All Provider Meeting
September 17, 2014
Welcome and Introductions

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

• APAC updates
  ▪ Case Management feedback
• Local Provider Advisory Council updates
• Local PAC Meeting Schedule
Provider Advisory Council Updates

• Meeting dates
  o Cumberland – Monday, October 6 at 3:00pm
  o Durham – Wednesday, October 8 at 2:00pm
  o Johnston – Thursday, Sept. 25 at 3:00pm at Johnston Public Health offices
  o Wake – Thursday, Oct. 9 at 2:00pm at Alliance Wake Office (5000 Falls of Neuse)
Alliance Leadership Updates
Alliance Strategic Planning

Strategic Actions:

- IT/Data
- Business processes
- Provider Network
- Staff development
- External relationships
Network Development

- Provider Operations Manual updates
- Supported Employment Training: 9/29 & 9/30
- Provider Collaboratives
- Contract format updates: site and service details
- Changes in ‘incident to’ services in State contract
- CABHA requirements and notification of MCO regarding vacancies
- Payment suspensions for non-response to contract renewal within 30 days
Network Development

- Prescribers enrollment in NCTRAKKS
- NCTRAKKS provider taxonomies
- Specialty information
- Reminder to use Notice of Change forms
- Proposed change to IIH staff team to family ratio (Clinical Coverage Policy 8A)
- Non-UCR invoices
Finance and Claims
Additional Updates and Reminders

• IDD Listening Session with Dave Richard
  ○ September 23, 6:00 – 8:30pm
  ○ Creedmoor Baptist Church, 6001 Creedmoor Rd., Raleigh

• Provider News E-Mail Subscription:
  http://www.alliancebhc.org/providers/provider-news/
Clinical Operations

- Care Coordination updates
- Customer Service updates and Alpha appointments
- Transition to DSM-5
- Outpatient benefit changes
- Plans for reviewing case management with APAC
- Clarification about authorization/billing limits
Next All-Provider Meeting

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

Alliance Corporate Site
4600 Emperor Blvd
Durham, NC 27702