All Provider Meeting
June 18, 2014
Welcome and Introductions

Serving Durham, Wake, Cumberland and Johnston Counties
Provider Advisory Council Updates

- APAC updates
- Local Provider Advisory Council updates
- Local PAC Meeting Schedule
• Meeting dates
  - Cumberland – Monday, August 4 at 3:00pm (July meeting canceled)
  - Durham – Monday, July 14 at 3:30pm
  - Johnston – Wed., July 24 at 2:30pm at Johnston Public Health offices
  - Wake – Thursday, July 10 at 2:00pm at Alliance Wake Office (5000 Falls of Neuse)
Alliance Leadership Updates

- Medicaid Reform/MCO Reorganization Update
- Legislative updates
- Introduction of new staff/roles
Network Development

- Future of Alliance Provider Network
- Leadership updates
Finance and Claims

- Claim denial reasons
- Place of Service mapping—changes effective 8/1/14
Quality Management

Geyer Longenecker, JD
Director of Analytics and Quality Management
NC-TOPPS Compliance

- NC Treatment Outcomes and Program Performance System

- Web site: http://www.ncdhhs.gov/mhddsas/providers/NCTOPPS

- Providers conduct interviews for MH/SA consumers ages six and older listed in Appendix A of the “NC-TOPPS Implementation Guidelines” at:

- Initial interviews must be entered within 30 days of initial assessment; updated interviews are required at Month 3, Month 6, every six months thereafter, and at discharge.
NC-TOPPS Compliance (cont.)

- Beginning July 1, 2014, Alliance will expect providers to meet the state’s standard of 90% timely submissions.

- Alliance will no longer send routine reminders to providers about the status of NC-TOPPS submissions.

- Each month, Alliance will alert via email only those providers who did not meet the 90% standard.
NC-TOPPS Compliance (cont.)

- Alliance staff will review compliance data from NC-TOPPS site.

- Providers out of compliance for more than 60 days will be issued a Plan of Correction.

- Providers with three or more Plans of Correction in a contract year will be referred to the Alliance Compliance Committee for further review.
Register for NC-TOPPPs email notifications:

- Access your online NC-TOPPPs account
- Click on the “User Tools tab”
- Select “Manage User Preferences”
- Select “Receive Update Emails”
- Select “Yes”

Review your NC-TOPPPS submission process.

Determine status of required NC-TOPPPS submission.
Alliance is hiring an NC-TOPPS specialist to:

- assist providers
- develop training
- analyze NC-TOPPS data
- track out-of-compliance providers

Providers may contact Alliance QM Department with questions.
Perception of Care Survey

- Annual survey is required under the Medicaid 1915(b)(c) waiver, federal block grant programs.

- Purpose is to measure consumer satisfaction with provider care.

- Survey is administered by providers, completed by consumers.

- Results are analyzed and reported by DMH.
Eligible participants: All active MH/SA consumers who receive a service during the survey period.

Minimum Alliance sample size: 854 completed surveys
- 572 adults
- 188 youths
- 94 parents

Three new scannable survey forms (Adult, Youth, Parent).
Alliance will distribute forms to providers by June 30.

Providers will administer survey to consumers who receive care from June 30 – July 28.

Alliance will collect surveys and return to DMH by August 4.

DMH will conduct final analysis.
Provider Monitoring

- Human rights and consumer releases
Credentialing
Clinical Operations

- DSM-5 transition
- State Benefit Plan Changes
- Care Coordination
Clinical Operations

- August 1, 2014: Begin to Use DSM 5 for SARs and Consumer Enrollments
- August 1, 2014: New Target Population Plan goes into Effect
- Alliance will be end dating all sunsetting Target Populations and will crosswalk target populations when possible
- Live and Webinar training will be available July 21 at 10am
- Working with Alpha to automate Target Population selection when possible
- Documents will be available on our Website
- Psychological Testing will not count against Medicaid Unmanaged Visits
State Benefit Plan Changes

- Generic Assessment Payment GAP
- All Military Veterans and Family Members AMVET
- Child with Serious Emotional Disturbance CMSED
- Adult with Mental Illness AMI
- Child with SA Disorder CSSAD
- Adult SA Treatment & Engagement ASTER
- Adult Substance Abuse Women ASWOM
- Adult SA Injecting Drug User/ Communicable Disease ASCDR
- Adult with Developmental Disability ADSN
- Child with Developmental Disability CDSN
Care Coordination

- Overview
- Provider questions
Military/Veterans Information Briefing

For additional information, contact:

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Additional Updates and Reminders


- Next All-Provider Meeting

  September 17, 1:00-3:00pm

  Alliance Corporate office