

**Southeastern Regional MH/DD/SAS
Provider Community Meeting Minutes
October 5, 2005**

Providers Present: 44

LME Staff Present: 16

Gary Allen, Contracts Manager asked that all in attendance introduce themselves. Gary announced that contract addendums for October 1, 2005 through January 31, 2006 would be mailed out to providers within the next week to ten days. Gary also announced that on the back of the agendas were information web links to NCTOPPS online training, Suspension of CAFAS Rating Instrument memorandum, Communication Bulletin #48 – Mobile Crisis Management Transition Guidance, and Medicare Part D Prescription Drug Coverage, September 16, 2005 memorandum. There is also a link to a Division/Northwest AHEC sponsored Community Support/Targeted Case Management Conference and providers should read the Medicaid Guide regarding co-pays.

Gary informed the providers that the LME would be implementing a new web based system as of November 1, 2005. Providers will have to access the system (CareLink) to retrieve service authorizations and submit billing at a latter date. Fred Surgeon, Finance Officer went over the new managed care information system and how that would impact the providers. SRMH/DD/SAS along with several LME's have been working together to make sure that there is a system in place where managed care functions can be performed successfully. SRMH/DD/SAS has been tasked with this to be able to provide utilization management and also integrate directly with providers. One of the benefits of CareLink is that providers will be able to request authorizations through this web based system and track those authorizations. He also mentioned that beginning November 1, 2005 if billing is submitted and there is no valid authorization in the system, the billing will be denied. Another benefit of the system is that the screening forms will be readily available through CareLink. Fred also mentioned that there is a back up system that will be used if there happens to be a glitch in the system beginning November 1, 2005. He also reminded providers not to provide services without valid authorizations. He then went over the three ways billing can get into the system: direct data entry into CareLink, send an 837 file or send the excel worksheet. There will be a cost to the providers to use the system (user license). The estimated cost per user would be between \$200 - \$300 a year. There might be a different cost to providers who still want to submit their billing in excel. Hardware and software would have to be purchased for the conversion of data from the excel spreadsheet to go smoothly.

Gary went over the training dates for CareLink training. The dates for the training is scheduled for October 26 – 28, 2005, 9:00 am, 10:30 am and 1:30 pm each day. Providers should sign up for one time slot only and two people from each provider will be allowed to be trained. This will be hands on training for those dates. Manuel Jacobs

will have the sign up sheet after the meeting. A notice will be sent out via e-mail to providers about this mandatory training. There will be no fee for the training.

There was some discussion as to whether there would be a cost savings to providers who still wanted to submit an excel spreadsheet for billing. Fred said that there is not a cost savings because of the steps involved for the conversion. The easiest and most cost efficient way is to enter data via CareLink.

Julie Sinclair, Crisis Services Division discussed the state's stand on first responders crisis services and that the primary provider is responsible for providing this service 24/7/365. Ms. Sinclair informed providers that the LME is proposing that they become the first responders for providers under contract. A potential draft of a contract for this service is available for providers to review. There will be a sign up sheet for those providers interested in this service. Julie also went over a list of the number of evacuees by city in North Carolina from Hurricanes Katrina and Rita. For providers who are interested in providing services to evacuees in their area, a form must be submitted to the state by the way of Julie Sinclair.

Gerard Jordan of Corpus Christi Residential Services asked how does the LME ensure that families in this area have provider choice without influence from case manager? Ms. Bracey from the STR Division informed the provider that when a consumer called or presented for help, she gave them a list of the contract case managers to choose from and verified the location of the case managers. Ms. Jordan-Huffam said that once the case managers assume responsibility of the consumer she would assume that the case managers would make an assessment of that consumer's needs and make the best referrals possible based on those needs. She also mentioned that case managers do not have to give provider choice. It was also mentioned that most providers have not completed and submitted profiles. Milton Teague and Pepper O'bryant asked that providers bring to the next meeting any brochures of their services so that their case managers can use them when providing choice to consumers. Gary informed the providers that the LME is in the process of posting the entire provider community network list on the web site. This should be completed within the next several days.

Jeanette informed the providers that there were a lot of consumers coming/leaving SRMH/DD/SAS without a home host agreement. If you are going to send a consumer outside of this catchment area you must submit a letter for provision of services. The LME must tract those consumers.

Jeanette also went over some of the new license requirements for substance abuse counselors.

Tommy Puckett from AYM Technology gave a presentation on software to make providers become more efficient in how to conduct their businesses.

Gary asked all providers who would be participating in conducting the annual Consumer Satisfaction Surveys to meet in Suite B after the meeting. Gary thanked AYM Technology for refreshments.

The meeting was adjourned at 3:15 pm. The next meeting is scheduled for Wednesday, November 2 2005 at 1:30 pm.

Submitted by,

Sheila Beatty
Program Assistant