

ECBH Provider Forum  
November 2, 2009  
Pitt Community College  
Greenville, N.C.  
1:00 – 4:00 p.m.

Meeting opened with introductions by ECBH staff

Provider Credentialing: Fonda Gonzales

Fonda reported that credentialing as part of ECBH's URAC application was eliminated in early October so therefore; will not be a requirement.

Juniper/ IT Help

- a. Embarq merged with Century Link which has caused problems with ECBH's website/ the ability to access Juniper.
- b. Providers were encouraged to bear with the LME until this issue is resolved.
- c. If still having trouble with Juniper, call IT desk to get another address for log on.

Residential Transition Update: Nancy Cleghorn

- a. Residential youth in Level III and IV are moving into the communities and lower level of services
- b. Contact for each county named
- c. System of Care staff should sign all discharge plans
- d. All front line staff should understand Implementation bulletins
- e. MST is a service that a lot of providers are now interested in providing however; it was suggested for providers to gain more knowledge prior to seeking endorsement.

Community Support Transition Update: Nancy Cleghorn

- a. 16 Utilization Management and System of Care Staff continue to work with providers around their Community Support spreadsheets.
- b. Reminder to providers to continue to complete spreadsheets and forward the requested information back to the LME twice a month.
- c. Reminder that the transition's completion date is June 2010
- d. The staff will continue working with providers until all consumers are transferred out.

Implementation Update #62- Michelle Lewis

- 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 Tools are for and explained that scores determine how often providers are monitored.
- e. There are 126 ECBH and 1,214 Albemarle CAP clients on the waiting list for services.
- f. 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. Piloting clinical interview – Cindy Ehlers, Assistant LME Director announced that the Clinical Interview portion of the endorsement process is a pilot that ECBH is doing for the Division.
5. Described new ECBH Endorsement Process- application review, desk review, clinical review, and then the on-site review. Each step is contingent upon successful completion.
6. The on-site review which is the last step will occur within 20 business days of completion of the Clinical Interview. This review will determine if there is a physical location and to determine if other aspects of endorsement that are required in core rules are met... such as medical records storage, confidentiality practices, client rights posted in the facility waiting areas, etc.
7. Providers were encouraged to refer to the Core Rules regarding these requirements as well as the specific service definitions.
8. Providers were informed that MST and ACT are evidence-based services and would not require a clinical review.

Implementation Update #63: Michelle Lewis/ Cindy Ehlers

- a. CABHA – January 1<sup>st</sup> 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. Providers were advised to talk to their attorneys when discussing the possibilities of mergers and acquisitions.

Consumer Satisfaction Surveys: Bland Baker

- a. Providers should be getting a call within a day or two
- b. CST and IHH completed by November 30<sup>th</sup>.
- c. November 19<sup>th</sup> 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 November 30, 2009 1:00-4:00

Approved by: Bland Baker

January 21, 2010

Recorded by: Juanita Murphy, Provider Lead Coordinator for Becky Smith