All-Provider Meeting
September 16, 2015
Agenda

Alliance Provider Advisory Council (APAC) Update
Alliance Updates
Cultural competency plan for providers

Break-Out Sessions
   HCBS: How to meet standards (room 104)
   Alpha and NCTRAKCS (room 105)
Provider News Updates

Provider News E-Mail Subscription:
http://www.alliancebhc.org/providers/provider-news/
Provider Advisory Council Updates

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

Meeting dates:

- Cumberland – Monday, Oct. 5 at 3:00pm
- Durham – Thursday, Oct. 15 at 2:00pm
- Johnston – Monday, Oct. 5 at 3:00pm
- Wake – Thursday, Oct. 8 at 2:00pm
Alliance Updates

- MCO Leadership (Rob Robinson)
- Finance and Claims (Lisa Sullivan)
- Provider Network Operations (Cathy Estes)
- Housing Resources and database (Ann Oshel)
- ICD-10 reminders (Tammy Thomas)
- National Accreditation of Innovations Providers (Ken Marsh & Bill Young)
Claims Accuracy and Timeliness Audit Report (July 2015)

• Background and Methodology
  • HMS completed a claims audit of Alliance Behavioral Healthcare claims processed on behalf of the NC Department of Health and Human Services (DHHS), Division of Medical Assistance plan (DMA).
  • The intent of the audit is to validate processed claims and identify overpayments, underpayments and processing errors. In addition, HMS reviewed the claims to ensure the timeliness of provider payments.
Finance & Claims

Timeliness of Provider Payments

• According to North Carolina Senate bill 208, 90% of clean claims should be paid within 30 days.
• For the claims audit, Alliance meets the expectation for timeliness of provider payment.
• The table below details the number of days from approval date to the Paid date of the claim.
## Finance & Claims

### Timeliness of Provider Payments

<table>
<thead>
<tr>
<th>Number of Days</th>
<th>Number of Claims</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-30</td>
<td>525,508</td>
<td>99.98%</td>
</tr>
<tr>
<td>31-60</td>
<td>55</td>
<td>0.01%</td>
</tr>
<tr>
<td>61-90</td>
<td>36</td>
<td>0.01%</td>
</tr>
<tr>
<td>91-120</td>
<td>4</td>
<td>0.00%</td>
</tr>
<tr>
<td>121-180</td>
<td>1</td>
<td>0.00%</td>
</tr>
<tr>
<td>181+</td>
<td>0</td>
<td>0.00%</td>
</tr>
</tbody>
</table>
Finance & Claims

Claims Accuracy and Timeliness Audit: Summary Findings

<table>
<thead>
<tr>
<th>Audit Type</th>
<th>Result</th>
<th>Findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timeliness of provider Payments (within 30 days)</td>
<td>99.98%</td>
<td>Compliant</td>
</tr>
<tr>
<td>Claims Processing Accuracy</td>
<td>99.91%</td>
<td>Compliant</td>
</tr>
<tr>
<td>Financial Accuracy</td>
<td>99.94%</td>
<td>Compliant</td>
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## Conclusion

### Claims Accuracy and Timeliness Audit: Summary Findings

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Credentialing Updates

• Timeframe for adding Licensed Professionals (LPs) working under a Network Provider to the Alpha system will change. LPs needing to be fully credentialed by Alliance will only be added to Alpha once they have been fully credentialed.
• Provider will receive a Credentialing Approval letter and will then be able to submit billing for that LP at that time.
• The effective date (the date the LP would be eligible to bill the service) that will be put in Alpha (only at the point they are fully credentialed) to link the LP to the agency will be the date Alliance accepts the completed application packet.
• There is no change to the current process and requirements around the submission of the Request to Add a Clinician form and the subsequent enrollment process.
Important Message about Taxonomies, Alpha & NCTRACKS

• Alliance continues to work to ensure that information in Alpha is correct and matches the provider information in NCTracks. To date providers have not experienced issues with receiving payment from Alliance if the information related to taxonomies is incorrect or does not match.

• Soon, however, Alliance will deny claims whose information does not match what is in NCTracks and Alpha. It is imperative that all information matches to allow processing of Encounter Data and payment. Alliance has continued to remind providers of the necessity of completing this during provider meetings as well in the Alliance provider news feed.
Important Message about Taxonomies, Alpha & NCTracks

Alliance is formally notifying all providers to make any needed corrections by September 30, 2015 or the matter will be turned over to our Compliance Department for further review.

• Ensure that every Alpha site for which you are billing is in NCTRACKs with the correct billing NPI.
• Ensure that you are registered for the correct Taxonomy Code for each procedure code at each site in NCTracks.
• Ensure addresses, including zip code and zip +4 are in sync between ALPHA and NCTracks.
• Ensure that the NPI and taxonomy on submitted claims matches what is in NCTracks and Alpha.
Technical Support for Taxonomies, Alpha & NCTracks

• Credentialing staff will offer technical assistance regarding NCTracks issues to any agency at our corporate office in Durham. A representative from your agency can attend and receive individual support from an Alliance Credentialing Specialist to help navigate the systems to correct the issues.

• You will need to bring a laptop with wireless capability as well as any ALPHA and NCTracks log in information.

• Please email Enrollment@AllianceBHC.org to schedule a time.
Contracts Update

• Reminder-all contracts, amendments and extensions must be returned in order for providers not to experience a processing denial which will lead to non-payment of the claim.

• Coming soon- Alliance will be utilizing DocuSign as part of our process with contracts. DocuSign is a web based secure program in which contracts will be sent and Providers and Alliance will utilize electronic signatures for contracts. Please be on the look-out for additional information as we get closer to implementation.
Zixmail Changes

Based on concerns that were identified by Providers, Alliance has been able to change the 14 day deletion for the Zix Mail encrypted messages to not being deleted until after 30 days.
Housing Resources & Database
Without ICD-10, providers will experience:
- delayed payments or non-payments and
- a possible increase in rejected, denied, or pended claims

It is vital that our providers are positioned and ready for this important change.

**NCTracks Training Available...**
[https://www.nctracks.nc.gov/content/public/providers/provider-user-guides-and-training/provider-training.html](https://www.nctracks.nc.gov/content/public/providers/provider-user-guides-and-training/provider-training.html)
- Friday, October 2 - 1:00 p.m. to 1:45 p.m.
- Wednesday, October 7 - 3:00 p.m. to 3:45 p.m.
- Friday, October 16 - 11:00 a.m. to 11:45 a.m.

**Resources to help you...**
[http://www.alliancebhc.org/providers/icd-10/](http://www.alliancebhc.org/providers/icd-10/)
- ICD9 to ICD10 Crosswalk
- Alliance training presentation “Are You Ready for ICD-10?”

**Alliance Provider Help Desk**
- Monday through Friday 8:30am to 5:15pm at (919) 651-8500

**Alliance Provider Onsite Training/Q&A**
- Tuesdays 9:30am to 11:30am

**Compliance Date: October 1, 2015**

If you are a provider of Medicaid services, ICD-10 code sets must be used in claim transactions when the service date in the transaction is on or after October 1, 2015. All health plans, clearinghouses, and providers using electronic transactions must transition to the ICD-10 code sets on the compliance date, not before.
National Accreditation of Innovations Providers
Cultural Competency Plan
Cultural Competency Plan

ALLIANCE VALUES

Dignity and Respect: We value differences and seek diverse input. We strive to be inclusive and honor the culture and history of our communities and the people we serve.
Cultural Competency Plan

The purpose of the **Alliance Cultural Competency Plan** is two-fold:

1) to foster cultural competency within the **Alliance organization**

2) to nurture and guide cultural competency in the **Alliance Closed Provider Network**.
Cultural Competency Plan

Alliance works to create a Provider Network that is knowledgeable of best practices related to cultural competency, follows Alliance’s Cultural Competency Plan or a similarly adequate plan and accepts the continued responsibility of improving cultural competency.
Cultural Competency Plan

Alliance will partner with its providers to build upon this plan and to expand its cultural competency efforts through ongoing assessments and reviews to the plan.
PLAN FOR PROMOTING CULTURAL COMPETENCY

2016:
• Design training for providers on elements of CLC Plan
• Begin implementation of training

2017:
• Design evaluation plan of provider CLC plans
• Begin implementation of CLC plan reviews

2018:
• Ongoing monitoring of provider CLC plans
• Technical assistance provided as needed on plans
TRAINING FOCUS GROUP

• Will incorporate provider feedback with Mission, Vision, and Values related to cultural competency plan
• Group will assist with development of cultural competency training for providers
• Committee will be seeking providers with knowledge of cultural competency plans and/or expertise in working with diverse populations
RECOVERY & SELF-DETERMINATION TRAINING

• Alliance is hosting a series of community discussions and workshops designed to foster a shared knowledge base around the concepts of recovery and self-determination.

• Will include staff, providers, consumers, families and other stakeholders.
RECOVERY & SELF-DETERMINATION TRAINING

Sessions will be held:

• Alliance Corporate Office: September 29, October 27 and November 17
• Alliance Cumberland Office: September 23 and November 3
• Alliance Johnston Office: October 6.
• Non-staff attendance is limited to 20
• Non-staff may register on the Alliance online calendar
• 8:00am to Noon OR 1:00 to 5:00pm
Break-Out Sessions

HCBS: How to meet standards (Jarret Stone): room 104

Alpha and NCTRACKS (Cathy Estes): room 105
Next All-Provider Meeting

Wednesday, December 16, 1:00-3:00pm

Alliance Corporate Site
4600 Emperor Blvd
Durham, NC  27702