



Western Highlands Network News

May 2, 2008

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Authorization Data

- Concurrent review: 4/30/08
- Initial Authorization: 4/29/08
- Medicaid Registration: 5/1/08
- IPRS Registration: 5/1/08

Upcoming Events

- **Consumer Run Business Event**
“Working For Your Future”
10-4pm
May 14, 2008

Upcoming Trainings/Meetings

- 5/8 DD Provider Meeting
1:30-3pm WHN room 315
- DD MEETING IS CANCELLED
- 5/13 PCP Training 1-4pm
WHN room 315
- 5/15 Claims, Reimbursement and NPI Training 1-3pm
WHN room 315

News Flash!

Claims and Reimbursement News

60-Day Edit

Western Highlands temporarily lifted the 60-day timely filing limit edit throughout April to help providers seek reimbursement for previously denied State funded claims (dates of service beginning July 1, 2007) that were corrected but did not meet the 60-day timely filing limit. This is not intended to offer post service delivery service order, registration, or authorization. Western Highlands will resume the 60-day edit on May 1, 2008.

National Provider Identification (NPI) Edits

With the availability to adjudicate claims presented with NPI and the approaching May 23, 2008 NPI implementation, Western Highlands will apply NPI edits to claims submitted after May 14, 2008. Western Highlands encourages providers to begin ASAP to submit claims with NPI to resolve related denials prior to implementation.

837 With NPI Only

Providers must seek approval from Western Highland prior to the acceptance of an 837 with NPI only. Please arrange format, content, and HIPAA compliancy testing with Diane Overman, 225-2785 ext. 2173 or via e-mail diane@westernhighlands.org. Providers must pass testing approval prior to Western Highlands acceptance of the 837 with NPI only.

NPI / Claims and Reimbursement Training

The first hour includes NPI Implementation Overview, Registration, DDE, 837P, CMS-1500, Claim Adjudication, WH EOB and 835, and Technical Assistance. The remaining time includes Current Events, Deficit Reduction Act / False Claims Act, Claim Submissions, Remittance Denial and Resolution training. Sessions are held at 356 Biltmore Avenue, Asheville, NC 28801, Board Room, please RSVP sears0511@westernhighlands.org.

Date	Time
May 15, 2008	1:00 – 3:00
May 29, 2008	1:00 – 3:00
June 19, 2008	1:00 – 3:00
July 17, 2008	1:00 – 3:00

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

Contact Us

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Corporate Compliance

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

1-800-826-6762

Provider Network News

COORDINATION OF CARE TASK FORCE SURVEY OF INFORMATION EXCHANGE BETWEEN HOSPITAL AND OUTPATIENT PROVIDERS

Do you have psychiatric patients who are sometimes hospitalized or do you treat patients in the hospital? We need your opinion!

In an attempt to improve communication regarding patients who have been hospitalized, Dr. Michael Lancaster, Director of the Division of Mental Health/Developmental Disabilities/Substance Abuse Services, has created a Continuity of Care Workgroup to address specific issues. To gather data, they have been asked to survey providers of inpatient psychiatric treatment on information they would like to receive from outpatient providers to best enhance treatment and coordinate care.

They are also doing a parallel survey to ask psychiatrists and other outpatient professionals and providers for the kind of information they would like to receive regarding their patients' hospitalization in order to plan for discharge and follow-up care.

Please take a couple of minutes to complete the survey that is appropriate to you!

(A) Inpatient providers who might accept active patients for hospital treatment from providers who do not do hospital work

Or

(B) Outpatient providers who have individuals admitted to twenty-four hour psychiatric facilities who want to coordinate care in the best interests of their patients.

The link to the survey (or cut and paste the address into your server's address line) is:

http://www.surveymonkey.com/s.aspx?sm=O_2fo9ZGEpAXn77sR6HeJEHw_3d_3d

Community & Consumer Happenings

Consumer and Family Advisory Committee (CFAC) and Western Highlands Network will host a consumer run business conference on May 14th, 2008 in the banquet hall at the Asheville Civic Center. "Working for Your Future" will highlight several speakers such as Social Security Administration, Asheville SCORE, Vocation Specialists, Transportation Representatives, Disability Rights Advocates and Consumers. The conference will be informative as well as inspiring for consumers who are interested in owning/ operating their own businesses. Lunch will be provided and registration is required. Deadline for registration is being extended until May 8th. Please contact Heidi Sears at sear0511@westernhighlands.org for registration forms or more information.

