

**Southeastern Regional MH/DD/SAS
Provider Community Meeting Minutes
December 1, 2004**

Providers Present: 43

LME Staff Present: 16

Gary Allen, Contracts Manager called the meeting to order at 1:30 pm. He asked that all in attendance introduce themselves. Gary announced that the Provider Fair is scheduled for February 22, 2005 (flyers available) and there are only about 90 spaces available so providers will need to get their registrations in early. The deadline for registrations will be January 21, 2005. Pepper O'Bryant announced that there is a Planning Committee for the Provider Fair and that they are looking for provider participation to help with organizing this event. There will be a Provider Fair meeting on Tuesday, December 7, 2005 @ 9:30 am at Columbus Center DD conference room. Pepper said that anyone needing directions to the Columbus Center should call 910-642-6585. Caroline Staton said that this fair would allow providers to market their business. She also indicated that next year the fair would be organized completely by providers. Gary said that this year the LME is not asking for donations for food. This will be covered through their registration fees, however providers are asked to provide a door prize.

Gary announced that there has been very few Provider Profile Forms returned. This form will be entered into our database so that a consumer/guardian can have access to this information when choosing a provider. This form must be completed electronically. This form will be used beginning January 1, 2005. All profile forms must be requested through Sheila Beatty at sbeatty@srmhc.org and she will in turn e-mail the form to you.

Jennifer Dunham from the Service Management Division went over Evidence Based Practices. The State plan requires that we provide Evidence Based Practices to our consumers. She said that the Service Management Division is looking at authorizations to make sure that best practice services are utilized and that the services provided are person centered. The Division and the Jordan Institute will provide training after the beginning of the year to make sure providers are trained in Evidence Based Practices. Jennifer said that information about this training should be available online in the near future. The State plan has a lot of information in reference to Evidence Based Practices. This information can also be accessed on the Division's web site.

Frieda Green from Access Division gave the providers an overview of the Screening/Triage/Referral process relative to the state plan. It was designated to perform as a uniform portal for entry and exit to all consumers into the mental health system utilizing the core functions of the screening/triage/referral process. Screenings can be done by telephone or face to face. We have established a toll free telephone number 800-672-8255. This number was designed so that a consumer can be in any county and their

call will be routed to the appropriate center. Hearing impaired consumers that have access to their own TTY may dial direct 866-315-7368. Face to face screenings can be completed in each county of Bladen, Columbus, Robeson and Scotland during the hours of 8:30 am to 5:00 pm. We have also devised a system where the Hispanic as well as the hearing impaired consumers, when they present in the centers can also be referred to a toll free number that they can have telephonic screenings completed appropriately (877-633-6452). If a consumer presents to a service provider and has not been referred to you by the LME, contact the LME and allow that consumer to receive the screening/triage/referral over the telephone. She also informed providers that payer and client rights information was included in the handout. Information regarding the screening will be forwarded to the provider prior to the consumer's assessment appointment. Referrals are made to providers solely on provider choice. She also said it is very important to have an appointment time available for the consumer at the time of the referral. There was a question from a provider as to when they will be contacted for appointments. Caroline Staton said that the centers should already be doing that. She said that the centers are still doing the assessments because that service has not been contracted out yet. There seems to be an issue with a provider not getting the necessary paperwork to provide therapy. Caroline said that it is a medical records issue and that these problems are being addressed. Caroline also stated that direct enrolled providers who serve children and some adults could do the assessments.

Wanda Green informed the providers that NC TOPS, an assessment tool that has been used for substance abuse services and the COI that has been used for mental health services is getting ready to change. Beginning July 1, 2005 the assessment tool for both mental health and substance abuse services will be the NC TOPPS. The goal is to have the medical staff while interviewing the consumer key the information for the NC TOPPS in via Internet into the state system. The LME is in the process of scheduling training by the division for January 2005, however that has not been confirmed yet. She asked that providers leave their e-mail addresses so that they can be contacted. The training is about 3 _ hours with hands on training via the Internet on how the form is completed. She will need a list of the clinical staff that will be completing this form in order to get a client I.D. and password from the division. NC TOPPS stands for North Carolina Treatment Outcomes and Program Performance System.

Laura Smith-Allen informed the providers that she had the opportunity to order some parent resource materials. This material has been distributed to all four counties and is to be used by families. Laura will have at least one copy of the material at the area office that will be available to be loaned to the providers. The books cover a variety of topics. She said that she is trying to get some workshops scheduled with SRAHEC for the LME and providers and will let them know when this happens.

Gary announced that the next Provider Orientation will be December 14, 2004 in the LME's auditorium from 9:00 am to 4:00 pm and that the initial sessions would be available to everyone. If anyone would like to attend let Manuel or Gary know at the end of the meeting. If there is any comments that the providers would like to address at the monthly meeting, e-mail Caroline Staton or Gary Allen with them.

Gary thanked Melvin Stephens from Stephens Outreach Center for providing refreshments. The next meeting is scheduled for February 2, 2005 at 1:30 pm, 2003 Goodwin Avenue in the auditorium.

The meeting was adjourned at 2:30 pm.

Submitted by,

Sheila Beatty
Program Assistant