



East Carolina Behavioral Health

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

ECBH ALERT 6-11-10 CRISIS/ACCESS NUMBER- **1-877-685-2415**

SPECIAL IMPLEMENTATION UPDATE # 74

Please see below for link to Special Implementation Update # 74:

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

MEDICAID FRAUD INITIATIVE

Attached please find a memorandum from Secretary Cansler, a press release and a poster regarding Medicaid fraud and abuse. As we know all too well in our world, Medicaid fraud and abuse costs millions of dollars and can result in needed services becoming unavailable to recipients. Especially in the current economic environment, we simply cannot afford to have precious resources used inappropriately.

Please print the poster and display it prominently in locations in your offices where it can be seen by LME staff, providers and, possibly, consumers. ECBH is asking all providers to **prominently** display this poster in your offices. See the 3 attachments above.

Thanks for your help with this important initiative

SUPERVISION TRAINING SPONSORED BY DEPARTMENT OF COUNSELING AND EDUCATIONAL DEVELOPMENT AT UNCG

Challenges in the Clinical Supervision of Substance Abuse Counselors (6/25/10 from 9a-1p at UNCG)

will allow participants to examine and learn about issues specific to clinical supervision with substance abuse counselors and strategies to address these in a constructive and collaborative manner. Didactic and group exercises will facilitate this process and participants will develop a supervision plan for a substance abuse counselor or seeking supervision. [Instructor: Dr. Joe Jordan]

Joseph Jordan, PhD, LPC, LCAS, CCS, MAC, NCC is the current Clinical Director of the North Carolina Physicians Health Program (NCPHP). In this position he evaluates and monitors impaired physicians and physician assistants for the state of North Carolina. Prior to joining NCPHP, Dr. Jordan served as Ethics Officer and Director of Special Projects for The National Board for Certified Counselors. Dr. Jordan has over 20 years experience as a substance abuse counselor working in a variety of settings and has also been an instructor for Masters level University courses in substance abuse counseling. He has previously served on the North Carolina Substance Abuse Professional Practice Board, the state occupational licensing board for substance abuse counselors, and is currently serving on the Governor's Practice Improvement Collaborative for Substance Abuse Services in the state of NC. He is licensed as a Clinical Addictions Specialist and Professional Counselor, as well as certified as a Clinical Supervisor.

Due to support from the Dean of the School, cost is **only \$40 per participant** and includes NBCC certification for contact hours. Please contact the Nicholas Vacc Counseling and Consulting Clinic at 334-5112 or CEDclinic@uncg.edu for registration information and directions.

POWER-POINTS NOW AVAILABLE!!

The Power Points from the May 19th Spring Training are now available on our website at www.ecbhlme.org . They are under Provider Agencies- Training. This is a great opportunity to obtain some valuable information if you were unable to attend the training, or to brush-up on what you learned at the training.

CHILD AND FAMILY TEAM TRAINING

ECBH will be offering training on CFTs on 6-29-10 in Elizabeth City. For more information and to register, please see attachment above entitled "CFT Registration".

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 of 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 that 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 that is 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

MOTIVATIONAL INTERVIEWING TRAINING OPPORTUNITY

P.R.E.P. Staff Development

Professional Resources Empowering Professionals

And



Personalized Therapy
INCORPORATED

**Motivational Interviewing
MI Advanced
MIA Step**

Introductory Motivational Interviewing: July 8th and 9th conducted by Dr. Paul Toriello RhD, CRC, LCAS, CCS; and August 5th and 6th conducted by Leigh Atherton MA, LPC, LCAS, CSI

MI Advanced: August 12th and 13th conducted by Dr. Paul Toriello and August 19th and 20th conducted by Leigh Atherton

MIA Step: August 26th and 27th conducted by Dr. Paul Toriello.

All classes held at Sheppard Memorial Library**, 530 Evans Street, Greenville from 9:30-5:30 in Conference Room A

Pre-Registration only, until full. Please call 252-353-4968 for more information or to register.

This is filling up quickly, please register today!

Will break for lunch on your own.

Additional Dates and Locations in the Triangle Area coming soon.

**The classes are not affiliated with Sheppard Memorial Library.

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.

NC-TOPPS REMINDERS

Superusers – please do not approve new users/clinicians for your agency unless they have a corporate email address.

Superusers/Users - remember to view your agency's Incomplete NC-TOPPS list and Updates Needed list often.

For assistance with NC-TOPPS questions or concerns, please contact Susan Massey at 252-633-7740 or smassey@ecbhlme.org.

ENTERING TARGET POPS

Entering a new target pop request (no other TPop in system, or only TPOps 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, CDSC 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@ecbhlme.org

Phone: 252-332-7453
