

Western Highlands Network News

May 9, 2008

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Authorization Data

- Concurrent review:05/07/08
- Initial Authorization:05/07/08
- Medicaid Registration:05/09/08
- IPRS Registration:05/07/08

Upcoming Events

- **Consumer Run Business Event**
“Working For Your Future”
10-4pm
May 14, 2008
- **Mental Health Community Forums**
“Change on the Horizon”

Western Highlands Network presents “Change on the Horizon”, a Community Forum addressing current plans for addressing crisis services, medical support and service needs for Mental Health Consumers in the community. The public will

News Flash!

Monitoring of Qualified Professional (QP) Service Requirements in Community Support Services

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 (DMA), 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 paid 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>

Grand Opening Ceremony for the Crisis Stabilization Unit

A grand opening ceremony for the Crisis Stabilization Unit (CSU) at Neil Dobbins Center has been scheduled for Friday June 6th at 12:00 noon. You are invited to help celebrate the much anticipated opening of the CSU which will be an important addition to our hospital diversion – crisis stabilization continuum of care. Local and state officials have been invited to attend and speak regarding this important addition to crisis services in the eight county Western Highlands area. The street address for the Neil Dobbins CSU is 277 Biltmore Avenue, Asheville. We hope to see you there. See additional information about the Crisis Stabilization Unit below.

have an opportunity to give input and pose questions to the presenters. The forum will take place on the following dates and locations:

For Madison, Mitchell and Yancey Counties:

Thursday, June 30th
6:30-8:00 pm
Burnsville Town Center
6 South Main Street, Burnsville

For Buncombe, Henderson and Transylvania Counties:

Thursday, June 12th
1:30-3:00 pm
Pardee Health Education Center
Blue Ridge Mall, 1800 Four Seasons Blvd., Hendersonville

For Polk and Rutherford Counties:

Thursday, May 29th
11:30-1:00 pm
Steps to Hope
60 Ward Street, Columbus, NC

Upcoming Trainings/Meetings

- 5/13 PCP Training 1-4pm
WHN room 315

THIS TRAINING IS FULL

- 5/15 Claims, Reimbursement and NPI Training 1-3pm
WHN room 315
- 5/20 Records Management Training 1:30-3:30pm
WHN room 315

THIS TRAINING IS FOR MEDICAL RECORDS STAFF

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

Claims and Reimbursement News

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 with Heidi Sears at sear0511@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

Crisis Continuum/Care Coordination Corner

Neil Dobbins Center - Crisis Stabilization Unit Admission Procedure

As most of you know by now, the Neil Dobbins Center - Crisis Stabilization Unit (NDC-CSU) is open and operating. As WHN develops the Crisis Continuum, we will update the admissions procedures to each part of the continuum and eventually have all of the admissions information for all of the Crisis Continuum in one document. We feel it is necessary to get this specific information to you now that NDC-CSU is open.

The Crisis Continuum will be further developed to try and maintain consumers as close to their homes/placement as possible, so their treatment/supports may be maintained.

To better understand the Case Status terms listed below, such as ACTIVE and INACTIVE, the reader may want to review Communication Bulletin #80 *Case Status Determination* at http://www.westernhighlands.org/pr_commbulletins.htm including the tool listed there as well.

ADMISSION PROCEDURE TO NEIL DOBBINS CENTER-CRISIS STABILIZATION UNIT (NDC-CSU)

1. To determine eligibility and appropriateness for NDC-CSU, call Western Highlands Network Access (daytime) or Emergency Service (evenings, weekends or holidays) at: 1-800-951-3792.

Access/Emergency Service Staff will be able to advise the case status as ACTIVE or INACTIVE. This determination will assist in accessing CRE 1st Responder or Mobile Crisis Management, or if necessary and appropriate, admission to the NDC-CSU.

2. For **Buncombe County**: Call NDC-CSU at 828-253-6306 to present clinical information to the nurse for appropriateness of admission and approval for admission. NDC-CSU nurse will staff consumer for admission and then return the call to the referral source to approve/deny admission. The Mission ER (all

