

ECBH ALERT 7-2-10 CRISIS/ACCESS NUMBER- 1-877- 685-2415

TASC APPLICATIONS

East Carolina Behavioral Health is soliciting applications to acquire the services of a qualified applicant to operate the Region 2 Treatment Alternatives to Street Crime (TASC) Regional Coordinating Entity (RCE).

ECBH seeks a **not-for-profit agency currently providing TASC services in North Carolina** to serve as the management linkage between ECBH, DMHDDSAS and the three (3) other TASC RCEs and ensure the delivery of TASC services throughout Region 2. This entity will bring its expertise in the TASC Standard Operating Procedures as well as their demonstrated ability to perform TASC services to the management process. In addition, the entity must demonstrate their ability to collaborate and establish alliances at the local level and be involved in relevant community systems. They must demonstrate the administrative and fiscal expertise needed to successfully manage and monitor TASC services and funding for the region.

For more information, please go to www.ecbhlme.org and click on Community Initiatives.

NC-TOPPS REMINDERS

Superusers – do not approve new users/clinicians for your agency unless they have a corporate email address. Take the time on a regular basis to view the QP list and remove users that are no longer employed with your agency. To complete this task go to the NC-TOPPS Profile Mgmt System under “Remove Users” and follow the prompts.

Superusers/Users - remember to view your agency’s Incomplete NC-TOPPS list and Updates Needed list weekly. Incomplete NC-TOPPS must be confirmed or deleted within 3 days.

NC-TOPPS LME Monthly Call Minutes for June 2010 will be posted shortly on the NC-TOPPS Home Page, please click on “other info” on the NC-TOPPS homepage to view.

ECBH and NC-TOPPS would like to extend an invitation to providers who are interested to dial into the July 19th conference call. The call-in line is limited to 100 callers, those calling in after the limit is met will not be able to participate. Please contact me if you are interested in participating (contact info below).

AMHC/ECBH Merger information went out through our network as an MCO Alert to all AMHC providers and is posted on the website www.ecbhlme.org. NC-TOPPS change requirements and instructions fall under #11 in the merger plan. All AMHC providers are required to read and follow these instructions.

For assistance with NC-TOPPS questions or concerns, please contact Susan Massey at 252-639-7740 or smassey@ecbhlme.org.

IMPLEMENTATION UPDATE # 75

Please see below for link to Implementation Update # 75:

<http://www.ncdhhs.gov/mhddsas/servicedefinitions/servdefupdates/index.htm>

QUARTERLY PROVIDER TRAINING

Providers are invited to attend the third of four quarterly trainings on supporting consumers for Disaster Preparedness using Crisis Planning. The training will be held in Pasquotank County from 10:00-12:00 on July 28th at 1411 Parkview Drive in Elizabeth City. The seating will be limited to 50 people. Please call Kim Rossi at 252-639-7724 or 252-209-1908 to RSVP.

PERSON-CENTERED PLAN REMINDER!!

As a reminder, as outlined in Implementation Update #68, beginning July 1, 2010, the new format **MUST** be used **when the next annual re-write of the PCP is due**.

· For example, if the date on the current PCP is March 12, 2009, the annual rewrite is due by March 12, 2010 and MAY be completed using the new format. The annual rewrite due the next year, March 12, 2011 **MUST be on the new format**.

· If the date on the current PCP is August 10, 2009, the annual rewrite is due by August 10, 2010 and **MUST be on the new format**.

The new PCP format and supporting documents may be found at:
<http://www.ncdhhs.gov/mhddsas/pcp.htm>

The new PCP format includes:

- One Page Profile
- Action Plan
- Crisis Plan
- Signature Page

A revised PCP Instruction Manual is posted along with the new PCP format and Update/Revision pages. In addition, supplemental pages are posted, that include the Person Centered Thinking Tools and Guidelines for use in preparing the One Page Profile and for use by providers to assist in implementation of the PCP.

INCIDENT REPORT REMINDER

4th quarter Provider Quarterly Incident Reports are due to the LME by the 10th of July. Every agency site that is providing treatment services must submit a report whether or not there are any Level I incidents to report. You should submit your completed form QM-11 by email (as an attachment) to nturville@ecbhime.org or by fax to Nonie Turville at 252-332-8457 or 252-209-0896. The report form is attached.

IRIS UPDATE

The IRIS Technical Manual is now available on the website below. This manual is a step by step instruction manual for using IRIS and will assist you in correctly entering an incident into the IRIS system. Please download and share this manual with all provider staff.

<http://www.ncdhhs.gov/mhddsas/statspublications/manualsforms/iris6-4-10dhhsmanual.pdf>

Remember that as of July 1st paper incident reports will no longer be accepted by any LME. All incident reporting must come through the IRIS system. ECBH is will be providing more IRIS training in July. Please watch the Alert for further information.

AUTHORIZATION AND BILLING CHANGES EFFECTIVE JULY 1, 2010 FOR AMHC PROVIDERS

Due to the ten AMHC counties consolidating with ECBH effective July 1, 2010 AMHC providers will no longer be able to access the AMHC system to request authorizations after June 30, 2010. For authorizations with dates of July 1 and forward all providers will access the ECBH system. For billing , AMHC providers will bill all dates of services up to June 30 through the AMHC system where the authorization resides. For dates of service July 1 and forward, the billing will all go through the ECBH system.

1ST LEVEL EDITS FOR CLAIMS PROCESSING-- EFFECTIVE 7-1-10

Effective 7/1/10 ECBH will implement new edits in claims processing at the 1st level of adjudication. These new edits will now deny claims which do not contain all required information for a clean claim at the 1st level adjudication. These claims were previously being approved at our 1st level of adjudication but denying on the state level. ECBH claims processing staff were notifying the provider of these denials to obtain the needed information to correct the claim. ECBH staff would then refile the claim after the corrections were made. These new edits will be the **responsibility on the provider** to submit a clean claim , which results in a more efficient turn around time for payment.

The additional edits that have been added are as follows:

INS - Invalid client ID

TDX - target pop/diagnosis mismatch (diagnosis does not fit target pop)

TPD - target pop does not cover date of service billed
TSV - service does not fit in target pop
TPM - client does not have a target pop at all

It will be the **PROVIDERS RESPONSIBILITY** to check provider folders (**weekly**) to insure all the claims have been approved at the 1st level of adjudication. If you have denials, again, it is the **PROVIDERS RESPONSIBILITY** to correct and re-enter the claims.

REMEMBER, you have a 74 day window (time frame) to get a clean claim entered. (A clean claim is a claim approved at the 1st level of adjudication - one that states 1st level adjudication approved). Submitted claims approved at the 1st level of adjudication to the state for payment by ECBH. See updated claims entry manual for complete instructions.

The claims department will be glad to assist you with any questions. You may call 252-332-4137, choose option 4.

Thank You,
ECBH Claims
Department

HELP DESK TICKET SYSTEM FOR PROVIDERS

IT has developed a help desk ticket system. There will be a link on our website, www.ecbhlme.org, for providers to submit tickets requesting help. The instructions are included in the attachment above titled "Using the Help Ticket System," and will also be posted on our website.

ENTERING TARGET POPS

Entering a new target pop request (no other TPop in system, or only TPop that have already ended before your start date)

Enter Agency Requesting Change

No need to enter anything in Old Target Pop slot

List the Target Pop code in New Target Pop slot

Enter start date of Target Pop

Enter end date of Target Pop:

If adult, add 10 years to start date UNLESS

- 1) AMCS, ADSC or ASCS code (only good 14 days at a time, and if ongoing will need new TPop request for each 14-day period)
- 2) AMAO, ASAO or ADAO code (only good for 30 days at a time – This is a screening/outreach code and is only for an initial visit. If client is receiving ongoing treatment, he/she should be in a regular TPop.)

If child, end date is day before 18th birthday UNLESS

- 1) CMCS, CDCS or CSCS code (only good 14 days at a time, and if ongoing will need new TPop request for each 14-day period)
- 2) CMAO, CDAO, CSAO code (only good for 30 days at a time – This is a screening/outreach code and is only for an initial visit. If client is receiving ongoing treatment, he/she should be in a regular TPop.)
- 3) CMECD code (this is only good from date of third birthday until the day before 6th birthday)

Enter name of Contact Person (person to be called if there is a problem with the request)

Enter Agency Phone Number (LME cannot contact you about any problem or question regarding the TPop request without this)

Entering a Change Target Pop request, without changing a previous TPop

To change a start date and/or end date of an existing TPop:

Enter Agency Requesting Change

No need to enter anything in Old Target Pop slot

List the Target Pop code in New Target Pop slot

Enter new start date of Target Pop (if only changing the end date, this will be the same as original entry)

Enter new end date of Target Pop (if only changing the start date, this will be the same as original entry)

Enter name of Contact Person (person to be called if there is a problem with the request)

Enter Agency Phone Number (LME cannot contact you about any problem or question regarding the TPop request without this)

Entering a Change Target Pop request, with resulting change or deletion of a current or previous Target Pop

If your request will require a change in the end date of current or previous TPop, or require the deletion of a current or previous TPop:

Enter Agency Requesting Change

Enter TPop code to be changed or deleted in Old Target Pop slot

List the new Target Pop code in New Target Pop slot

Enter start date of new Target Pop

NOTE: Do not use a start-date prior to date of YOUR agency's first service, as this would interfere with another agency's billing.

Enter end date of new Target Pop

Enter name of Contact Person (person to be called if there is a problem with the request)

Enter Agency Phone Number (LME cannot contact you about any problem or question regarding the TPop request without this)

NOTE: A TPop which must be ended early to allow the new TPop, will automatically be ended one day before the New Start Date. If a previous TPop falls entirely within the dates of the new request, the old TPop will be deleted.

Exercise caution when changing/deleting an existing Target Pop. Check the Updates Service Array on the right-hand side at: <http://www.dhhs.state.nc.us/mhddsas/iprsmenu/index.htm> to see if services you bill are payable under the existing TPop. If so, do NOT request to change/delete the existing TPop, as this could cause payment problems for another provider.

If you have questions regarding Target Pops, please contact:

Bonnie D Harrison

Target Pop Specialist

East Carolina Behavioral Health (ECBH)

bharrison@ecbhime.org

Phone: 252-332-7453