

AMHC Provider Forum
November 4, 2009
Edgewood Board Room
1411 Parkview Drive
Elizabeth City, NC 27909
1:00 – 4:00 p.m.

Bland Baker discussed possible trouble with getting into CMHC and asked providers to see him regarding this at the end of the meeting.

Clinical Home:

- a. Clinical home should respond first before Mobile Crisis.
- b. Make sure Mobile Crisis is only one piece of PCP.
- c. Discussed First Responder policy and looking for Mobile Crisis as a resource in policy and procedure.

Identification of gaps in services in AMHC area:

- a. First goal is to stabilize services.
- b. Will conduct meetings in each county to determine what providers would like to see.
- c. Information is being compiled.
- d. Depends on what County Commissioners want to do.
- e. Needs and Gaps Analysis Report will hopefully be done in January 2010 so decisions can be made.

Juniper/ IT Help

- a. Embarq merged with Century Link causing problems with Juniper.
- b. If still having trouble with Juniper, call IT desk to get another address for log on.
- c. Provider information on website will need to be entered by each provider.
 1. Newly Endorsed Services
 2. Address Changes
- d. Passwords will be given
- e. Database now empty until Providers enter information.

Residential Treatment Level III and IV Transition Update

- a. Residential youth in Level III and IV are moving into the communities and lower level of services.
- b. There are only 4 System of Care representatives in Albemarle.
- c. Contact for each county named.
 1. Paula Johnson - Martin
 2. Lora Vann – Dare, Hyde, Terrell
 3. Sarah Massey – Camden, Currituck, Pasquotank
 4. Tracey Webster – Chowan, Perquimans, Washington
- d. System of Care staff sign discharge plans.

- e. If you invite LME staff to team meeting regarding the discharge plan and they are unable to attend, please provide Psychiatric Assessment, PCP and any notes that will help them get a clear picture.
- f. Reminder that it is crucial that front line staff understand implementation bulletins.
- g. Level III was 222 children and now down to 118.

Community Support Transition Update

- a. 16 Utilization Management and System of Care Staff involved
- b. Will continue working with until all consumers are transferred out.
- c. Reminded that it is not appropriate to hold on to consumer due to waiting for endorsement.

Implementation Update #62

- a. Asked if everyone is receiving MCO Alerts.
- b. Asked if Lead Coordinator Letters were received.
- c. Described Lead Coordinator's role.
- d. Described what FEM Tolls are for and explained that scores determine how often providers are monitored.
- e. Effective October 5th Service Authorization Requests need to be detailed and support medical necessity.
- f. If there is a question regarding meeting medical necessity it will be sent to the Psychiatrist and he can deny the request.
- g. There are 126 ECBH and 1,214 Albemarle CAP clients on the waiting list for services.
- h. Reviewed Update #62
 - 1. Contains vital information on how business is conducted day to day
 - 2. Tripled Endorsement Timeframes
 - 3. Initial POC has been eliminated
 - 4. If denied, 6 month waiting period
 - 5. Piloting clinical interview
 - 6. Described new ECBH Endorsement Process
 - 7. MST and ACT are evidence-based and would not receive clinical review.

Implementation Update #63

- a. CABHA – January 1st cutoff date for Community Support Team, Day Treatment and Intensive In-Home
- b. If already endorsed and not CABHA, have to be affiliated with a CABHA Provider by June 30, 2010
- c. If not affiliated, endorsement is involuntarily withdrawn.
- d. Does not affect DD Services.
- e. #55 – if consumer is not accepted within 60 days of enrollment with DMA (date number is issued) involuntary withdrawal will occur.

Consumer Satisfaction Surveys

- a. Should be getting a call within a day or two
- b. CST and IIH completed by November 30th.
- c. November 19th 10:00-12:00 and 1:30-3:30 clinical home service providers are required to be there.

Announced that the next Provider Forum will be December 7th, 2009 1:00-4:00

Approved by: Bland Baker

Date: January 15, 2010

Recorded by: Stefanie Horton