



Creating solutions. One person at a time.

**Network Provider Meeting
November 11, 2010
9:00 am to 12:00 Noon
Copperfield Training Facility**

Attendees:

Alisa Russell	CSSI	Johanna Kroth	GHA, Inc.
Alix Preston-Becton	PBH	John Giampaolo	PBH
Allan Azali	Independent Opportunities, Inc.	Julie Hunter	YACM
Amy Simmons	LifeSpan	Julie Kennedy	DDR, Inc.
Andrea Misenheimer	PBH	Katherine Benton	RHA Health Services, Inc.
Angie Banther	Path of Hope	Kathleen A. Fry	Daymark Recovery Services, Inc./CRC
Anna Yon	PBH	Kathy Murray	Old Vineyard Behavioral Health
Anne Howell	ESUCP	Kelli Bowen	ASMC
Annie Ivy	Southwood Place Group & Dev	Kerri Clark	Old Vineyard Behavioral Health
Asheli Thompson	Turning Point Homes	Leslie Mussington	Daymark Recovery Services, Inc.
Barbara Agnello	PBH	Liberty Johnson	Thompson Child & Family Focus
Becky Catoe-Aikey	SAPS	Lisa Jones	RHA Health Services, Inc.
Beth Monaco	PBH	Lisa L. Johnson	S.T.E.P.S. Developmental Academy
Bill Rankin	PBH	Lou Fuller	CCD
Brandy Bowlin	ESUCPNC	Martin Foil	Hinds Feet Farm
Carlo Black	YACM	Marzetta Osburn	YACM
Carol Gouge	PBH	Melissa Campbell	PBH
Charles Funchess	C.F. Marketing	Michelle Pate	LifeSpan
Chon Black	YACM	Nadine McNair-Smith	Horizon Care, Inc.
Christy Shaver	Monarch	Nicole Cote	PBH
Chuck Hill	PBH	Ola Cook-Mbah	ResCare HomeCare
Courtney Dabney	Children's Home Society of NC	Pat Quinn	Behavioral Health, PLLC
Crystal Nunnemaker	OmniVisions	Regina Clark-Parker	Cabarrus County Schools
Cyndi Reinhardt	Monarch	Revella Nesbit	PBH
Cynthia Benjamin	PBH	Robin Onuoha	Focus Support
David Ashley	Bayada Nurses	Sara Newman	101
David Jones	PBH	Sarah Leidy	McLeod Addictive Disease Center
Dawn Allen	GHA, Inc.	Scott Brown	ECUCP
Dawn L. Anderson	HomeCare Managemetn	Sheila Sapp	The Arc of Rowan
Dee Pankey	GHA, Inc.	Shelley Bowman	RHA Health Services, Inc.
Devon Smith	DDR, Inc.	Sherdella Pearson	Nazareth Children's Home
Elizabeth Fortin	PBH	Stephanie Brown	Community Living Concepts
Emily Hayes	Daymark Recovery Services, Inc.	Suzanna Dean	A.D.E.P.T.
Emma Moore	PBH	Tammy Gilmore	PBH
Erika Lilly	Elite Care	Tara White	QCDS
Jackie Cooper	DDR, Inc.	Tawanna Usher	PBH
Jane Goble-Clark	SAPS	Ted Thomas	PBH
Jane Jackman	The Arc of Rowan	Tom Hibbert	Timber Ridge Treatment Center
Janet Breeding	GHA, Inc.	Traci Butler	DDR, Inc.
Jeanne Pritt	RSS	Tracy Threatt	PBH
Jennifer Lineberger	RHA Health Services, Inc.	Tyran Lennon	Horizon Care, Inc.
Jessica Cooke	QFS	Vanessa Colon	PBH
Jessica Ray	Quality Family Services	Wendy Campbell	Baptist Children's Home of NC
Jill Stephenson	PBH		

Welcome/Purpose

Dawn greeted Providers then called up the members of PBH's Network Council to introduce themselves. Please take your ideas, questions and concerns to your Network Council Representatives

PBH Updates

Waiver – Andrea Misenheimer, Medicaid Project Manager – NC MA/DD/SAS Health Plan – According to last month's Medicaid Bulletin, DMA is getting ready to levy co-pays. PBH will not be doing requiring co-pays from individuals. A communication bulletin will be going out regarding this.

Next month look on the DMA website under the Provider Tab. This is where they have every Medicaid Bulletin. There will be one about the E & M Codes that PBH will be covering. This will be the correction article to the December bulletin.

Peer Support would have been added to the State plan in January but it has been delayed. PBH operates Peer Support as a B3 service. We will work together to make a seamless transition removing Peer Support from the B3 service array.

NC Innovations – Last Thursday we had a provider training on NC Innovations. Home Supports will end date March 31, 2011. Q & A's will be posted on the Innovations website

We are working on Support Needs Matrix. Implementation is going well. We will continue training initially.

CABHA Update – Cynthia Benjamin – We have been fortunate with Day Treatment, Community Support Team and Intensive In-home services. Only 50 consumers will be affected the change to CABHA agencies. We are working with Mark O'Donnell at the State level and keeping him informed of the transitioning of consumers. Transition plans are in place for all PBH consumers. Some of our consumers have already been transitioned and the remainder will be transitioned by December 1st.

The state will be offering CABHA training in New Bern and Raleigh but the location for training for the Western Region has not been determined. There will be a summary of the certification process, a description of the goodness of the CABHA model and DMA will be there to discuss the transition process. PBH has 17 certified CABHAs at this time. Our three CCP's will provide Targeted Case Management, Intensive In-Home and CST. You may contact Cynthia Benjamin with any questions you have regarding CABHA at cynthia.benjamin@pbhsolutions.org

Network Council Report – Dawn Allen

Election of New Members

Cynthia Patterson and Devon Smith are running for the open Network Council DD seat. Providers were asked to place their ballots in the designated ballot box.

Announcement of 2011 Council Officers

Dawn Allen, President
Leslie Mussington, VP
Jeanne Duncan, Secretary

Agency Spotlight: Crisis Recovery Center and Mobile Crisis Management – Daymark – Leslie Mussington – Leslie introduced Emily Hayes who described the CRC. They have 24/7/365 crisis counselors in every PBH county and are available for any type of crisis, i.e. MH, SA and DD. NC Start assists us with DD crisis. We do assessments and inpatient or detox services if required. We work with the police and the schools. We are available to intervene. We can be reached through the PBH Access Line 800-939-5911 then the calls are fielded to Daymark. You should receive a response within 15 minutes. We are required to respond within 2 hours. Is Mobile crisis available for both children and adults? Yes, for all populations.

Crisis Recovery Center – Leslie Mussington – The mobile crisis management criteria does not discriminate against MH, DD or SA. We are there. We have a unit in Kannapolis 1309 S. Canon Blvd in Kannapolis. The phone number there is 704-933-3212. Kathleen Frye is the director at this location. The Union CRC is located at 1408 East Franklin Blvd in Monroe. The phone number there is 704-283-6040. Leslie is the director at this location. We target the number of admissions away from the ER.

Question: Do you do assessment there?

Answer: Yes, we do.

The natural response is to call or send people to the emergency room but we can serve you less expensively and keep the consumers out of the ER.

Ted Thomas asked for a comparison of the time spent in ER versus the time spent in CRC to get their issue attended to. Leslie responded that the ER is expensive and very time consuming. ER takes people in based on their perception of the emergency. At CRC they can be seen in a matter of minutes. We are there to serve the indigent population.

Question: Does it make a difference if they have Medicaid or not?

Answer: If they have insurance we can refer them elsewhere. We are there to serve the indigent.

Question: Do you automatically refer the insured out or do you do assessment first?

Answer: We conduct the assessment first then refer them out.

Question: Do you take Medicaid other than PBH Medicaid? Would he have been eligible to be seen at the CRC? Leslie was not sure how to answer. He could not imagine not serving them. We work closely with PBH to get authorizations.

Question: For the DD population, does it have to be voluntary?

Answer: We accept individuals who are voluntary and involuntary. The guardian cannot just sign them in. The consumer has to sign themselves in if they are in crisis.

Any time there is a question about Medicaid verification, contact DSS.

David Jones – This actually sounds like a really good training topic.

Andrea Misenheimer – We spend a lot of time focusing on this at the DD Provider Meetings but, a training on this topic would be good as well.

Changing Medicaid to a different is a lengthy process.

Question: What happens if one of the facilities is full? Can they go to the other facility?

Answer: Yes, they can. These are 16 bed facilities. If one facility is full, yes, we pick up, we transport, we serve. We also have the capacity to provide service until the person is relocated.

Emily Hayes – The CRC's cannot do any chemical or physical restraints. They are not set up to do so. Those consumers should go to ER. CRC Kannapolis is more of a dorm style setup with all individual beds.

Topics of Interest:

Cultural Competence Conference Planning – Dee Pankey

"Becoming Bi-cultural" is a conference which will be held November 29, 2010 from 9:00 am to 5:00 pm at Copperfield. Admission is \$35 and CEU's will be offered. **This training is sponsored by the Provider Cultural Competence Committee.**

Mark your calendars for October 27, 2011. This is the date of the 3rd Cultural Competency Conference - "Putting It Into Practice" which will be held at the new PBH complex.

There is a call for proposals in your provider folders. Pass this information along to your colleagues. Dee asked the committee members to stand and introduce themselves. Direct your feedback and comments to any of us.

2010 Consumer Survey – Bill Rankin, Director of PBH Quality Management

We just completed our Consumer Satisfaction Survey. The results will be posted on our external website probably next week. We use UNC Charlotte's Urban Institute to send out and collect the survey responses. Respondents were asked to rate their level of service to each of the questions on the following 4 point scale: 1 = Never; 2 = Rarely; 3 = Most of the time; 4 = Always. The survey consisted of a random sample of 10,000 clients participating in services through PBH.

The survey was broken into five groups with the response percentages as follows:
MH Only – 37%; Multiple Diagnosis 34%; DD only 19,% Unknown 7%;and SA 3%.
The second round was a postcard reminder went out. The third round went out April 2nd.
The survey concluded April 23rd.

We received the lowest response we have had in years but 902 responded which is 9%

The responses were broken down as Consumers - 45%

Family Members of Consumers - 33%

Over three quarters of the consumers are Medicaid Recipients - 77%

74% of the respondents were Caucasian

54% were female

21% were African American

2% were Hispanic/Latino

3% were Other

37% of respondents reported that he/she had been receiving services from PBH fro two years or less.

95% felt that their privacy was respected

We set a goal of 80% response. 23 of the 33 questions asked scored above the 80% goal

83% responded that the services received had improved the quality of their life.

We are considering doing training for providers for the denial and appeal process.

Only 67% were aware of the call center toll free number. We feel that we must have consistent language. Some call it "the 800 #", "The Access Line", "The Crisis Number"

70% had a choice in choosing their provider

60% Easy to Change their Provider
Barriers for you to receive the services –
610 of the 902 responded to this question (optional section)

Question: Where it says “other”, did they have an opportunity to write in what it was?

Answer: I’m not sure but I will check.

We are interested in knowing what the “Others” are.

Provider Updates, Questions, Request, Comments

Question: At what point will consumers be considered a member of the PBH catchment for state funds?

Answer: David Jones – There is a Western Region agreement regarding State funds that it is 365 days but this agreement is with the Western Region only.

If someone comes here to a group home, the first 365 days of state funds are from the county they came from. After that year, the receiving county will be responsible. If short term, the responsibility falls on the first county, not the county they moved to. We are hoping this will expand

Question to Providers: Do you have agenda items for the February meeting?

Angie Banther from Path of Hope – New smokable incense, legal – Needs to be aware SA issue

SA Prevention Services SA Prevention Services has a new Executive Director – Jane and Program Director Becky

Motion to Adjourn

2011 PBH Provider Meetings begin at 9:00am on the following dates:

February 11, 2011

May 13, 2011

August 12, 2011

November 11, 2011

Send agenda items to dawnallen@ghainc.org

Steve Tomlinson – spoke at the FARO Conference with Jeanne Duncan – RHA and Daniel Brown, Monarch – What is working well at PBH, what is contributing to the success of PBH being a waiver site. Mecklenburg and Western Highlands will be the next waiver sites

What it is like to work in a waiver environment – Steve presented the NC Council forum
We have operated in a closed network since our inception. Other providers want to know what this will mean for their business and for them to stay in business. In many of the other LME’s their relationship is not the same as the relationship they have with PBH. The said it is really top down. A lot of them work with Value Options and have stated that working with our Access Department is different.

We have the right of amount of providers in our network. We are always taking the existing providers in our network into consideration. We feel that having a closed network is that we have the responsibility to our providers. We want you to tell us what you want to know. We have a lot of forums which are designed to work with you. We have a lot of committees to work on serving you better. We do these things to continue to work with you in our partnership. This distinguishes us from the other LME’s. We feel that we have a very valuable relationship with our providers. We enjoy you helping us to make this partnership stronger. Have a safe holiday

season. Do not wait until February until we have our next meeting, tell us what your thoughts are use the Council's voice.

Remember your ballots which are in your folder.