



Licensed Independent Practitioner Collaborative Webinar

November 17, 2021

Agenda

- ▶ Welcome
- ▶ Diabetes Prevention
- ▶ Program Integrity Investigations
- ▶ Transition of Care
- ▶ NADD Certification and Continuing Education Credits
- ▶ Reminders
- ▶ Partners Training Academy



Welcome

Michelle Stroebel MA, NCC LCMHC, DBH-C Provider Network Trainer

Visit the Partners Provider Knowledge Base link to view documents related to the LIP Collaborative:

<https://providers.partnersbhm.org/licensed-independent-practitioners-collab/>

Subscribe to receive Partners' provider communications at www.partnersbhm.org/subscribe.

- Subscribe to receive Provider Communication Bulletins and Provider Alerts.



Diabetes Prevention Month

Brandy Lineberger, Population Health
Manager



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Diabetes Screening

- ▶ **Why is screening for Diabetes so important?**
 - In the United States of America, heart disease and diabetes are in the top 10 leading causes of death.
 - Individuals that have bipolar disorder, schizophrenia, or schizoaffective disorder and take antipsychotic medications are at an increased risk for the development of diabetes.
 - Regular screening for diabetes can help identify condition presence early and can help reduce the risk of complications.



Diabetes Screening

- ▶ HEDIS - Healthcare Effectiveness Data and Information Set.
- ▶ Performance improvement.
- ▶ ***Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications:*** Assesses adults 18–64 years of age with schizophrenia or bipolar disorder who were dispensed an antipsychotic medication and had a diabetes screening test during the measurement year.



Diabetes Screening

- ▶ How can providers help?
 - Providers can help by ordering the required lab testing to screen for diabetes and coordinating care by referring individuals that may be at risk for developing diabetes to their primary care provider for a diabetes screening or by referring the individual to their primary care provider.
 - **Any individual that has a diagnosis of bipolar disorder, schizophrenia, or schizoaffective disorder that is 18-64 years old and is taking an antipsychotic medication should be screened.**



Diabetes Screening

- ▶ What **lab testing** should be completed?

- Hemoglobin A1C.

OR

- Blood Glucose test.

- ▶ How to discuss diabetes screening with an individual who may be at risk?

- By having an **open conversation** with an individual, you build rapport and trust.
- An **open dialogue** on the **risk of diabetes** and the **importance of screening** for diabetes **at least annually** is very **important** to the **long-term health** of the individual.
- **Discussing** the **complications** that can **result** from **untreated diabetes** and how **important** the **management** of the **condition** is can also be very helpful.



Diabetes Screening

Resources

- ▶ Prevent Diabetes Complications. (2021). Retrieved 26 October 2021, from <https://www.cdc.gov/diabetes/managing/problems.html>.
- ▶ HEDIS - NCQA. (2021). Retrieved 26 October 2021, from <https://www.ncqa.org/hedis/>.

Contact:

- ▶ Brandy Lineberger, RN,FCN, CDP, Population Health Manager.
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Program Integrity Department

Michael Bomar II, Supervisory Clinical Investigator



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So, you got a letter....



Objectives of this training

To help providers understand what and how to proceed when engaged in a Program Integrity (PI) Investigation.

Objectives

- ▶ What is PI's Role?
- ▶ What are PI's Activities?
- ▶ What are some Outcomes?
- ▶ How should you proceed?



PI's Role

▶ Audits

- Develop findings based on objective analysis of sufficient, appropriate evidence against criteria to look for aberrant patterns or trends for the prevention and detection of Fraud, Waste, and Abuse (FWA). Audits generally do not require an on-site visit but may include a request for documentation from you as a provider.



PI's Role

▶ Investigations

- Determine if a specific provider and or individual engaged in alleged FWA. Investigators gather facts and identify the applicable law, rule, regulation, or policy that was allegedly violated or that formed the basis of the complaint.
- Investigations are not limited to the specific allegation initially presented; we apply our professional judgment and may expand or modify the scope of the investigation based on the facts and circumstances.
- Investigations are performed by conducting desk reviews, on-sight reviews, and/or a combination of the two. They typically involve a request for documents from the provider.



Examples of PI's Activities

- ▶ Determining eligibility.
- ▶ Conducting provider screening and enrollment.
- ▶ Review of Authorized appropriate services.
- ▶ Monitoring Provider's Delivery of Services.



Examples of PI's Activities

- ▶ Enhancing program quality monitoring.
- ▶ Preventing improper payments.
- ▶ **Identifying and mitigating fraud, waste and abuse.**
- ▶ **Investigating allegations of FWA.**



Laws, Rules, Regulations, Policies...

- ▶ State Plan.
- ▶ North Carolina General Statutes.
- ▶ North Carolina Administrative Code.
- ▶ Clinical Coverage Policies.
- ▶ Service Definitions.
- ▶ Records Management and Documentation Manual.
- ▶ Partners Provider Bulletins.



NC State Plan, General Statutes, Administrative Code

- ▶ NC State Plan: Title XIX of the Social Security Act requires that North Carolina provide a plan to administer and manage the North Carolina Medicaid Program.
 - <https://medicaid.ncdhhs.gov/notices/medicaid-state-plan-public-notices>



NC State Plan, General Statutes, Administrative Code

- ▶ NC General Statutes: Chapter 122C-Mental Health, Developmental Disabilities and Substance Abuse Act of 1985.
 - <https://www.ncleg.gov/Laws/GeneralStatuteSections/Chapter122C>
- ▶ NC Administrative Code: Title 10A, Chapters 26, 27, 28 & 29
 - <https://www.ncdhhs.gov/divisions/mhddsas/commission/ncadministrativecode>



Enter your search terms here

Provider Alert: Provider Manual, Revised Manual SAR Form, CST Benefit Limits
Provider Bulletin: Provider Communication Bulletin #99

- Provider News (7)**
- Provider Webinars & Forums
 - Orientation Packet and Provider Operations Manual
 - Bulletins, Alerts, and Training
 - Request for Services
 - Continuously Recruited Services
 - Community Behavioral Health Needs Analysis
 - Provider Council
- Provider Tools (7)**
- Provider Credentialing and Enrollment
 - AlphaMCS, ZixMail and Billing Set Up
 - Cultural Competency
 - Provider Monitoring
 - Provider Contracting
 - Provider Disputes
 - ACORN

- Access to Care and Utilization Management (8)**
- Access to Care, Member Eligibility and Enrollment
 - Utilization Management
 - Hospitals Working with Partners
 - Referrals to Specialty Treatment
 - Service Authorization Requests
 - Clinical Criteria Check Sheets
- Care Coordination (8)**
- Mental Health and Substance Use Disorders
 - Transitions to Community Living Initiative
 - Intellectual and Developmental Disabilities
 - Registry of Unmet Needs
 - NC Innovations
 - Relative as Direct Support Employee

- Finance, Claims and Billing (3)**
- Finance Documents and Forms
 - Claims and Rates Information
 - E-Verify
- Clinical Tools (7)**
- Whole Person Integrated Care
 - Benefit Grids
 - Service Definitions
 - CANS Training
 - Clinical Practice Guidelines
 - EPSDT
 - Evidence-Based Practices

- Quality Management and Corporate Compliance (7)**
- Quality Management and Global CQI
 - NC-TOPPS
 - Incident Reporting
 - Regulatory Compliance
 - Health Information Management
 - Program Integrity
 - Applicable Laws and Regulations for Regulatory Compliance
- Additional Resources (7)**
- Licensed Independent Practitioner Collaborative
 - IVC Designated Facilities
 - Consumer Relations, CFAC
 - File a Concern or Grievance
 - System of Care and Family Partners
 - Housing Resources
 - Transportation Resources

Quick Nav

- > Subscribe to Provider Communication
- > AlphaMCS Provider Portal
- > Find Your Provider Specialist
- > Provider Operations Manual
- > Provider Search Tool
- > Value, Innovation & Performance
- > Whole Person Integrated Care Model
- > Partners NC Systems of Care Expansion
- > Communication Bulletins Archive
- > Alerts Archive

Communication Bulletins

Provider Bulletin #99
November 21, 2019 2:03 am

Provider Bulletin #98
October 16, 2019 2:06 pm

Provider Bulletin #97
September 18, 2019 3:35 pm

[View All](#)

Provider Alerts

Provider Operations Manual, Revised Manual SAR Form, CST Benefit Limits

Additional information regarding Nov. 5, 2019 Provider Alert: Changes to Medicaid Funded Peer Support

Provider Webinar Rescheduled, Peer Support Changes, Date Range Calculator, New Provider Search

[View All](#)

Accreditation



Connect With Us



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Provider Knowledge Base

▶ <https://providers.partnersbhm.org/>



Clinical Tools (7)

 Whole Person Integrated Care

 Benefit Grids

 Service Definitions

 CANS Training

 Clinical Practice Guidelines

 EPSDT

 Evidence-Based Practices

PI & Outcomes

Program Integrity Action	Program Outcome
Increasing programmatic savings and recovery of funds paid incorrectly	More money for services and ability to serve more beneficiaries
Streamlining processes	Improved beneficiary and provider satisfaction
Innovating services	Better outcomes and improved quality of care
Keeping bad actors out	Less risk of beneficiary harm
Containing unnecessary costs	Fewer taxpayer resources required
Implementing required program integrity initiatives	Compliance with federal mandates



Outcomes

- ▶ Closing Letter.
- ▶ Warning Letter.
- ▶ Tentative Notice of Overpayment (TNO) – due process afforded providers before payment is demanded.
- ▶ Both Warning Letter and TNO.



Transition of Care

Michelle Stroebe, PN Trainer



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Verification of Member Enrollment

- ▶ Providers should always verify eligibility prior to serving member at each session.
- ▶ Providers should always verify eligibility prior to submitting claims.
- ▶ Claims denial reason – ***Member active in Standard Plan for Date Of Service (DOS).***



Transition of Care Between Health Plans

- ▶ Providers can fill out the **Request to Move to NC Medicaid Direct (Fee for Service) or LME/MCO: Provider Form**, or the member can fill out the **Beneficiary form** on the NC DHHS website (**also found on Partners website under Medicaid Transformation Provider FAQs*).



Transition of Care Between Health Plans

- ▶ Request to Move to NC Medicaid Direct (Fee for Service) or LME/MCOs: Provider forms require a signature of a member (and/or Authorized Representative). Submitting the request digitally on ncmedicaidplans.gov will generate an email to the member for signature. If you believe this individual will be unable to access their email for signature, it is recommended that the Provider submit the form via mail or fax.
 - Fax: 1-883-898-9655
 - Mail: NC Medicaid, PO Box 613, Morrisville, NC 27560



Standard Plan Provider Support

Provider Question Type	Organization to Contact
1. How to submit a Service Associated Request or Non-Service Associated Request. 2. Status of Non-Service Associated Request that has been submitted within five days (if submitted by the provider) or within eight days (if submitted by the member).	Enrollment Broker 1-833-870-5500 (TTY: 711 or RelayNC.com)



Standard Plan Provider Support

Provider Question Type	Organization to Contact
1. Status of Non-Service Associated Request that has been previously submitted over six days ago (if submitted by the provider) or over nine days ago (if submitted by the member). 2. Status of Service Associated Request that has been previously submitted over two business days ago.	Provider Ombudsman Medicaid.ProviderOmbudsman@dhhs.nc.gov 866-304-7062



Standard Plan Payment Issues

- Providers experiencing claim payment issues should initially work with the Prepaid Health Plans (PHPs) to address claims issues and avoid the need for a hardship advance.
<https://medicaid.ncdhhs.gov/blog/2021/07/28/guidance-providers-experiencing-payment-issues>
- As the DHHS, PHPs and providers address the various claim processing problems, providers who are at risk of not meeting financial obligations in the current month because of claim processing issues may request a hardship advance to offset the business cost due to the pended or denied claims.
<https://medicaid.ncdhhs.gov/blog/2021/08/18/expedited-hardship-advances-managed-care-providers>



DMH/DHB Provider Resources

- ▶ NC Medicaid Enrollment Broker website:
<https://www.ncmedicaidplans.gov>
- ▶ Enrollment Broker Call Center: 833-870-5500
- ▶ NC Medicaid Ombudsman website:
<https://ncmedicaidombudsman.org>
- ▶ Ombudsman Call Center: 877-201-3750
- ▶ NC Medicaid Transformation:
<https://medicaid.ncdhhs.gov/transformation>
- ▶ Regular Medicaid Bulletins:
<https://medicaid.ncdhhs.gov/providers/medicaid-bulletin>
- ▶ Practice Support: <https://www.ncahec.net/medicaid-managed-care/>



National Association for the Dually Diagnosed (NADD)



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NADD Monthly Forum

The NADD Provider Forum activities will take place on the second Friday of each month from 1:30 p.m. to 3:30 p.m. and will be managed by the Partners Children with Complex Needs (CWCN), Clinical, Provider Network Training, and Provider Network Development Staff.



NADD Monthly Forum

Topics to be addressed:

- Family impact and health disparities, and transitions across the life span.
- EDSDT options (support by research).
- Best practices (supported by research).
- Assessment/Evaluation - "knowing what we are treating and to treat appropriately".
- Advocacy including member/family/stakeholder education opportunities.



NADD Monthly Forum

Topics to be addressed:

- Communication and Assistive Technology.
- Conflict resolution.
- Networking.
- Workforce development activities and staff competencies.
- NADD and START training opportunities and learning collaboratives.
- Quarterly state reporting requirements and updates.



NADD Monthly Forum

Topics to be addressed:

- Contract requirements and monitoring.
- Value Based Contracts (VBC).
- Establishment/Standardizing of member data, metrics, and outcomes (POMs and NCI).
- Quality Assurance (QA) and Quality Improvement (QI) activities (Quality of Care, Quality of Life).



NADD Trainings

Date	Training Topic
9/10/2021	MH Approaches to IDD, Module 1 – What is Dual Diagnosis?
10/8/2021	Module 2 – Understanding Assessment Practices in Dual Dx.
11/12/2021	Module 3 – Mental Health Evaluations
12/10/2021	Module 4 – Signs and Symptoms of Mental Illness
1/14/2022	Module 5 – DM-ID to DM-ID 2
2/11/2022	Module 6 – Support Strategies
3/11/2022	Module 7 – Childhood and Adolescence
4/8/2022	Module 8 – Supporting I/DD Individuals & Problematic Sexual Behaviors
5/13/2022	Module 9 – Conduct disorder, intermittent explosive disorder, and impulse control disorder in members with ID, developmental disorders



NADD Certification

- ▶ **NADD Program Requirements:**
 - Competency expectations.
 - Commitments and monitoring.
 - Partners' state reporting/spreadsheet
- ▶ **NADD Program Benefits:**
 - NADD membership.
 - Certifications and one recertification per staff.
 - Reimbursed preparation study time for provider staff
- ▶ **Space is limited! We have slots for two providers and two LIPs.**



Next Steps

- ▶ To learn more about NADD clinical certification, please visit the NADD website:
<http://thenadd.org/clinical-certification/>
- ▶ Join Partners next Children with Complex Needs (CWCN) and NADD training: https://partnersbhm.zoom.us/meeting/register/tJlkdemrrjwsEtBe_XBsG4zOuO3uJ02QAB1X

Reminders



Welcome to Partners!

- ▶ Cabarrus, Union, and Stanly
- ▶ Forsyth and Davie
- ▶ Stay up to date!

<https://www.partnersbhm.org/county-realignment/>



NCTracks

- ▶ Keep NCTracks Records Current to Avoid Claims Processing Issues.



Partners Training Academy



Standard Provider Meetings

- ▶ Monthly Provider Council – Virtual Open Meeting, Hickory Multipurpose Room/Basement, on Friday each month at 9:30 a.m. (**Nov. 19**). To register, email Training@partnersbhm.org.
- ▶ Provider Forum – Quarterly Webinar, 1-3 p.m. (**Dec. 8**)
Link to register:
<https://attendee.gotowebinar.com/register/6597039392301075981>
- ▶ Provider Open House – First Thursday of each month, 9-11 a.m. (**Dec. 2**). Link to register:
https://partnersbhm.zoom.us/meeting/register/tJYvcO6tpj4pH9L-eXnMZYGb1zgj_oXPKLte



Upcoming Trainings

- ▶ Motivational Interviewing (Dec. 6 and Dec. 7)
- ▶ Cognitive Behavioral Therapy (CBT) Foundations (Dec. 14 and Dec. 16)
- ▶ CBT Learning Community (Dec. 15, Jan. 19, and Feb. 16)
- ▶ Acceptance and Commitment Therapy (Jan. 11 and Jan. 13)
- ▶ 12-Step Facilitation (Feb. 8 and Feb. 10)



Collaboratives

- ▶ LGBTQ third Thursday of the month from 2 to 3 p.m.
- ▶ Cultural Competency/Diversity - **Coming January 2022!**



Partners Training Academy

Find scheduled provider trainings on the PTA website.

<https://www.partnerstraining.org/>

Email questions and comments for PTA and provider trainings at

training@partnersbhm.org



★ Partners ★

TRAINING ACADEMY



Thank You!

Next LIP Webinar is scheduled for February 16, 2021, at noon. Please look for the registration link in the December Provider Bulletin.

