



Provider Forum

June 9, 2015

1:00 PM

Agenda

Welcome and Updates
(10 minutes)

Beth Lackey, Provider Network Director

Contracting Process and IPRS Contracts
(20 minutes)

Critical Time Intervention
(15 minutes)

Boyce Smith, Phoenix Counseling

HIPAA Update
(20 minutes)

Kenny Swanson, HIPAA Security Officer

2015 Provider Training Survey Results
(15 minutes)

Janet Noblett, Training Coordinator

H Codes and CPT Codes for Associate
Professionals

Jane Harris, Utilization Management

ICD-10 and DSM 5
(15 minutes)

Closing
(10 minutes)

Beth Lackey

[HIPAA Privacy](#)
Wendy Powers
wpowers@partnersbhm.org
Phone: 828-323-8064

[HIPAA Security](#)
Kenny Swanson
kswanson@partnersbhm.org
Phone: 704-842-6484

Critical Time Intervention (CTI)

Critical Time Intervention (CTI) is an intensive case management/housing support model that helps adults with behavioral health disorders successfully transition to community living.



CTI works by providing emotional and practical support during critical times of transition and strengthens an individual's long-term ties to services, family, friends and the community.

CTI instills hope and empowerment by:

- providing resources for stable housing
- making connections to community resources
- facilitating recovery

Available to residents of Gaston County, CTI strives to prevent homelessness and other challenges people with mental illness may encounter following their discharge from hospitals, shelters, prisons and other institutions.

CTI Team

The CTI team is comprised of trained workers led by a licensed clinician who quickly connects vulnerable adults, including those struggling with substance abuse and addiction, to critical services within the community. The team completes an assessment of the whole person that includes physical health, social needs and goal setting. This holistic approach contributes to positive outcomes for high-risk groups.

The team works to address needs including:

- Timely transitional housing
- Linkage to permanent housing
- Physical healthcare
- Medication assistance
- Mental health and substance use treatment
- Transportation
- Access to benefits (food stamps, disability, insurance, etc.)
- Crisis assistance
- Life skills
- Family support

CTI Goals

Goals include:

- reducing the number of hospitalizations and risk for hospitalization by assisting individuals to self-direct their recovery and reduce symptoms of mental illness
- reducing homelessness and supporting individuals with mental illness to live independently in the community
- reducing risk for arrests by helping individuals with mental illness develop positive decision-making skills, effective communication skills and good judgment
- reducing emergency department visits through intensive case management, connections to routine healthcare, promotion of stable living situations, and ownership of recovery



Admission Criteria

This program is for adults 18 years of age or older who have a primary mental health diagnosis. Participants may also have other diagnoses such as substance use disorders, intellectual and developmental disabilities, and/or a physical health diagnosis. Participants should meet one of the following criteria:

- Two or more psychiatric hospitalizations (either at the community or state level)
- Currently homeless or at risk of homelessness
- Two or more episodes of using the emergency department for behavioral health needs
- Two or more episodes of using crisis services (Mobile Crisis Management, Facility-Based Crisis, etc.)
- Involvement within the criminal justice system (jail/prison time, probation/parole, pending charges, etc.)

Referrals

Contact the Critical Time Intervention Team

Phone: 855-527-4747 (24/7/365)

Fax: 704-854-4200

Address: 2505 Court Drive Gastonia, NC 28054

Program Manager: Boyce Smith

E-mail: boyce@phoenixcc.us

www.Phoenixcc.us

Critical Time Intervention is a collaborative effort of:



Gaston-Lincoln-Cleveland
Homeless Continuum of Care



CRITICAL TIME INTERVENTION

Ending Homelessness Together



**Crisis Line: 855-5-CRISIS
(855-527-4747)**

Services available 24/7/365



North Carolina Department of Health and Human Services

Pat McCrory
Governor

Aldona Z. Vos, M.D.
Ambassador (Ret.)
Secretary, DHHS

Division of Mental Health, Developmental
Disabilities and Substance Abuse Services
3001 Mail Services Center
Raleigh, North Carolina 27699-3001
Tel 919-733-7011 Fax 919-508-0951
Courtney M. Cantrell, Ph.D.
Director

Division of Medical Assistance
2501 Mail Services Center
Raleigh, North Carolina 27699-2501
Tel 919-855-4100 Fax 919-733-6608
Robin Gary Cummings, M.D.
Deputy Secretary for Health Services
Deputy Secretary for Medicaid

MCO Communication Bulletin #J143

Date: June 2, 2015

To: LME-MCOs

From: Kathy Nichols, Lead Waiver Program Manager, Contracts Section, DMA, and Mabel McGlothlen, LME System Performance Team Leader, DMH/DD/SAS

Subject: Multiple LME-MCO Locations in Provider Files

The purpose of this email is to provide guidance to LME-MCOs regarding continuing to serve beneficiaries even when their Medicaid cards reflect an alternate LME-MCO location.

The Division of Medical Assistance (DMA) recently learned of an issue with provider data NC FAST uses to link beneficiaries to an LME-MCO. Each LME-MCO has one address and phone number which is printed on recipient Medicaid ID cards. The address and phone number is included in a file from NCTracks to NC FAST. NC FAST assigns beneficiaries to an LME-MCO, not the county DSS.

Recently, the file from NCTracks included the address and phone number for multiple alternate locations for some LME-MCOs. This caused beneficiaries to be assigned to one of the alternate locations. The alternate address and phone number is printed on Medicaid ID cards. It is returned in the recipient eligibility response.

Please continue to serve beneficiaries linked to your LME-MCO as always, even if their ID cards have the address and phone number of an alternate location. Capitation payments are paid to the provider ID, so this should not affect your capitation payments. DMA, The Office of NCTracks, NC FAST and CSC are working to resolve the issue as quickly as possible.

Please contact Kathy Nichols if you have questions at Katherine.nichols@dhhs.nc.gov or 919-855-4290.

Previous bulletins can be accessed at: <http://jtcommunicationbulletins.ncdhhs.gov/>

Cc: Robin Gary Cummings, M.D., DMA
Dave Richard, DHHS
DMA Leadership Team
DMH/DD/SAS Leadership Team
Dale Armstrong, DSOHF
Mary Hooper, NCCCP

Phoenix Counseling and Crisis Centers
and Partners Behavioral Health Management
Invite You to a "Critical Time Intervention"

Community Celebration

Please join us to celebrate
"CRITICAL TIME INTERVENTION"
a new program in Gaston County
that benefits residents who
are homeless or at risk of
being homeless. The program
also focuses on residents
who have a mental illness or
are moving from a hospital,
jail or other setting into
the community.



JOIN US FOR:

- FREE FOOD
- FREE ICE CREAM
- ENTERTAINMENT
- LOCAL VENDORS
- LOCAL RESOURCES

*Tuesday, June 16th, 2015
11:00am to 2:00pm*



*At the
Rotary Pavilion
Downtown Gastonia*

Critical Time Intervention is a collaborative effort of:

Gaston-Lincoln-Cleveland
Homeless Continuum of Care

Questions?
Please call Phoenix
Counseling Center
at 704-842-6353
or email
boyce@phoenixcc.us

