

**Southeastern Regional MH/DD/SAS  
Provider Community Meeting Minutes  
February 2, 2005**

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 have been 48 providers who have registered so far. There is room available for about 30 additional providers. Please make sure that everyone is signed up and any information that can be distributed to consumers and families would be appreciated. Gary also announced that there have only been a about a dozen providers who have submitted their profiles. He mentioned that those profiles are used when consumers/guardians are choosing a provider for services. This information is used in our in-house database. The profile can be accessed on the LME's website. Gary also mentioned that within the next several months the LME will be implementing a new MIS system that provider relations will be sending out forms to providers requesting information. The providers would have access to this new system by way of the Internet. Also, mandatory incident training was held November 29<sup>th</sup>, 30<sup>th</sup> and December 1<sup>st</sup> and 84 providers did not participate in this training. This training will be offered again in the near future and will be mandatory. If providers do not show up for this training, it could possibly affect their contracts be reissued. Gary mentioned that the DHHS last week suspended the licensing of Level III homes for children until further notice.

Laura Smith Allen announced that she is working with SRAHEC to bring trauma training to Lumberton for those interested providers. The training will be tentatively offered in May 05. Laura asked how many providers would be interested in this two-day training. The majority of the providers are interested in attending. Laura will share training information dates when they become available.

Wanda Green informed the providers that the NCTOPPS training is scheduled for February 10, 2005. A packet of information regarding NCTOPPS is available on the table as a handout. Wanda went over the NCTOPPS information sheet with the providers. She mentioned that it is the responsibility of the LME to make sure that providers have been trained in completing these forms. Staff from the state will be providing this training along with staff from Quality Management. Barbara McLaurin has been designated the super user for the inputting of the NCTOPPS information for the LME and to answer any questions that may come up. Barbara McLaurin went over some information with providers in order to get ready for the training that is scheduled for February 10<sup>th</sup> from the NCTOPPS Web Submission sheet. Barbara asked that all

providers wanting to take the training sign up after the meeting. She and Wanda will be available to register providers across the hall in Suite B.

Gary announced that the next Provider Orientation would be Tuesday, February 8, 2005 in the LME's auditorium from 9:00 am to 4:00 pm. Those providers interested in orientation should see either Manuel or Gary at the end of the meeting. Gary mentioned that all medical records are the property of the LME and should be returned to the LME after a consumer has been discharged from their programs.

Manuel Jacobs mentioned that a training calendar was available for January through June 2005. He mentioned that not many providers were taking advantage of these trainings and he felt sure that because of this his schedule for training would be cut. He also mentioned that if providers need assistance do not hesitate to call Tammy Oxendine or himself.

Gary announced that Dildra Jessup is the new director of Customer Service as of February 1, 2005.

Dildra Jessup mentioned that the providers are not taking full advantage of the provider meetings. They should feel free to add items of concern to the agenda.

Pepper O'bryant of Assisted Care mentioned that her Provider Fair subcommittee felt that the monthly provider meeting was not as productive as it should be. She went over some the issues that came up at this meeting.

Sheila Beatty informed the providers that they should notify Provider Relations of any change of address information. She also asked that each provider complete a W-9 so that this information can be updated with the Finance Department. Gary mentioned that as of February 1, 2005 Supported Employment will no longer be contracted out due to funding and beginning July 1, 2005 this service will not be contracted out. A letter has gone out to the providers who contracted for that service with respect to this.

Gary thanked Angelo's Care Home and Jackson Family Care Home for providing refreshments. The next meeting is scheduled for March 2, 2005 at 1:30 pm, 2003 Godwin Avenue in the auditorium.

The meeting was adjourned at 2:30 pm.

Submitted by,

Sheila Beatty  
Program Assistant