



**PBH Communication Bulletin FY 1112 NM 16
PBH COC DD Breakout Provider Meeting
Friday, January 13, 2012**

To: PBH DD Providers

From: John Giampaolo

**Network/Community Relations Manager
PBH Community Operations Center**

Date: January 4, 2012

Re: PBH COC DD Breakout Provider Meeting January 13, 2012

The next PBH Community Operations Center DD Provider meeting is scheduled for Friday, January 13, 2012, from 9:00 am - 12:00 pm. The meeting will be held at the PBH Corporate Office, 4855 Milestone Avenue, Kannapolis, NC 28081.

Please forward questions or agenda items to Dawn Allen via email at dawnallen@ghainc.org no later than noon on Wednesday, January 11.

If you need directions to the PBH Corporate Office, please click on the following link: <http://www.pbhsolutions.org/docs/DirectionsPBHCorporateOffice.pdf>. You may also call (704) 939-7700 for further assistance.

Please review the minutes from the October 14, 2011, meeting which are listed below.

**PBH DD PROVIDER MEETING
October 14, 2011
MINUTES**

Attendees:

Dawn Allen	GHA
Jane Jackman	The Arc of Rowan
Marla O'Neill	Easter Seals UCP
Diana Duncan	DHC
Sara Neuman	IOI
Charles Funchess	CFM
Tamara Chisholm	RVO
Rosanny Crumpton	DDR
Lisa Jones	RHA
Scott Brown	Easter Seals UCP
Kimberley Naves	Easter Seals UCP
Lisa Pluff	Beyond Academics
Emma Morris	PBH
Bill Rankin	PBH
Allan Azali	Independent Ops
Jane Ann Layton	ComServ, Inc.
Joe Bumgarner, Jr.	OE Enterprises
Tom Wilson	OE Enterprises
Larry Swabe	PBH
Jill Stephenson	PBH
Arlana Sims	Sims Consulting
David Ashley	Bayada Nurses
Michael Puckett	In Reach
Jeannie Armstrong	Turning Point
Cindy VanCamp	Monarch
Dee Pankey	GHA
Martin Foil	Hinds Feet Farm
Johanna Keith	GHA
Cynthia Benjamin	PBH

Attendees:

Devon Smith	DDR
Ted Thomas	PBH
Andrea Misenheimer	PBH
Greg Krypel	Independent Ops
Latasha Earl	RHA
Lori Ewart	The Arc of Rowan
Andrea Stevens	In Reach
Susanna Dean	ADEPT
Dean Ewart	Easter Seals UCP
Crystal Nunnemaker	Omni Visions
Barbara Agnello	PBH
Tammy Gilmore	PBH
John Giampaolo	PBH
Jewel Crowder	UDI
Michele Bell	CLC
Liz Boltz	The Arc of NC
Tracy Threatt	PBH
Katherine Benton	RHA
Nicole Cote	PBH
Angela Scott	PC Partnership
Dwayne Ansley	DDR
Nicole Weeks	RGH
Cynthia Harris	RGH
Tawana Usher	PBH
Ola Cook-Mbah	ResCare
Helen Leak	PBH
Christine Walls	Hinds Feet Farm
Jalali Kerr	Kerr Homes
Steve Tomlinson	PBH

AGENDA:

1. Welcome and Introductions
 2. Waiver Update – Andrea Misenheimer
 3. Support Needs Matrix Update – Andrea Misenheimer
 4. PBH requirement for location of service on Respite and PC Sheets
 5. TARs update and Billings
 6. Registry of Unmet Needs
 7. Plan Revisions/Updates provider changes – Devon Smith
 8. Electronic Health Records Pilot
 9. Issues and Concerns
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1. Everyone introduced themselves and the agency they represent.

Waiver Update – Everyone received a handout of the Community Guide newest B3 services. The Community Gap analysis is being worked on. Medicaid Program specifically responded to during the meeting:

1. Is the (b) (3) Community Guide for individuals with I/DD and MH or just I/DD? This service under both the Cardinal Innovations waiver and the 1915 (b) (3) service is available for individuals with Intellectual and Developmental Disabilities that meet the ICF-MR eligibility criteria.
2. Is QP status required for Community Guide? Staff who provides the Community Guide service must, at a minimum, have a high school diploma and meet all other provider qualifications listed in the service definitions for both funding sources.
11. Is there required training or optional training we can go to for clarification?
PBH will offer training for all Community Guide agencies. Please watch for the flyer and date posted on the PBH Provider website.
16. In the provider meeting minutes it states “Technical Amendment of NC Innovations to “Cardinal Innovations” effective October 1, 2011-Community Guide: the wording has been revised to have a greater emphasis on community integration and inclusion; significant changes and expansion. Can you please clarify this?
Additional billable activities that allow the Community Guide to assist the individual become more integrated in the community have been added to the service definition.
17. It also states that “Under the category titled New 1915 (b) (3) service: TCM is not in a managed care operation. “If appropriate” (b) (3) Community Guide will replace TCM. What does if appropriate mean? And what does Self Direction will be Agency with Choice Only mean? Targeted Case management agencies were all invited to join the PBH provider networks to provider Community Guide services when the NC State Medicaid plan changed to no longer allow Targeted Case Management as a billable Medicaid service in areas covered by the 1915 (b) (c) waiver. If the waiver participant in partnership with their planning team determines that Community Guide Services are needed, these can be added to the Person Centered Plan (ISP) or Service Plan. The term “appropriate” refers to needed by the waiver participant. For the (b) (3) Community Guide service the only option of self direction that will be available to individuals will be the Agency with Choice option. In this option, an approved Agency approved by PBH is responsible for assisting the individual to self direct their services.
2. *Support Needs Matrix Update*- still in process of phase-ins. New individuals entered in April and are doing well. Issues are being addressed as they arise. PBH is still meeting monthly with the stakeholders group working on a strategic plan and will share this at the next DD Provider meeting. Waiver Alerts are still being posted to the website and the Waiver booklet is being updated. Barbara Agnello informed the group there is one individual in the temporary change due

- to a medical condition. There are eight in Intensive Review, three of which have TBI.
3. *PBH requirement for location of service on Respite and Personal Care sheets* – QM will research and report back.
 4. *TARS updates and Billings* – Support Needs Matrix operates under six month authorizations. Care Coordinators will do these if they fall annually or there are revisions/updates. Otherwise the providers will be responsible. There was discussion on being flexible with schedules on plans. Providers were encouraged to not lock themselves into specifics. If providers have issues with their Care Coordinators they should notify Nicole Cote, Nicole.cote@pbhsolutions.org. Access will have the original TAR. Providers can use the “copy TAR” option for updates/changes. Emma Morris with Finance will research how to do 30 day billing cycles.
 5. *Registry of Unmet Needs* – providers stated this is not user friendly on Provider Direct. It is not kept current, information is repeated, there are no contacts listed and filled vacancies are not removed in a timely manner. Robert Moore, Director of Clinical Operations, will work on this.
 6. *Plan Revision/Updates provider changes* – see #5.
 7. *Electronic Health Records Pilot* – this is an initiative that PBH wants to talk to their providers on. Effective 2014 consumers’ records services will be everywhere. This is a way to have access to all those areas. PBH plans to have something to approach providers with within six months.
 8. *Issues and Concerns* –
 - 28 day turn around UM reviews; on family part, update to change/add services, not effective for 28 days. Health/Safety reviews can be expedited.
 - There are issues on Provider Direct with uploading plans. Authorizations/plans are uploaded at different times because they come from different departments. Providers can call their Care Coordinator with questions when needed.
 - Providers stated they would like more communication from Care Coordinators when plan changes are needed.
 - Providers are requesting some kind of flag from UM when they are uploading authorizations or taking down for changes.
 - Remind Care Coordinators of new packets to providers, please attach new plan or be more specific on new services.
 - Some providers stated they have not been receiving letters of approval for Relative as Provider applications in a timely manner. Cynthia Benjamin, Network Operations, will follow up with this. If there are future issues with this, please call her at 704-939-7751.

Renovations to the PBH LePhillip Court facility will be complete in 4 – 6 weeks. All staff for the PBH Community Operations Center (COC) is currently at the Lake Concord facility. A new organizational chart will be available at the next meeting.

Steve Tomlinson announced effective November 1 the new Director of Network Operations will be Nicole P. McKinney. Patrick Chang started as the Cultural Competence Manager on October 10. Deanna Campbell, Chief Administrative Officer, is no longer with PBH.

Dee Pankey reminded everyone of the Cultural Competence Conference at PBH on October 26. Registration ends October 21.

Next Meeting
January 13, 2012
PBH Corporate Center
4855 Milestone Avenue
Kannapolis, NC
9am-12pm