

**Southeastern Regional MH/DD/SAS  
Provider Community Meeting Minutes  
October 6, 2004**

Providers Present: 60

LME Staff Present: 13

Gary Allen, Contracts Manager called the meeting to order at 1:30 pm. He asked that all in attendance introduce themselves. Gary informed the members that as of October 1, 2004 all billing must be done electronically. The Reimbursement Division will no longer accept paper invoices. He asked that all providers refer to their Provider Manuals as to how to submit bills electronically. Jackson Family Home said that the submission e-mail was not correct. Gary said that he would check on this. All physical location forms must be returned to the LME because this will also hold up the billing process.

Mac Legerton from NAMI spoke about the affiliation that has started in Robeson County. Monthly meetings will be held the first Thursday of the month at 6:30 pm at the Center for Community Action. Support groups will be developed at the meeting scheduled for October 7, 2004. Students from UNCP will be partnering in a buddy system with young adults who are mentally ill. Mr. Legerton asked that providers empower their consumers to attend these group meetings. A candlelight vigil will be held towards the end of the month at Biggs Park Mall. Providers may e-mail Mr. Legerton at [CCA@Carolina.net](mailto:CCA@Carolina.net) to obtain the activities of the NAMI chapter.

Julie Sinclair went over the Crisis Survey form that was mailed to providers on September 10, 2004. Ms. Sinclair said that only 20 forms have been returned. She said that it is very important that this survey be returned. She said that there are plans to develop a mobile unit for the transporting of clients. This unit will be designed to travel to the providers to provide crisis services to consumers. She also informed the providers that the crisis line should not be used to report medication errors in the middle of the night. These errors can be reported the next business day. Only medications prescribed the LME's doctors can be discussed with the doctors.

Manuel Jacobs, Quality Assurance Specialist went over provider orientation. He informed providers that it will be required that anyone applying to contract for services or adding services to their contract attend orientation before a contract or addendum is issued. This orientation will be provided every 2nd Tuesday of the month beginning November 9, 2004 in the auditorium.

Laura Smith-Allen, LMHC Unit Coordinator informed providers of outpatient services for children about a workshop that will be held on October 15, 2004 from 9:00 am - 4:30

pm at SRAHEC in Fayetteville. The topic of the workshop is Children in Trauma Impact and Treatment.

Dildra Jessup, Quality Assurance Specialist discussed the requirements for Critical Incident and Death Reporting Form and Restrictive Intervention Form that went into effect October 1, 2004. The new Critical Incident and Death Reporting form replaces the old form. She informed the providers that the form is available on the DHHS web site, however as of this time there are no instructions or guidelines but they should be available in a few weeks. The Restrictive Intervention form must be used with Level II and Level III incidents that require restrictive interventions and attach to the revised Critical Incident and Death Reporting Form and submitted to the LME. Dildra went over the different incident levels with the providers. She also informed the providers that the major concerns that the review team is finding is that the investigation section is not being completed by supervisors and that the forms are not being completed.

Dr. Randall Purdy, Medical Services Director addressed the group on the importance of keeping consumer's doctor appointments. It is not acceptable for clients to run out of their medications. He said that the therapeutic alliance is very important and that the LME is committed to giving our clients the best service available.

Jeanette Jordan-Hufham, Service Division Director addressed the group on the Evidenced Based Treatment Practice Module and how that relate to the provision of community based and residential services. Jeanette said that the Services Management Division will monitor the under and over utilization of services. The concern that the LME has is the billing of \$17 million dollars worth of CBS. Our CBS program is the highest billing CBS program in the state for these services and this has to change. She asked the providers to partner with the LME as they try to provide quality care to the consumers. Any CBS over 40 hours will be monitored. She also mentioned that before services are provided to make sure you have an authorization and service order in your hands.

Caroline Staton, Provider Relations Director addressed the group on the possible spin off of the LME. She informed the group that the Area Board is looking at this idea. It does not mean that this spin off will be to any individual. It does mean that they could spin off services to another private set-up under 501-3C (private not for profit organization). It also means that they could establish a RFP. The board of directors has put a hold on the divesting of services for now. They will be reviewing options that are available.

Next stakeholders meeting will be held October 21, 2004 at the area office. Gary thanked Assisted Care for providing refreshments. The next meeting is scheduled for November 3, 2003 at 1:30 pm.

The meeting was adjourned at 2:45 pm.

Submitted by,  
Sheila Beatty, Program Assistant