenses for those facilities in order for them to be on our Approved Provider Listing. Gary also requested the providers to submit their current e-mail addresses by e-mailing it to Sheila Beatty, Program Assistant in the Provider Relations Division in order to share information with them. Gary also announced that the implementation of the Financial Data Sheet would be postponed until Finance Division gives providers training.

Mac Legerton of the Center for Community Action of Robeson County discussed the implementation of a NAMI group in Robeson County. The initial meeting with family members will be held in September and scheduled when the new statewide NAMI director can be present. We will have handouts at the September family support meeting available on the 24<sup>th</sup>. The NCDHHS has approved the establishment of a NAMI support Group as part of 2004-2005 plan of the Robeson County family support program as coordinated by CCA. Mental health service providers will play a major role in helping recruit family members to attend the meetings of the family support group. Service providers can also assist in parent education and training programs that will be organized in the future. With projected positive experiences and outcomes for family members through the support group the participating family members will recognize their service providers as providers through referral and encouragement to be a part of the group. This outcome will enhance the repair of the family members leading to a closer and more mutual relationship.

Dildra Jessup, Quality Assurance Specialist, Provider Relations Division went over the responsibilities of quality assurance specialists. She stated that in her review, she found that incident reports were not being completed, not being signed off on and not being forwarded to Provider Relations. She is also finding that providers are not certain what is required and what is not required to complete incident reports. She explained that the type of incident depends on the type of form that must be used. Dildra explained that there are two forms that are utilized: the state form for critical incidents and the in house form for regular incidents. Dildra explained that there are three types of incidents. Level one incident, which is completed on your in house forms for minor incidents that will be kept on file at your facilities. These reports are not sent to Provider Relations. When the Quality Assurance Specialists come out to review, these reports will be reviewed also. The level two and level three reports are completed on the critical incident form and sent to Provider Relations and not to the case managers. Provider Relations is required to submit a quarterly report to the division. In this report, we are required to report trends and

strategies to educate providers. The form can be located on the DHHS web page or she can provide them with the form. She also informed the providers that these reports will be changing in the near future and they will be informed.

Manual Jacobs updated the providers on new forms. He went over the Provider Profile form and the Provider Network Enrollment Application. He asked that providers send e-mail to Sheila Beatty to request the form and she will attach the form and send it to them electronically. This will also ensure that Provider Relations have a valid e-mail address for each provider on file.

Gloria Morrow, from the Training Sub-Committee, presented the types of training that she will provide to residential staff such as: HRI, Cultural Diversity, Target Populations, and Confidentiality.

Gary mentioned that he and Manuel Jacobs are in the process of setting up orientation for and additional training for providers. Gary thanked Native Angels for providing refreshments. The next is scheduled for September 1, 2004 at 1:30 pm. The meeting was adjourned at 3:00 pm.

Submitted by,

Sheila Beatty  
Program Assistant  
Provider Relations