



# Western Highlands Network News

April 11, 2008

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## Authorization Data

- Concurrent review: 4/7/08
- Initial Authorization: 4/7/08
- Medicaid Registration: 4/11/08
- IPRS Registration: 4/10/08

## Upcoming Events

Consumer Run Business Event  
May 14, 2008  
More information to come in next weeks newsletter.

## Upcoming Trainings/Meetings

- 4/17 Claims, Reimbursement and NPI Training 1-3pm WHN room 315
- 4/24 Critical Incident Training 10-12pm WHN room 315
- 4/24 NPI Training 1:00-3pm WHN room 315

## Provider Network News

### NEW NC-TOPPS WEBSITE AND GUIDELINES

DMH Communication Bulletin #89 outlined changes to the NC-TOPPS requirements and website. Please closely review the bulletin for complete information at <http://www.dhhs.state.nc.us/mhddsas/announce/commbulletins/commbulletin89/commbulletin089nctopps-3-17-08.pdf>. Changes include exclusion of certain clients based on services, changes regarding the substance abuse consumer consent question and changes to the process for transferring a consumer between providers. The transfer process includes a requirement for communication with the LME. This process is described below.

The transfer interview has been eliminated. When a client transfers from one case responsible agency to another, both the previous and receiving case responsible providers are to contact the LME to ensure transfer in the NC-TOPPS system. Providers should email Kristeen Booker with Western Highlands at [kristeen@westernhighlands.org](mailto:kristeen@westernhighlands.org) with the client initials and WHN identification number. Western Highlands will change the provider information in the system. The receiving provider does not need to complete a new initial interview. Additionally, receiving provider will then continue with the already established schedule of update interviews for that client.

The bulletin also speaks to data collection and accessibility of information. This should prove helpful with feedback to providers and with the ability of providers to use the information to run reports.

## Billing and Claims

### NPI Implementation Training

Western Highlands will host a special NPI training session April 17th from 1 - 3 p.m., at Western Highlands Network 356 Biltmore

## 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)

## Contact Us

### Western Highlands Network

356 Biltmore Avenue  
Asheville, NC 28801  
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*

Avenue, Asheville, NC 28801, Board Room, please RSVP [sears0511@westernhighlands.org](mailto:sears0511@westernhighlands.org). Agenda consists of Implementation Overview, Registration, DDE, 837P, CMS-1500, Claim Adjudication, WH EOB and 835, and Technical Assistance. This session is beneficial to Western Highland's Network providers to help meet understand and apply the new NPI implementation billing requirements.

## State Funded - Timely Filing Edit

Western Highlands Network has temporarily lifted the 60 day timely filing edit during April, 2008 to accommodate State funded claim reimbursement for dates of service July 1, 2007 through April, 2008. Western Highlands will reinstate the 60 day timely filing limit May 1, 2008.

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## Access and Utilization Management News

1. Even though we are transitioning as much as we can to a paperless system, please always send corrections or requested materials back in with the LON noting the Pend. This process remains in place to assure you get services authorized with a minimum delay.
2. Whenever consumers for whom you are responsible and are Medicaid need any State Funded service, you must make the case ACTIVE in the state system. This means you must send all necessary opening paperwork in, and you must add the State Funded service to your PCP. This will necessitate a revision and new signatures to make the service available to your Medicaid consumers.

Marsha L. Ring, MA  
Manager  
Access and Utilization Management  
Western Highlands Network  
356 Biltmore Avenue  
Asheville NC 28801  
828 258-3511, 2940