Welcome and Introductions
Agenda

Alliance Provider Advisory Council (APAC) Update
Updates from MCO Leadership
Clinical Operations Updates
ICD-10
Credentialing and Enrollment Updates
Quality Management Updates
Finance/Claims Updates
Provider News Updates

Provider News E-Mail Subscription:

http://www.alliancebhc.org/providers/provider-news/
Provider Advisory Council Updates

• APAC updates
• Local Provider Advisory Council updates
• Local PAC Meeting Schedule
Provider Advisory Council Updates

Meeting dates:

- Cumberland – Monday, April 6 at 3:00pm
- Durham – Wednesday, April 8 at 2:00pm
- Johnston – Monday, April 6 at 3:00pm
- Wake – Thursday, April 9 at 2:00pm
Alliance Leadership Updates
Clinical Operations

Authorization and benefit plan information:

http://www.alliancebhc.org/providers/authorization-information/

Mortality Review: Dr. Tanas
ICD-10
<table>
<thead>
<tr>
<th>ICD-9</th>
<th>ICD-10</th>
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<tbody>
<tr>
<td>13,000</td>
<td>68,000</td>
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<td>billing codes</td>
<td>billing codes</td>
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ICD-10

Crushed by alligator?

There's a code for that!

(ICD-10) W5803XA
ICD-10

13,000 codes
3-5 characters
First digit may be alpha (E or V) or numeric; digits 2-5 are numeric
Lacks space to add new codes
Insufficient detail & no laterality

68,000 codes
3-7 characters
Digit 1 is alpha, 2 & 3 are numeric, & 4-7 are alpha/numeric
Ample space for new codes
Highly specific & utilizes laterality
Okay, that wraps up the budget for next year. Are we missing anything?
Credentialing and Enrollment
Credentialing and Enrollment

• CAQH ProView
• CAQH transitioned its Universal Provider Datasource® (UPD) to CAQH ProView on March 2. In the new ProView system practitioners will need to log-in to CAQH and complete the following steps:
  • Update their individual log in
  • Complete the security questions
  • Complete a state release/attestation
Credentialing and Enrollment

• Note that the Alliance Credentialing Department must have continuous access to each credentialed practitioners CAQH application.

• The practitioner must complete the above steps in order for Alliance to access the practitioners CAQH application.

• Practitioners that are already credentialed and do not have a credentialing application in process will need to update their CAQH profile as indicated above no later than March 31.

• Practitioners that are currently in process for credentialing will need to complete this update IMMEDIATELY in order to prevent delays in the application process. Get more information about CAQH ProView.
Credentialed and Enrollment

- **Associate Licensed Clinicians and NCTracks Enrollment**

- Alliance will be submitting all credentialed and any future credentialed Associate Level Clinicians providing Outpatient Therapy to NCTracks for enrollment in the NCTracks system. This is for Medicaid and State services only.

- Once Alliance identifies that the Associate Level Clinician is enrolled in NCTracks the provider will receive notification from the Credentialing Department that the clinician is enrolled.

- When the clinician is notified that they are successfully enrolled the clinician is required to bill Outpatient services using CPT codes. The use of H codes for clinicians is not permitted once enrolled in NCTracks.
Credentialing and Enrollment

- **Taxonomy Code Changes Implemented in NCTracks**

- Taxonomy Code changes are being implemented in NCTracks.

- **Changes will affect Claim Payments in 2015.**

- Please look at the [Taxonomy Crosswalk](#) to see if the Taxonomy that you have currently registered at NCTracks is in Column A (Used Taxonomy Codes on Providers).

- If you are currently using a Taxonomy Code that is listed in Column A (Used Taxonomy Codes on Providers), you MUST go into NCTracks and update your profile to one of the Taxonomies listed in Column F (Direct Mapping for NCTracks).
Credentialing and Enrollment

• Once you update NCTracks you will also need to notify Alliance of the change in Taxonomy utilizing the Notice of Change form.

• Information in NCTracks needs to match your information in Alpha

• Providers are now able to update their provider record in NCTracks (https://www.nctracks.nc.gov) via the managed change request process that can be accessed through the provider portal.

• Please keep your records up to date and notify Alliance of any changes that you make in NCTracks relevant to contracted sites/services/clinicians.
Quality Management
Surveys

• DHHS Perception of Care Survey

• Gather information on quality of care in each LME-MCO catchment area

• Survey the perceptions of individuals and families who have received Medicaid or state-funded mental health and/or substance abuse services.
Surveys

• 2014 Perception of Care Survey

• Results released in February 2015

• Survey results posted on the DHHS web site

• Alliance submitted 1,056 completed surveys
Surveys

• 2014 Perception of Care Survey

• Alliance at or above state average:
  • Access
  • Functioning
  • Outcomes
  • Social Connectedness

• Alliance slightly below state average:
  • Quality and appropriateness
  • General satisfaction
  • Treatment plan
Surveys

• 2015 Perception of Care survey

• Alliance asked to complete 983 surveys
  • Adult
  • Youth
  • Family
  • Spanish language

• Four-week survey period from mid-May to mid-June

• Surveys distributed via random selection of providers
NC-TOPPS

• Simple Query Reporting now available

• Superusers can view reports on:
  • Consumer demographics
  • Treatment demographics
  • Substance use
  • Employment
  • Education
  • Housing
  • Maternal/perinatal outcomes
  • Service needs/satisfaction
NC-TOPPS

• State reporting standards for providers:
  • Complete 90% of NC-TOPPS interviews
  • Submit 90% of NC-TOPPS interviews on time

• Alliance compliance plan:
  • Require Plan of Correction from providers not meeting state reporting standards
  • Three POCs in one year will result in a referral to Alliance Compliance Department
NC-TOPPS

• Alliance conducting quarterly NC-TOPPS trainings

• Next training:
  • Thursday, June 11
  • 1 p.m. - 3 p.m.
  • Alliance Corporate Headquarters, Durham, NC
  • Register at Alliance web site: www.AllianceBHC.org

• Need help?
  • Rebekah Gant, Alliance NC-TOPPS specialist
  • RGant@alliancebhc.org
  • (919) 651-8489
Person-Centered Plans (PCPs)

- Ongoing internal review of PCPs by Utilization Management, Quality Management departments

- Performance Improvement Project
  - Random reviews of 239 PCPs
  - Strengths: PCP Profile, Natural Supports, PCP signed
  - Areas for Improvement: Health and Safety, Measurable Goals and Crisis Prevention/Intervention (Crisis Plan)
Person-Centered Plans (PCPs)

• Alliance PCP-related activities:

  • Five PCP trainings in Cumberland, Durham, Johnston Counties

  • Posted training presentation on Alliance web site under “Provider Resources” tab

  • Created subcommittee to develop internal process for assessing PCP quality, completeness

  • Reaching out to APAC, providers for feedback
Person-Centered Plans (PCPs)

Providers can:

• Ensure PCPs are individualized and person-centered.

• Provide feedback on possible barriers you face when trying to develop high-quality PCPs.

• Send your feedback to: QMHelp@alliancebhc.org
Finance / Claims
Next All-Provider Meeting

Wednesday, June 17, 1:00-3:00pm

Alliance Corporate Site
4600 Emperor Blvd
Durham, NC 27702