



Western Highlands Network News

March 28, 2008

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- Claim Submission Information
- Uninsured Resource for Buncombe County

Authorization Data

- Concurrent review: 3/25/08
- Initial Authorization: 3/28/08
- Medicaid Registration: 3/28/08
- IPRS Registration: 3/27/08

Upcoming Events

Consumer Run Business Event
May 14, 2008
More information to come at a later date

Upcoming Trainings/Meetings

- 4/3 MH Provider Meeting
1-3pm WHN room 315
- 4/8 Utilization Management Training 1-4pm
WHN room 315
- 4/10 DD Case Responsible Provider Meeting 1:30-3pm
WHN room 315

Stay Informed!

NC Division of Mental Health

www.ncdhhs.gov/mhddsas

NC Division of Medical Assistance

www.dhhs.state.nc.us/dma/home.htm

Value Options

www.valueoptions.com

News Flash!

Billing and Claims

For technical assistance with claim submission and reimbursement please contact the Ms. Marlene Lewis, Claims Appeal Coordinator, at (828) 225-2785 extension 2191, or e-mail billingquestions@westernhighlands.org.

Tom Ladenthin
Director of Claims and Reimbursement

Community & Consumer Happenings

New Resource in Buncombe County for the Uninsured: Please be aware that you can refer patients to Libby Libner, RN for help with obtaining information on where to go to get services if patients lack insurance. Libby is working under a grant from Mission Hospital to help identify people who need primary care, medication and links to services in the medical community. She may be calling Western Highland providers to let case managers know about individuals who need reinforcement and direction about their health care. They are often underserved by only seeing a provider in the ER and not following up in the community. Please call her or have your patient contact her directly: 259-3879, ext 319. She is usually available M-F from 9AM-3PM. Any questions or clarification needed, call!

Contact Us

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www.westernhighlands.org

Corporate Compliance

*To report concerns regarding fraud,
waste, or abuse:*

1-800-826-6762