

# PBH InfoSource Newsletter

PBH News Source for Providers

February 16, 2012

## Johnny Cash – *Man in Black*

Well, you wonder why I always dress in black,  
Why you never see bright colors on my back,  
And why does my appearance seem to have a somber  
tone.  
Well, there's a reason for the things that I have on.

I wear the black for the poor and the beaten down,  
Livin' in the hopeless, hungry side of town,  
I wear it for the prisoner who has long paid for his crime,  
But is there because he's a victim of the times.

I wear the black for those who never read,  
Or listened to the words that Jesus said,  
About the road to happiness through love and charity,  
Why, you'd think He's talking straight to you and me.

Well, we're doin' mighty fine, I do suppose,  
In our streak of lightnin' cars and fancy clothes,  
But just so we're reminded of the ones who are held back,  
Up front there ought 'a be a Man In Black.

I wear it for the sick and lonely old,  
For the reckless ones whose bad trip left them cold,  
I wear the black in mournin' for the lives that could have  
been,  
Each week we lose a hundred fine young men.

And, I wear it for the thousands who have died,  
Believen' that the Lord was on their side,  
I wear it for another hundred thousand who have died,  
Believen' that we all were on their side.

Well, there's things that never will be right I know,  
And things need changin' everywhere you go,  
But 'til we start to make a move to make a few things  
right,  
You'll never see me wear a suit of white.

Ah, I'd love to wear a rainbow every day,  
And tell the world that everything's OK,  
But I'll try to carry off a little darkness on my back,  
'Till things are brighter, I'm the Man In Black.

source: <http://www.lyricsondemand.com/j/ohnnycashlyrics/aninblacklyrics.html>

## PBH Communication Bulletin FY-1112-UM-19

### Documentation required for authorization of PRTF

To: PRTF Providers  
From: Utilization Management  
Date: February 16, 2012  
RE: Documentation required for authorization of PRTF

In a continued effort to conduct more detailed clinical reviews of consumers in Psychiatric Residential Treatment Facilities (PRTF), to ensure that active discharge planning is occurring (as required by the service definition), and to facilitate transition of consumers whenever possible to less restrictive services, PBH will now be requesting the following on each Treatment Authorization Request (TAR) for PRTF services.

The new PRTF guidelines will be effective **March 1, 2012**.

On each Treatment Authorization Request, the following should be clearly documented:

- Dates of all Individual and Family Therapy Sessions, and credentials of clinician who provided therapy. (Please refer to PBH Communication Bulletin FY-0910-UM-08 around requirements that this must be provided by Licensed Professionals, unless PBH has previously approved an exception.)
- Progress or lack of progress towards treatment goals over the last authorization period. When lack of progress is evident, clear documentation of changes to strategies, interventions, etc., should be included.

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### Documentation required for authorization of PRTF

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- Documentation of any Medication Adjustments or use of PRNs, including rationale for changes.
- Documentation of frequency of psychiatrist involvement, e.g., psychiatrist seeing consumer more frequently due to escalation in behaviors.
- Detailed description of current behaviors that meet service definition criteria: "The child/adolescent's condition continues to meet admission criteria at this level of care."
- Documentation of the "specific realistic, objective and measurable discharge criteria and plans for appropriate follow-up care. A timeline for expected implementation and completion." This should be individualized to each consumer and based on mental health symptoms that could not be addressed in any less restrictive level of care, not on full completion of goals.
- Documentation of Active Discharge Planning, e.g., referrals for therapy in the community, living arrangements, educational plans, pro-social leisure activities, relapse prevention plans, etc. Particularly as consumer gets closer to discharge date, this should include specific providers that will provide the step down treatment, appointment dates, etc.
- Documentation of Child and Family Team Meetings, including who was present, what was discussed, and ongoing plans for consumer's care.
- Documentation of any Restrictive Interventions, Unit Restrictions, Suicide Precautions, Line of Sight Supervision or any other type of restrictions, including dates these occurred and reasons for use.

It is not necessary on the TAR to provide the details of reasons for admission, history, etc., as UM staff will have access to this via pre-admission information, past TARs, etc. UM is really looking for updates on what has occurred since the last authorization review, and the current clinical information that supports medical necessity for the PRTF level of care, based on the service definition criteria. If a provider has a monthly summary document that incorporates all of the above, providers are welcome to send this with the TAR, versus just copying the same information onto a TAR.

**Providers will no longer be required to send treatment notes, medication records, etc. unless this is specifically requested by the Utilization Management staff.**

In situations where lack of progress is occurring, PBH would encourage discussions of alternative treatments, even consideration of alternative service providers if the consumer has been in the facility for an extended period of time and progress has been minimal.

PBH would encourage teams to consider the use of the Community Collaborative and Care Review process when struggling with discharge planning or when not sure what alternative options might be available. Additional information can be found on the System of Care website or by contacting the local Community Operations Centers (COC) based on the consumer's home county as listed below.

**PBH COC (Davidson, Rowan, Stanly, Union, and Cabarrus) - 704-721-7000**

**Alamance Caswell COC (Alamance and Caswell) - 336-513-4222**

**Five County COC (Granville, Franklin, Halifax, Vance, and Warren) - 252-430-1330**

For any questions related to this Communication Bulletin, please contact the Utilization Management Department at 704-939-7700.

**PBH Communication Bulletin FY-1112-AA-03**  
**(b) (3) Community Guide Services**

To: Innovations Network Provider Agencies  
From: Andrea Misenheimer, Medicaid Program Director  
Date: January 13, 2012  
RE: (b) (3) Community Guide Services

Community Guide has been approved as a (b) (3) service. The service definition is posted on the website for your review. Click on the link below to view the service definition:

<http://www.pbhsolutions.org/pubdocs/upload/documents/PBH%20Communication%20Bulletin%20FY%201112%20AA%2003%2020120215.pdf>

Providers who were previously providing Community Guide under the Innovations waiver will have this service added to their contract to allow them to provide the service under both Innovations and (b) (3) funding sources. Providers who previously provided targeted case management may choose to have Community Guide added to their contract.

This service is a very important support to assist individuals to become integrated, meaningful members of their community.

Please feel free to direct questions to your Network managers for assistance with this service.

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**PBH Communication Bulletin FY-1112-AA-04**

**Clarification on the functions of Community Guide, Agency with Choice and agencies that do both functions**

To: Innovations Network Provider Agencies  
From: Andrea Misenheimer, Medicaid Program Director  
Date: January 13, 2012  
RE: Clarification on the functions of Community Guide, Agency with Choice and agencies that do both functions

Click the link below to access a chart that provides clarification on the role of the Community Guide if this is the sole service that the provider agency provides, Agency with choice if this is the sole self directed option that the agency provides and the combination of the two services if provided to the same participant by the same agency.

<http://www.pbhsolutions.org/pubdocs/upload/documents/PBH%20Communication%20Bulletin%20FY%201112%20AA%2004%20Clarification%20on%20Functions%2020120215.pdf>

Please feel free to direct questions concerning this information or other needed clarification to you Network Manager.



## PBH Communication Bulletin FY-1112-AA-05

### Clarification on Innovations Service Definitions

To: Innovations Network Provider Agencies  
From: Andrea Misenheimer, Medicaid Program Director  
Date: January 13, 2012  
RE: Clarification on Innovations Service Definitions

Based on recent questions from providers regarding service definitions, the following clarifications are provided.

#### **Natural Supports Education:**

**Question:** Do the qualifications for Natural Supports Education allow a person with a high school diploma to provide this service?

**Response:** The qualifications are intended to allow a minimum of a Qualified Professional to provide the service. We understand that these qualifications may have been unclear. Providers are asking by April 1, 2012 to ensure that all staff providing this service meets these qualifications.

#### **Agency with Choice and the training of managing employers:**

**Question:** Can the Community Guide provide training to the Managing Employer in the same way that they do to the Employer of Record?

**Response:** Effective immediately, the Community Guide may provide up to 30 hours of training to the Managing Employer to assist in gaining the skills to direct their own services. During the month that the training occurs, the service will be billed by the hour using T2041-U1. If the 30 hours are not used within the month the remaining hours can be billed the following two months if needed.

**Question:** Can an Agency with Choice Provider who is also providing Community Guide to the same individual also provide Specialized Consultation services to that individual?

**Response:** The Agency with Choice Provider may not provide specialized Consultation Services to the individual if they are also the Community Guide Provider. The clinical team will have 90 until April 1, 2012 to make arrangements for another provider agency to begin providing Specialized Consultation services to the individual.



## Alamance Caswell Community Operations Center News

### PBH Communication Bulletin FY 1112 NM 28 20120216 TAR and Claims Deadlines for Alamance Caswell Providers

**To:** Prospective Providers to the PBH Provider Network from the Alamance-Caswell Catchment Area  
**From:** Nicole P. McKinney, PhD, LPC  
 PBH Corporate Network Operations Director  
**Date:** February 16, 2012  
**RE:** Deadlines for Treatment Authorization Requests and Claims

PBH has partnered with the Alamance-Caswell Local Management Entity to manage Medicaid-funded behavioral healthcare services under the concurrent 1915 (b)(c) waivers, also called the Cardinal Innovations Health Plan. The partnership with the Alamance-Caswell Local Management Entity, now the Alamance-Caswell Community Operations Center, was effective on October 1, 2011. On this transition date, PBH also assumed management of State-funded behavioral healthcare services for Alamance-Caswell consumers.

On October 1, 2011, consumers with Medicaid originating from the Alamance-Caswell catchment area were transitioned to the Cardinal Innovations Health Plan for the management of their behavioral healthcare services. Mental Health, Intellectual/Developmental Disabilities, and Substance Abuse providers serving these consumers were required to enroll in the PBH Provider Network so that their Medicaid- and State-funded services would be authorized and their claims would be processed through PBH.

***It is important to reiterate the time-sensitive nature of the PBH provider application and contracting process to foster a seamless transition and ensure prompt reimbursement. Effective March 16, 2012, PBH will no longer honor authorizations and claims submitted by Alamance-Caswell providers who have not applied to the PBH Network.***

#### Technical Assistance

Contracted Providers who have general contract-related or provider network questions should contact their assigned Network Specialist at the Alamance-Caswell Community Operations Center: (336) 513-4222.

Non-Contracted Providers should contact one of the following Contract Specialists at the PBH Corporate Office for general questions regarding how to become enrolled as a new provider or to verify the status of an enrollment application.

|   |   |   |
|---|---|---|
| <b>Provider Name (A-I)</b><br><b>PBH Contract Specialist</b><br><b>(704) 939-7747</b><br><a href="mailto:Jana.Rollins@pbhsolutions.org">Jana.Rollins@pbhsolutions.org</a> | <b>Provider Name (J – R)</b><br><b>PBH Contract Specialist</b><br><b>(704) 939-7890</b><br><a href="mailto:Andria.Hogue@pbhsolutions.org">Andria.Hogue@pbhsolutions.org</a> | <b>Provider Name (S – Z)</b><br><b>PBH Contract Specialist</b><br><b>(704) 939-7889</b><br><a href="mailto:Nichole.Bailey@pbhsolutions.org">Nichole.Bailey@pbhsolutions.org</a> |
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Thank you for your attention to this very important and time-sensitive matter.

## Alamance Caswell Community Operations Center News

### **PBH Communication Bulletin FY 1112 NM 27 Routine Utilization Reviews 20120215**

**Date:** February 07, 2012  
**To:** PBH Network Providers  
**From:** Ric Bruton  
AC COC Network Operations Manager  
**RE:** Routine Utilization Reviews

The Utilization Review Committee will be conducting clinical reviews on the following services:

**MH:** 1. Community Support Team  
2. Level II Residential

**SA:** 1. Substance Abuse – Intensive Outpatient  
2. Opioid Tx

**IDD:** 1. SCS for Behavior Intervention  
2. In Home Skill Building

AC providers of the above services may chose to participate in these reviews. This year, participation in clinical reviews will be optional, but participation will be mandatory next year. If you choose to participate, the outcomes for this year will be considered purely as baseline information. The committee will provide clinical recommendations in accordance with the findings but will not require clinical plan of correction. Utilization Review audits focus on the clinical aspects of care, they are separate from Quality Management audits.

If you would like to participate this year to experience the process, please contact Valerie Russell - [Valerie.Russell@pbhsolutions.org](mailto:Valerie.Russell@pbhsolutions.org) and notify her of your intention to participate by 2/29/2012. Thank you.

#### **Contact information**

**If you, or someone you know of, wishes to subscribe to PBH InfoSource, please email the contact information to [communications@pbhsolutions.org](mailto:communications@pbhsolutions.org) and put "Sign me up for InfoSource" in the subject line.**

## PBH Community Operations Center News

### PBH Communication Bulletin FY 1112 NM 26

#### PBH COC MH Breakout Provider Meeting

Friday, March 2, 2012

Date: February 23, 2012  
To: PBH Network MH Providers  
From: John Giampaolo  
PBH COC Network Manager  
RE: PBH COC MH Breakout Provider Meeting March 2, 2012

Please note that the next PBH COC MH Provider meeting is scheduled to take place on Friday, March 2, 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 John Giampaolo at [john.giampaolo@pbhsolutions.org](mailto:john.giampaolo@pbhsolutions.org).

Please [Click Here](#) for directions to the training facility. You may also call (704) 939-7700 for further assistance.

### Five County COC News

Please check back in this section for  
Communications specifically for Five County  
Providers.

### OPC COC News

Please check back in this section for  
Communications specifically for OPC Providers.

### Important Website Links



Click on the websites below to access those sites:

[Provider](#)

[Provider Meeting/Training Calendar](#)

[Cultural Competence](#)

[Consumer Affairs](#)

[Quality Management](#)

[Waiver](#)

[PBH Brochures](#)

[PBH Manuals](#)