

**Western Highlands Network  
Communication Bulletin #81**

**Monitoring of Qualified Professional (QP) Service Requirements  
in Community Support Services  
May 5, 2008**

Western Highlands Network will begin monitoring provider billings for level of service compliance as of May 2008. Per Implementation Update #42 issued jointly by the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS) and the Division of Medical Assistance, North Carolina's Local Management Entities (LME) will start monitoring provider billings for community support services to ensure that 25% of the billed service hours are provided by QPs. Monitoring will start for services paid in May 2008. LMEs will notify providers if claims fail to meet the 25% level. **If an endorsed location falls below the 25% level for two consecutive months, the LME will withdraw its endorsement of that provider for community support services at that location.**

Community Support Services must emphasize treatment and rehabilitation, and providers must meet specific qualification levels. DMH/DD/SAS seeks to ensure that consumers receive a base minimum amount of service hours from qualified providers. There are two levels of monitoring:

- Per Consumer – At a minimum, 15% of all billable time for consumer support services must be for service provision within the authorization period. For example, if a service was authorized for 90 days, and within that time 80 hours of services were provided, at least 12 hours must be provided by and billed as QP time.
- Per Provider Location – At a minimum, 25% of all community support services billed and paid for all consumers at a site within any single month should be provided by and billed as QP time.

For more information, please review Implementation Update #42 by following the link provided below:

<http://www.dhhs.state.nc.us/mhddsas/servicedefinitions/servdefupdates/dmadmh42various4-7-08.pdf>