



East Carolina Behavioral Health

*serving...Beaufort, Bertie, Craven, Gates, Hertford, Jones,
Northampton, Pamlico, & Pitt counties*

ECBH Provider Forum
April 21, 2010
Pitt County Agriculture Center Auditorium
1:00-4:00

Bland Baker:

- a. Reviewed the agenda
- b. Made providers aware of the comfort agreement

Kevin Kilgore: Certificate of Insurance

- a. Representative from Citizens Insurance Agency
- b. Only does Mental Health, SA
- c. Reviewed the Certificate of Insurance and explained requirements
- d. Opened floor for questions—there were none
- e. Providers can contact him with questions under no obligation
- f. Phone number --252-492-4061
- g. Email address: kevin@ncagent.com

Bland Baker: STR/Access Update

- a. Compliant received: letter will be sent to provider agency asking for an internal investigation
- b. It is necessary to go out: however, if all information requested in letter is not in information presented to LME, this may prompt a Triggered Monitoring
- c. This is time sensitive so make sure to respond within time frame
- d. Information is kept to track response time of providers when appointments being requested to make sure that consumer is seen within time guidelines
- e. Involuntary Commitments: "first responder may be required to assist the ER with gathering information concerning consumer
- f. If having a hard time getting consumer in hospital, STR/Access may be used as a resource (this does not mean that STR will do the commitment – only that they may know of other resources to assist until consumer can be admitted to hospital)

Bland Baker: Essential Partner Survey

- a. Survey Monkey – sent out April 16
- b. Provider will be unknown
- c. Make suggestions to LME as to how LME can better support them
- d. Link to survey will be posted in the Provider Alert

Bland Baker / Nancy Cleghorn: Upcoming Training Announcements

- a. Webinar (ECBH will sponsor)—date to be announced in Provider Alerts
 1. PCP process
 2. How to request service authorization
 3. How to document "medical necessity and how to show in authorization request
- b. Day Treatment – Child & Family Team 1(2 day training)
 1. Will be held on May 10th and 11th in Greenville

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2. Will meet the 8 hours required training for the Child and Family Team Systems of Care Training
3. Limited to 25 people
4. Trainings will be posted on the ECBH website

Bland Baker: Targeted Case Management

- a. Must be direct deposit by July 1, 2010
- b. Authorization process will be on annual basis
- c. Day after the consumer's birthday month (if birthday December, authorization Jan-Dec)
- d. If currently doing TCM the process will be different—attestation letter is endorsement

Michelle Lewis: Implementation Update #71

- a. Postings usually occur each Monday of submitting for attestation
- b. Attestation new process must be used after April 15, 2010 for the Medical Director / Clinical Director and QM Director
- c. Medical Director exceptions must be sent to state for approval
- d. CST / IIH given extension by state
- e. 600 plus applications for CABHA
- f. Will be returned when something is incorrect—may not be the only thing wrong with packet
- g. 2 providers are successful through 1st process
- h. Clinical interview process
- i. Questions of mergers / acquisitions—providers should speak with their attorneys concerning this
- j. New revised definitions for IIH / CST must be met July 1, 2010
- k. Rate for CST will be going down
- l. Small providers (375 or less)-MD 8 hrs a week-no direct service-must employ another physician to do direct service.
- m. Please email state if questions for clarification on issues.

Bland Baker: Endorsements

- a. Providers do not have to re-endorsement automatically—this depends on standing of issues and LME are not mandated to do site visits

Debra Kenyear: ECBH Announcements / Updates

- a. Providers must use evidenced based treatment modality not prevention modality
- b. ECBH wants to be a “good partner” with providers
- c. Case Management basic training for providers—DD consumers
- d. Motivational Interview- provider agency is going to be offering this training and will send out information at a later date
- e. Cognitive Behavioral Therapy techniques needed
- f. Forum today was helpful
- g. Feedback is needed from providers to determine what is best way to distribute information to providers

Next meeting will begin the combination of AMHC and ECBH Provider Forums.

Location will be Martin Community College in Williamston on May 17th, 2010 from 1:00-4:00

Adjourn

*Submitted by Becky Smith
Executive Assistant—Provider Operations*

Approved: Bland Baker
Date: 5/25/10