



All Provider Meeting

March 13, 2024

1:00 pm

AGENDA

WELCOME AND INTRODUCTIONS – Lynn Widener

Please submit any questions during the webinar in the chat. Q&A will take place at the end of each section.

- **Working with Court Involved Members** - Eric Johnson
- **Community Inclusion Planning Meetings** - Tiffany Brown and Warren Gibbs
- **Jiva Provider Portal Transition** - Meredith Therrien
- **Program Integrity** - Matt Ruppel
- **State Funded Service Waitlists** - Cristina Phillips
- **Provider Updates** - Lynn Widener
 - **Direct Service Worker Agreements**
 - **Updating Email Contacts**
 - **New APAC Format**

CLOSING REMARKS / ADJOURNMENT



Working with Court Involved Youth and Adults

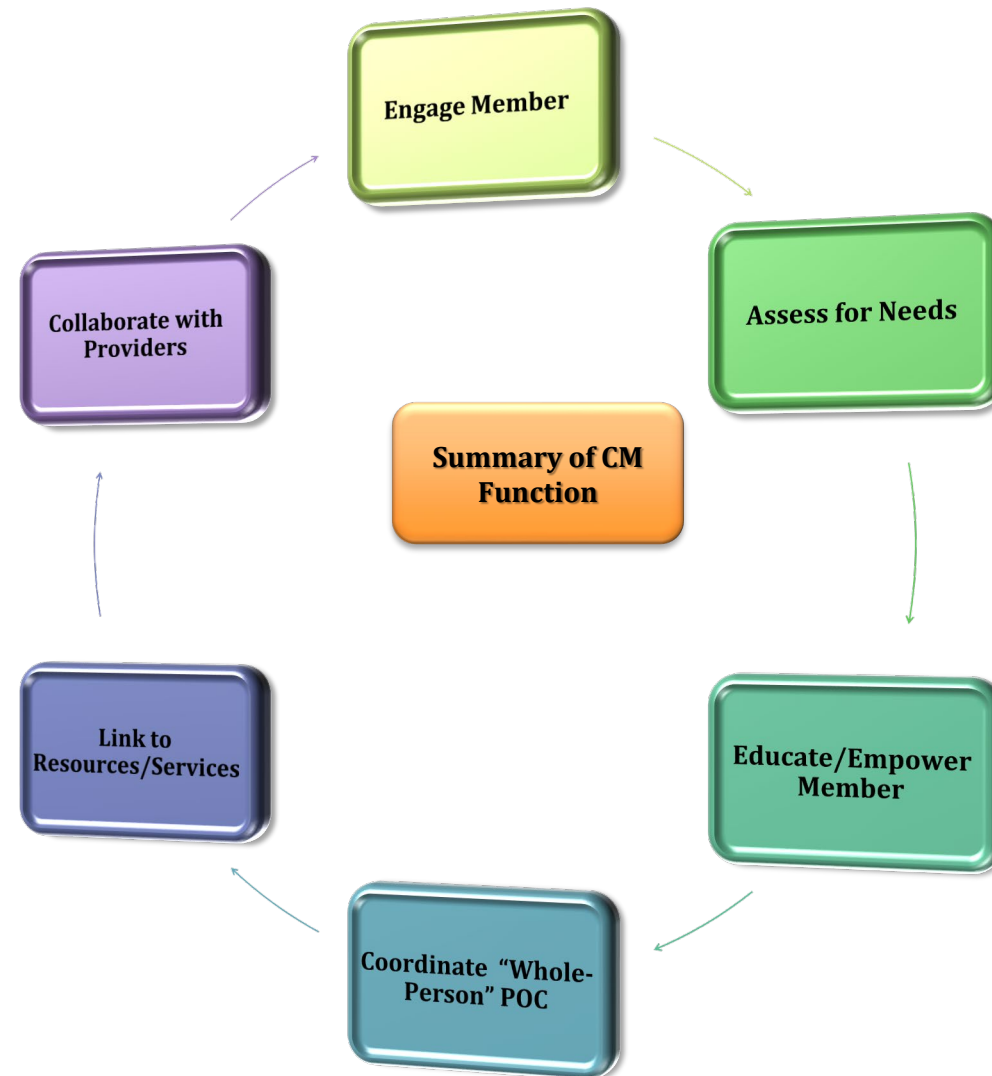
Eric Johnson

Special Populations Manager; Community Health & Well Being

Disclaimer

Please note that all the dates, timelines and information shared in these slides are current as of today 03/13/2024, and are subject to change.

Your Role as Care Manager is *important!*



Why do Care Managers (CMs) need to know this?

- CMs will have members on their panel that are active with the Juvenile Justice or Criminal Justice systems.
- Courts may require CMs to report to the court and collaborate with court staff to get the needs of the member met.
- CMs may be contacted by court counselors or other court/probation/police for information and referral support.
- Members may lose/gain eligibility due to incarceration or release and CMs need to know how to proceed.

What is Juvenile Court?

It is the court system that handles complaints against children who are alleged to be delinquent or undisciplined.



Delinquent Act

When children engage in conduct that would be considered a crime if committed by an adult, the behavior is referred to as a

“delinquent act”

Examples: theft, property damage, physical aggression, selling drugs, burglary, robbery, and vandalism



Undisciplined

When children engage in conduct that is inappropriate for minors but does not amount to a crime, such as running away from home or skipping school, they are considered

“undisciplined”



Juvenile Courts

- Juvenile courts can adjudicate children as being delinquent or undisciplined and impose consequences that seek to rehabilitate rather than punish them. Juveniles can also be placed on a diversion contract which can include follow up on an assessment and treatment services.
- The proceedings are intended to be more informal and protective than a criminal trial
- An adjudication that a juvenile is delinquent or undisciplined is not a public record and may not be disclosed to the public without a court order

Working with Court Involved Youth

Communication is KEY to member success!

Identifying members involved with the Department Juvenile Justice or the Criminal System is very important!

Working with Court Involved Youth

During Intake process:

- ❑ Ask if the youth or Legally Responsible Person (LRP) has DJJ or Court Involvement or an assigned Court Counselor
 - If so, obtain consent (ROI) from child and parent to contact and include the Court Counselor as part of the Care Team
 - Send an email introducing Care Manager to DJJ Court Counselor and invite them to the next Team Meeting, make sure to include the attached completed ROI

DJJ Requirements

Guided by NC Senate Bill 207

- ☐ Court- ordered ***Comprehensive Clinical Assessments*** (CCA)
- ☐ ***90-day addendum*** due for all court proceedings
- ☐ Schedule ***Care Review***
 - ☐ If youth qualify for Youth Detention Center (YDC) or Psychiatric Residential Treatment Facility (PRFT) is recommended

DJJ & Coordination of Services

Select Providers- Listed on next slide

- ☐ Single Assessor Agency – will complete court ordered ***Comprehensive Clinical Assessments*** (CCA)
- ☐ Evidenced based treatment to be recommended if clinically appropriate (i.e. MST, FCT, FFT)
- ☐ Monthly progress updates from provider agency

Alliance Court Liaisons

- Attend court and provide technical assistance to DJJ, court personnel, and provider agencies
- Participate in DJJ Care Reviews
- Work with youth in detention
- Participate in Child & Family Team meetings
- Ensure that youth and family are getting the services and supports they need

Resources for Court Involved Youth

- **Wake County: Juvenile Court Counselor's Office** – 919-715-3333
- **Orange County: Youth Deflection Program (YDP):**
 - Tami Pfeifer tpfeifer@orangecountync.gov 919-698-9130
- **Alliance Health Juvenile Court Liaisons:**
 - Wake: Stephanie Pollard (919-302-0274) spollard@alliancehealthplan.org
 - Durham: Karen Shaw (984-278-8545) kshaw@alliancehealthplan.org
 - Orange: Rachel Donovan (984-247-0647) rdonovan@alliancehealthplan.org
 - Cumberland: Antonio Gardner (984-312-4077) agardner@alliancehealthplan.org
 - Mecklenburg: Randy Jones (704-390-5428) fjones@alliancehealthplan.org

Working with Court Involved **ADULTS**

Working with Court Involved ADULTS

Outreach and Engagement:

Anyone can check the public court records portal to obtain information about an individual's

- Court Dates and Court Room
- Type of pending charges
- Assigned Attorney (if applicable)
- If the individual is in custody and how much the bond is (if applicable)
- Arrest photo and arrest location (if applicable)

Incarcerated members *may lose Medicaid Benefits while incarcerated*

- *Make sure you confirm active benefits every month before working with member.*

Working with Court Involved ADULTS

Conducting Assessments:

- Face to Face (In Person) visits are allowed
 - Visit during visitation hours (Not a private setting)
 - Contact the detention center for specific dates, times, and requirements.
- The Detention Centers do not share results of their medical assessments with court stakeholders
- If the CM wants to share any additional information about the member's diagnosis with Attorney, Judge or DA, you must obtain appropriate consents and contact the member's attorney directly. (Public Defender's Office or Private Attorney)
- Anyone can attend court settings as they are open to the public

Resources for Court Involved ADULTS

Alliance Health ADULT Court Liaisons:

- Wake: **Dedrick Battle** Dbattle@alliancehealthplan.org **Phone:** 984-302-1960
- Orange: **Rachel Donovan** rdonovan@alliancehealthplan.org **Phone:** 984-247-0647
- Mecklenburg: **DaShawn Holmes** dholmes@alliancehealthplan.org **Phone:** 980-867-2424

Resources for Court Involved Adults **Wake Co.**

- Arrest record information/Photo: <https://dwslivescan.co.wake.nc.us/mug/Disclaimer.aspx>
- Wake Detention Center information/Bond: <http://p2c.wakeso.net/jailinmates.aspx>
- Detainment County Locator: <https://vinelink.vineapps.com/search/NC/Person>
- Probation/Prison Information: <https://webapps.doc.state.nc.us/opi/offendersearch.do?method=view>
- Court record/Attorney information: <https://portal-nc.tylertech.cloud/Portal/>

There are court stakeholders who may be able to offer additional information and/or context of the individuals court involvement.

- Fellowship Health Resources, 919-573-6542
- **Vanessa Phillips** (Alliance Health, Jail Liaison) vphillips@alliancehealthplan.org 984-302-1944

Resources for Court Involved Adults **Orange Co.**

- **Criminal Justice Resource Department (CJRD):** <https://orangecountync.gov/432/Criminal-Justice-Resource-Department>
 - Director Caitlin Fenhagen- cfenhagen@orangecountync.gov 919-245-2303
- **Programs CJRD offers**
- **Pretrial Services** Ted Dorsi- tdorsi@orangecountync.gov 919-245.2970
- **Recovery Court or Family Treatment Court**
 - Shane Ohare- sohare@orangecountync.gov 919-886-8855
 - Shana Harper sharper@orangecountync.gov 919-438-2908
- **The Orange County Adult Pre-Arrest Diversion** program (OC-PAD)
 - Desmond Frierson dfrierson@orangecountync.gov 919-245-2312
- **Lantern Project Diversion:** Megan Pickard cpickard@orangecountync.gov 336-264-9084
- **Mental Health Diversion Program:** Ashley Machado amachado@orangecountync.gov 919-268-5468
- **Street Outreach, Harm Reduction and Deflection Program (SOHRAD):**
 - Tiffany Hall tihall@orangecountync.gov 919-748-2625

Resources for Court Involved Adults Mecklenburg Co.

- **Charlotte-Mecklenburg Police Department (CMPD)** - <https://www.charlottenc.gov/cmpd>
- **Mecklenburg County Sheriff's Office:** <https://www.mecksheriff.com/>
 - Mecklenburg Co. Inmate Locator- [MCSO \(mecklenburgcountync.gov\)](https://mcsos.mecklenburgcountync.gov/)
- **Mecklenburg County Courthouse** <https://www.nccourts.gov/locations/mecklenburg-county/mecklenburg-county-courthouse>
- **Mecklenburg Public Defender's Office** (704-686-90): <https://www.ncids.org/county/mecklenburg-county/>
- **Mecklenburg District Attorney's Office** (704-686-0700): <https://charmckda.com/>
- **Legal Aid of North Carolina** (866-219-5262): <https://www.legalaidnc.org/>

Community Advocacy and Support Organizations

- **Charlotte Center for Legal Advocacy** <https://www.charlottelegaladvocacy.org/>
- **Charlotte-Mecklenburg County Reentry Coalition** <https://cjs.mecknc.gov/Services/Re-Entry>
- **Council for Children's Rights** <https://www.cfcrights.org/>

Resources for Court Involved Adults **Durham Co.**

Justice Services Department: <https://www.dconc.gov/county-departments/departments-f-z/justice-services>

- Diversion Programs: 919-560-8292
- Jail Mental Health: 919-560-0999
- Mental Health Court: 919-560-0556
- Pre-Trial Services: 919-560-0512
- Drug Treatment Court: 919-560-0515
- Durham Local Reentry Council: 919-560-7589

Public Defender's Office: 919-808-3023, <https://durhampublicdefender.wordpress.com/>

District Attorney's Office: 919-808-3010, <https://www.ncdistrictattorney.org/district-attorney/prosecutorial-district-16/>

Resources for Court Involved Adults Johnston Co.

District Attorney's Office: 919-209-5520, <https://www.ncdistrictattorney.org/district-attorney/prosecutorial-district-13/>

Johnston County Jail: 919-989-5010; https://www.johnstonnc.com/sheriffs_office/content.cfm?page_desc=jail

Resources for Court Involved Adults **Harnett Co.**

District Attorney's Office & other court personnel: <https://www.harnett.org/clerk/contact-us.asp>

Veterans Treatment Court & Veteran Services: <https://www.harnett.org/veterans/>

Harnett County Detention Center: 910-893-0257; <https://www.harnettsheriff.com/county-jail.asp>

Resources for Court Involved Adults **Cumberland Co.**

Cumberland County District Attorney's Office: 910-475-3010; <https://www.ncdistrictattorney.org/district-attorney/prosecutorial-district-14/>

Cumberland County Public Defender's Office: 910-475-3023; <https://www.ncids.org/counties/cumberland/>

Pretrial Services: <https://www.cumberlandcountync.gov/departments/pretrial-services-group/justice-services/services>

Cumberland County Detention Center: 910-672-5630; <https://ccsonc.org/detention-center/>



For questions, please contact Eric Johnson, ejohnson@alliancehealthplan.org



Community Inclusion Planning Meetings: What to Expect

Tiffany Brown

Warren Gibbs

Community Inclusion Planning Coordinators; Community Health & Wellbeing

Community Inclusion

...providing members with severe mental illness “the opportunity to live in the community, and be valued for one’s uniqueness and abilities, like *everyone else*”

Family Life Gainful Employment Social Connections
Civic Activity Recreational Pursuits Staying Fit



Baron, R.C. (2018). Jump-Starting Community Living and Participation.

What are Community Inclusion Planning Meetings?

- **Tailored** for the member receiving services
- Support the **whole** person
- Provide the **right resources** at the **right time**
- Include a variety of **members** that can **contribute** to the member being able to access resources in his/her home or community setting (including peers)

Purpose of Community Inclusion Planning Meetings

- Identify additional services/supports to support the member with meeting his/her goals
- Develop new resources/combine resources to fill gaps
- Build relationships and provide opportunities for better outcomes
- Put System of Care values and principles into practice
- Address member needs
- Partner and provide support to connect the member with resources and/or community supports
- Peer Support Throughout The Process

How Can I Submit a Referral?

- For Mecklenburg County specific questions contact Tiffany Brown at tibrown@alliancehealthplan.org.
- For counties Cumberland, Wake, Durham, Johnston, Orange, and Harnett, contact Warren Gibbs at wgibbs@alliancehealthplan.org.





JIVA Provider Portal Transition

Meredith Therrien

Provider Network Operations Specialist

Alliance is Updating Our UM Provider Portal!

The **Jiva Provider Portal** will offer much more flexibility, functionality, and usability for providers and staff.

Features include:

- ❖ Integration with Milliman Clinical Guidelines (MCG) to allow for automatic review of designated request types
- ❖ Dashboard to show snapshots of submitted requests and status at a quick glance

Access to Alliance Claims System (ACS) to submit Service Authorization Requests (SARs) will no longer be able to accept SARS after the listed go live dates.

Save the Date

- **May 1st:** The (in-network) Behavioral Health Providers will go live with submitting prior authorization (PA) requests in Jiva Provider Portal
- **July 1st:** Our Tailored Plan (Physical Health) providers will be active to submit prior authorization (PA) requests in Jiva Provider Portal

How Do We Gain Access to the JIVA Provider Portal or Training?

Complete a JIVA Provider Portal Service Agreement: **Each person that needs access to complete Service Authorization Requests (SAR) will need to complete these forms.**

You must submit the signed JIVA Service Agreement by 04-10-2024 in order to have access on 05-01-2024

To access training on the JIVA provider portal and access to the JIVA Service Agreement, **please sign up through Knowledge Point here:**

https://alliancehealthplan.docebosaas.com/learn/course/67/jiva-provider-portal-trainings-april-2024?generated_by=15006&hash=b08b07d6ba23ff73ff12332357f81b38b81fc655

Enter the registration code: newuser





Program Integrity

Matt Ruppel

Sr. Director of Program Integrity; Office of Compliance

Special Investigations Unit

- Responsible for prevention, detection, investigation, and mitigation of abuse and fraud by providers
- Consists of licensed clinicians, certified investigators, Accredited Healthcare Fraud Investigators (AHFI) and Certified Fraud Examiners (CFE)
- Investigations are based on allegations, data analytics, and referrals based on reviews by other departments
- Investigations that yield evidence of fraud are referred to the NC Department of Health and Human Services and may result in a referral to the Medicaid Investigations Division
- Investigations that identify abuse and waste result in action by the Alliance Health Compliance Committee

Claims Audit Unit

- Responsible for routine and targeted claims audits to ensure proper adjudication
- Consists of trained auditors, Certified Professional Coders (CPC), Certified Professional Medical Auditor (CPMA) and a Registered Nurse
- Medical records reviews include coding and coordination of benefits audits
- Findings may result in claims reprocessing to correct errors

Fraud and Abuse Laws

- False Claims Act [31 U.S.C. § 3729-3733] and [18 U.S.C. § 287]
- Anti-Kickback Statute [42 U.S.C. § 1320a-7b(b)]
- Physician Self-Referral Law [42 U.S.C. § 1395nn]
- Exclusion Statute [42 U.S.C. § 1320a-7]
- Civil Monetary Penalties Law [42 U.S.C. § 1320a-7a]

How to Report Suspected Fraud, Waste, and Abuse

- Alliance Health Hotline
 - 855-727-6721
- Matt Ruppel, Senior Director of Program Integrity
 - 919-651-8483
 - MRuppel@AllianceHealthPlan.org
- Tanya Held, Special Investigations Supervisor
 - 919-651-8752
 - THeld@AllianceHealthPlan.org
- Alliance Health Office of Compliance and Risk Management
 - Compliance@AllianceHealthPlan.org





State Funded Service Waitlists

Cristina Phillips

Provider Network Development Supervisor

STATE FUNDED WAITLIST

Per DHHS request, effective February 2024, Alliance began to capture metrics of members being placed on Provider's State Funded Service waitlists.

Reports should be submitted Monthly and are due on the 15th of each month to the following mailbox: callcenter@alliancehealthplan.org

In late January, providers impacted were sent a reporting template.

STATE FUNDED WAITLIST

In early February 2024, Alliance posted information in [Alliance Health Provider News](#) and offered a Provider Education Session

The provider education session was recorded and placed [HERE](#).

The PPT that accompanied the provider education session can be found [HERE](#)

Several questions were asked during the February Provider Information Session.

Alliance has posted a Q&A Document [HERE](#) to assist with answering questions from the 2.8.2024 Provider education session.

STATE FUNDED WAITLIST

Questions- Please e-mail
callcenter@alliancehealthplan.org





Provider Updates

Lynn Widener

Director of Provider Network Operations

Direct Care Worker (DCW) Attestation

- Consistent with the 2023 Appropriations Act, Session Law 2023-134, NC Medicaid has established standard documents that LME/MCOs can use as part of a process to enable eligible Medicaid providers to meet legislative requirements for participation in the Innovations Waiver Services provider rate increase. This provider rate increase is intended to fund Innovations Waiver Service Direct Care Worker (DCW) wage increases.
- As outlined in Section 9E.15 of the Session Law, to obtain the rate increase, an authorized user for each eligible Innovations Waiver Service provider must complete and submit to their Local Management Entity/Managed Care Organization (LME/MCO) an Innovations DCW Wage Increase [Attestation and Acknowledgment Form](#).
- At the end of State Fiscal Year (SFY) 2024, the provider will also be required to document to the LME/MCO, using a second standard form supplied by NC Medicaid, that they have complied with the legislative requirements regarding use of the funds provided by the rate increase. Each provider will be responsible for keeping sufficient backup documentation of their own choosing to justify their statement that they have complied with the legislative requirements.
- Link to the Direct Care Worker Wage Increase Initiative : <https://medicaid.ncdhhs.gov/direct-care-worker-wage-increase-initiative-provider-fact-sheet/download?attachment>

Updating Email Contacts for Alliance

- Recently Alliance has begun using email blasts to alert subgroups of providers to time sensitive issues that impact their business operations
- Alliance continues to receive emails marked undeliverable
- Please remember to update your email contacts/email address as needed (contract signatory, QM, Billing/Claims, Clinical)

Updating Email Contacts continued

- The current process for making a change to email contact information is via the Notice of Change form
- The Notice of Change form is available on our website:

Notice of Change

<https://www.alliancehealthplan.org/document-library/61147>

- Completed forms should be emailed to Enrollment@alliancehealthplan.org
- Alliance is working on a more streamlined process for updating key email contacts. Once complete, this will be announced in Provider News.

Change in Alliance Provider Advisory Council (APAC) Format

- At the November Alliance Provider Advisory Council (APAC) meeting, a motion was made by APAC provider members to adopt on a trial basis a new APAC meeting format. This new meeting format rolled out with the next APAC meeting on February 27.
- The first hour of the meeting is for **providers ONLY**. Any contracted provider in the Alliance service region(Wake, Durham, Cumberland, Johnston, Mecklenburg, Orange, and Harnett Counties) is welcome and encouraged to come. This hour replaced the individual county local Provider Advisory Councils. The purpose is to discuss issues that impact the provider group. These issues will be presented to Alliance in the second hour.
- Alliance staff will join the meeting for the second hour, along with our APAC members only, to respond to questions raised at the previous meeting, receive items from the current meeting and make any needed updates.
- In order to attend this meeting, you will need to REGISTER. The link for registration will be posted in Provider News.



This PowerPoint and
a recording of this meeting
will be available
for review on our website by
March 22, 2024.



Thank You for Joining Us!

**The next All Provider Meeting
will be held June 12, 2024 at 1:00 PM.**