

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

Providers Present: 66

LME Staff Present: 19

Gary Allen, Contracts Manager called the meeting to order. Gary announced that Provider Relations has moved to Suite A and that his new phone number is 910-671-6333 and that the main number is 910-738-5261. The e-mail is still the same and the fax number is 910-738-8320. Gary announced that there have been over 40 applications mailed to providers for endorsement. The LME has so far conditionally endorsed six providers, with seven more in the process of being conditionally endorsed. The LME is he is still encouraging providers to submit their request for endorsement. Gary pointed out that on the back of the agenda were links to communication bulletins on the division's website that providers should read and pay close attention to. Gary also informed the providers that there was copies of a memo from Mike Mosley dated December 2, 2005 in reference to CMS not approving Developmental Therapies as a Medicaid Rehabilitation Option service. Shirley Townsend informed the providers that there is certain information that the providers will have to submit to the LME regarding this 12/02/05 memo. The providers will be notified directly by her department. Gary announced that since there will be no provider meeting in January that contract addendums for CBS will be issued in February 2006.

Gary announced that Laura Smith would be holding a training titled Ethical Considerations in Mental Health Reform on Thursday, December 15, 2005 at the LME. Registration will start at 8:30 am and the workshop will begin promptly at 8:45 am and end at 1:00 pm. There will be a slight fee for the training. Any interested participants should see Sheila Beatty after the meeting.

Heather Jennensen from Dominion Diagnostic gave an overview of the services provided by Dominion. Dominion is a national medical laboratory doing business across the entire United States primarily providing drug screenings for substance abuse providers. Dominion is also a Medicaid, Medicare and Insurance provider for the state of North Carolina.

Jeanette Jordan-Huffam, Service Management Division director reviewed the Service Management Authorization Process Guidelines with providers. These guidelines addressed whom to contact if there are any questions or concerns, initial authorization process, reauthorizations, pending requests for authorizations, changing service providers and changing case managers.

Cheryl Thomas of the Service Management Division went over the formula to calculate units of service with the providers. A copy of a conversion chart was given to the providers.

Wanda Green of the Information Management Division informed the providers to please make sure they turn their NCTOPPS and NCSNAPS in to Paula Mauney. If your agency should need NCSNAPS, contact Paula Mauney. Wanda Green also mentioned that the demographics sheets has been updated and are now available. Wanda asked that the providers call Tammy Powers with a contact to send hospital information to. She also gave the providers an update on the Carelink system. Wanda informed the providers that within the next week they will be able to get a copy of the screening form along with their authorizations and hopefully within the near future send file attachments over CareLink. Wanda asked that all providers who did not attend CareLink training to e-mail Sheila Beatty. There will be another CareLink training in the near future.

Julie Sinclair, Crisis Services updated the providers on the Crisis Unit that is being constructed. The unit will have five adult and five children beds, a non-hospital medical detox bed and a room with three 23-hour observation beds. Julie also asked providers to make sure their consumers were aware of the providers' emergency contact numbers.

Kathy Baker, Planning and Collaboration Division Director went over Medicare Part D and what that mean to consumers. Kathy informed the providers that they should make sure that their consumers choose the best provider based on their needs. Kathy also mentioned that the Good Shepherd Foundation is offering grants to those who qualified. She went over some of the criteria for the grant. She also thanked all providers who participated in the Consumer Satisfaction Survey. She said that this was a big success. Kathy also went over the criteria for providers to access Community Capacity Funds.

Jennifer Dunham, Customer Services Division went over the process for Medicaid Appeals. Jennifer informed providers that the appeals process should be discussed with consumers upon intake. Jennifer also mentioned that Medicaid couldn't be billed for consumers' missed appointments. (Medicaid Special Bulletin, June 1998)

Jerry Kuester, Robeson County NAMI Chapter gave a brief update of what is going on in this chapter. Mr. Kuester said that he hope that providers and consumers would take an active role in this chapter. Beginning in January the chapter will meet on the 4th Thursday of each month at. The meetings will be held at The Center for Community Action at 123 West 4th Street, Lumberton, NC.

Gary announced that in response to case management being added to current contracts the LME has decided that providers must be conditionally endorsed in order for this service to be added. Gary also informed the providers that all information is shared via we blinks that have been printed on the back of the agendas and that some handouts have been provided.

Gary thanked Dominion Diagnostic for providing refreshments. The meeting was adjourned at 3:30 pm. The next meeting is scheduled for Wednesday, February 1, 2006 at 1:30 pm.

Submitted by,

Sheila Beatty
Program Assistant