



East Carolina Behavioral Health

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

ECBH ALERT 6-4-10 CRISIS/ACCESS NUMBER- 1-877-685-2415

SPECIAL IMPLEMENTATION UPDATE # 73

Please see below for link to Special Implementation Update # 73:

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

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".

TRAINING OPPORTUNITY

ECBH-LME is proud to announce training by Maggie Yaakov, MS, LPC, LMFT, ACS
**An Introduction to Sexual Abuse for Child Welfare, Foster Parents and
Clinicians
Victims & Offenders**



Friday June 11, 2010 1:30-4:30 p.m.
Craven Community College
800 College Court AMC 102
New Bern, NC 28563

Target audience: Therapeutic Foster Parents, Provider Agencies, Depts. of Social Services, foster parents, Depts. of Juvenile Justice, sex offender treatment providers, and Level II Residential Providers. Please contact Hope Eley at: heley@ecbhme.org or fax to 252-332-8457 to register for the training. Registration deadline is June 09, 2010.

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 to correct

the claim. ECBH staff would then refile the claim after the corrections were made. These new edits will **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 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.

CMHC/ JUNIPER TRAINING

CMHC/Juniper Training will be held on **June 9, 2010** from **9:30 am to 4:00pm**

Location: Martin Community College Auditorium, Building #2

1161 Kehukee Park Road.

Williamston, NC 27892

Effective 7/1/10, East Carolina Behavioral Health and Albemarle Mental Health will

officially merge. Because of this merger, several changes will occur within CMHC concerning client data as it relates to AMHC consumers.

It is imperative for providers who serve AMHC consumers attend this training to understand the impact this merger has on consumer record numbers, consumer data, all communications/electronic transfers (client security in CMHC, authorizations, payments, Value Options, NC-TOPPS, NC-SNAP, Medicaid, AMHC Benefit Plans, payments etc.) You will receive detailed information on how this merger will affect your billing processes.

Training will also cover CMHC/Juniper users in ECBH and Albemarle area. It is important for Program Directors, Supervisors, Case Managers, front Line Staff to include Claims processing members to attend. You will learn about ECBH LME computer program used by the provider community. It will cover all areas of CMHC/Juniper, Consumer Enrollment, CDW Reporting, Requesting State- Funded Service Authorizations and Claims Submission.

BRING WITH YOU a copy of the following two manuals to use in class, which are available at www.ecbhlme.org Go to Service Providers Section; Provider Documents; CMHC Information for Providers:

- CMHC Claims Entry Manual
- CMHC/Juniper General User Manual

- **Do not bring food or drinks into the Auditorium!**
- Do not congregate in the hallways to avoid disturbing others who work in the area.
- Make other arrangements for childcare.

Registration is not required!

If you have questions or need more information please contact Becky Smith, Provider Operations at bsmith@ecbhlme.org or 252-636-1510.

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, 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

FREE TRAINING—SEE BELOW

A Documenting Disabilities Training for Medical Providers is scheduled for June 23, 2010 in Greenville NC. This **free** training is jointly sponsored by Vanderbilt School of Medicine and the National Health Care for the Homeless Council in conjunction with 10-Year Plan to End Chronic Homelessness in Pitt County & Pitt County Memorial Hospital.

This training offers a special opportunity for clinicians to learn how they can effectively document disabilities in order to expedite Federal benefits for individuals who are entitled to Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI). Participants will also learn why it is especially important for clinicians to support homeless individuals' disability claims, and how to relate to others involved in the process.

The training is specifically designed for physicians, psychologists, and others who are authorized by the Social Security Administration to provide medical evidence of impairment in support of SSI/SSDI applications. Other medical providers (nurse practitioners, physician assistants, clinical nurse specialists, nurses) who assist with documentation of medical impairments are also encouraged to attend. Continuing education credit is provided through the Vanderbilt School of Medicine Division of Continuing Medical Education, NASW, and an affiliate of the American Nurses Association.

Space is limited and registration is required. Information about the training, location, and how to register are included in the attached flyer or you can contact Paulette White at 252.902-3282 or pdwhite@pittcountync.gov. See attachment above for more information.
