



# Western Highlands Network News

March 20, 2008

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## Authorization Data

- Concurrent review: 3/18/08
- Initial Authorization: 3/17/08
- Medicaid Registration: 3/20/08
- IPRS Registration: 3/20/08

## Upcoming Trainings/Meetings

- 3/25 Person Centered Planning Training  
1-4pm at WHN room 315
- 3/27 DD Provider Meeting (rescheduled from 3/13)  
1:30-3pm WHN room 315
- 4/3 MH Provider Meeting  
1-3pm WHN room 315

## Stay Informed!

**NC Division of Mental Health**

[www.ncdhhs.gov/mhddsas](http://www.ncdhhs.gov/mhddsas)

**NC Division of Medical Assistance**

[www.dhhs.state.nc.us/dma/home.htm](http://www.dhhs.state.nc.us/dma/home.htm)

**Value Options**

[www.valueoptions.com](http://www.valueoptions.com)

## News Flash!

### The Access Corner

A REMINDER:

Clinicians in WHN's Access Unit are answering the phones directly, giving consumers immediate clinical assistance. However, we continue to get calls to the consumer number from Providers and Agency Staff. Please remember that the Access phone number is only for use by consumers. All other callers should be using 828 -225-2785, or if you are outside of Buncombe County, the toll free number is 800-671-6560. These numbers connect you with all other WHN departments.

Thank you,  
Marsha

## IS/QM News

### NCTOPPs news:

Please remember to use **the LME id number** when entering TOPPs information. If you do not, we do not have any way of identifying which consumers you have entered and you may not receive credit for the entry.

- If you are entering NCTOPPs under a new provider, make sure you have contacted Kathryn Long [kathryn\\_long@ncsu.edu](mailto:kathryn_long@ncsu.edu) at NCSU about a login change so your provider gets credit for the completed forms.  
(Note: former Horizon Recovery staff can no longer enter data under that provider)
- If you cannot enter a TOPPs form because the former provider has not done the transfer/discharge paperwork for your consumer in the TOPPs system, contact Kris Booker at [kristeen@westernhighlands.org](mailto:kristeen@westernhighlands.org) with information about the case- name, id, former provider, current provider, and staff assigned.

## Contact Us

Western Highlands Network

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Phone: 828-225-2785  
Fax: 828-225-2784

[www.westernhighlands.org](http://www.westernhighlands.org)

### Corporate Compliance

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

*1-800-826-6762*

### **National Core Indicators Study:**

Thanks go out to all the providers and staff who participated in the recent pre-survey data gathering for the National Core Indicators Study. Staff from the Center for Development and Learning in Chapel Hill were here March 6 training surveyors for our area. If you have original consents, or completed pre-survey information you have not turned in please get those to Cathy Samford, [marysam@westernhighlands.org](mailto:marysam@westernhighlands.org) as soon as possible.

The data from this study is used by the legislature and federal agencies to make decisions regarding health and service provision needs for this population. For examples of reports and presentations using the NCI data go to the following link: <http://www.hsri.org/nci/> and select either reports or presentations.

### **Critical Incident Reporting:**

We are now being asked to track provider performance on critical incident reporting.

- Forms need to be complete (all sections completed on all three pages),
- legible,
- with signatures
- and turned in on time.

LME staff will contact you when we receive an incomplete or unreadable report.

The Division calls with questions if your reports are not completed correctly. Of particular interest to Division staffers is the information on the third page indicating what led to the event and how your agency is handling the event. Make sure you indicate all those you reported the incident to on the third page, including the LME, DHHS, LEA, DSS, and DFS/DHSR when applicable.