

**Provider ? Line**

919-913-4105

**Customer Service**

888-277-2303

customerservice@opc-mhc.org

**STAR Lines**

800-233-6834

866-598-6459 TTY

Please note that the inclusion of non-OPC resources or training announcements in these Bulletins is for informational purposes only and does not represent an endorsement by OPC.

# OPC Provider Communication

Issue 15

April 29, 2011

## Waiver Implementation

As you have probably heard, on March 31, 2011 the Department of Health & Human Services (DHHS) released a Request For Application (RFA) for the expansion of the 1915(b)(c) Medicaid waiver in North Carolina. This expansion will have a significant impact on the organizational structure and governance of the existing MH/DD/SA system. OPC is currently in discussions with PBH, currently the only LME in the state operating a 1915(b)(c) waiver, about the possibilities of forming an alliance with them and Five County LME. We are in the process of developing a strategic plan for communicating with our stakeholders, and as a first step we have posted information related to the waiver on our website. You can access it directly by clicking [here](#). If you have any questions, you may submit them directly from the site, where we will be updating our questions/answers on a regular basis.

## Annual Provider Status Report (APSR) Reminder

If you have a state-funded contract with OPC, your APSR is due this Friday, April 29<sup>th</sup>. You can access the report, which is completed via Survey Monkey, by clicking [here](#). If you should have any questions about the APSR, you may refer to the Companion document previously forwarded via e-mail or you may access it at our website by clicking [here](#).

## Revised DMH Endorsement Policy

A revised endorsement policy has been posted on the DMH website and can be accessed by clicking [here](#).

## DMH CABHA Updates

A new Q&A document has been posted on the DMH CABHA page and can be accessed by clicking [here](#).

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# OPC Provider Communication

Issue 12

April 29, 2011

## **Mitigating the Risk of ICD-10. What Can Providers Do To Be Prepared for Implementing ICD-10?**

The latest NCHICA ICD-10 Taskforce Bulletin on “Mitigating the Risks of ICD-10” can be found online by clicking [here](#).

## **Tornado Recovery Resources**

Recovering from the effects of a natural disaster is a gradual process. It is important to monitor the physical as well as the mental well being of your family, especially those of the children. The National Child Traumatic Stress Network offers some great advice on helping your children after a tornado. Please click [here](#) for more information.

## **SAMHSA Releases New Fact Sheets**

SAMHSA has released two new facts sheets to support National Children’s Mental Health Awareness Day activities:

- Childhood Trauma’s Impact on Health Risk. Click [here](#) to access the fact sheet.
- Building Resilience in Children and Youth Dealing with Trauma. Click [here](#) to access the fact sheet.

## **Insuring Individuals with Pre Existing Conditions**

Inclusive Health also known as the North Carolina Health Insurance Risk Pool provides affordable individual insurance coverage for North Carolina residents who do not have access to an employer health plan and face higher premiums due to a pre existing medical condition. For more information, click [here](#).

## **Provider Communications**

Previous editions of the weekly Provider Communications can be found by clicking [here](#).

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# OPC Provider Communication

Issue 11

April 29, 2011

## OPC Training Opportunities

### **LGBT Youth Trainings**

OPC is hosting a series of trainings targeted at youth serving agencies to create more welcoming, supportive agencies and communities for LGBT Youth. For more details, see the attached flyer.

### **Client Rights and Confidentiality**

May 13 2:00—5:00 at the OPC Administrative Offices. For more details see the attached flyer and registration form.

### **Provider Direct Training: Claims and Billing**

May 18, 12:30—3:30 at the OPC Administrative Offices. Provider Direct Claims and Billing training is beneficial for Program Managers, IPRS/Medicaid claims and billing staff. It will provide an overview of claims submission, process schedules and deadlines, payment and claim reports and accessing claims data. For more details see the attached flyer and registration form.

### **Older Adults and Addiction**

May 20 9:00—4:00 at the OPC Administrative Offices. For more details see the attached flyer and registration form.

### **Provider Direct Training: Enrollment and Authorizations**

May 23 8:30—2:30 at the OPC Administrative Offices. Provider Direct Enrollment and Authorizations training is beneficial for Clinical staff who enroll IPRS and Medicaid consumers and any staff who is responsible for the submission of IPRS Treatment Authorization Request. For more details see the attached flyer and registration form.

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# OPC Provider Communication

Issue 11

April 29, 2011

## Other Training Opportunities

### **Stolen Childhoods: Understanding the Commercial Sexual Exploitation of America's Children**

May 6 9:00—4:00 in Raleigh, NC. This workshop is sponsored by the Wake AHEC. For more information and registration information click [here](#).

### **Vanishing Into Thin: Recognizing, Evaluating and Treating Clients with Eating Disorders**

May 6 9:00—4:00 in Greenville, NC. This workshop is sponsored by Eastern AHEC. For more information and to register click [here](#).

### **Save The Date**

June 4th at the Friday Center in Chapel Hill – “Medical Directors Update: the Physician’s Leadership Role in the New Public Mental Health System” – Watch for additional information.

### **Annual NCHIMA Behavioral Section Conference**

The 31<sup>st</sup> Annual NCHIMA Behavioral Section Conference will be held June 8 – 10, 2011 in Cary, North Carolina. The theme for this year’s meeting is “Building for the Future.” For further information please click [here](#).

### **Greensboro Area AHEC**

Greensboro Area AHEC has classroom and online continuing education in a wide variety of mental health topics. Go ahead and plan your classroom education in advance or take an online course immediately. Click [here](#) for more information.

**LGBT Youth:  
Youth Serving Agencies  
Coming Together to Create More Welcoming,  
Supportive Agencies and Communities**

**Orange County: LGBTIQ 101**

March 22, 2011, 9:00-11:00  
Southern Orange Human Services Room A-B  
2501 Homestead Road, Chapel Hill 27514

**Chatham County: LGBTIQ 101**

March 28, 2011, 10:00-12:00  
CCCC-Pittsboro Multipurpose Room Building 2  
764 West St., Pittsboro 27312

**Person County: LGBTIQ 101**

May 4, 2011, 10:00-12:00  
Person County Human Services Complex, FEMA Room  
355 South Madison Blvd., Roxboro 27573

**Culturally Competent Counseling with LGBTIQ Identified People**

May 13, 2011, 9:00-11:00  
Southern Orange Human Services Room A-B  
2501 Homestead Road, Chapel Hill 27514

**LGBTIQ 101:** Overview of topics and resources relevant to sexual orientation, gender identity, and gender expression. Will also include strategies for becoming an ally to people of diverse gender identities, sexual orientations, and gender expressions.

**Target Audience for LGBTIQ 101:** School support staff, court counselors, mental health providers, Guardian ad Litem, and staff from child serving community agencies

**Culturally Competent Counseling with LGBTIQ Identified People:** Overview of recent research and information about identity development, common mental health/counseling issues, counseling strategies, and resources.

**Target Audience for Culturally Competent Counseling:** School student support staff and mental health providers. Participants are strongly encouraged to attend LGBTIQ 101.

**Trainer:** **Terri Phoenix**, PH.D. from the University of Georgia; Director of the UNC LGBTQ Center; Member of the Executive Board of the National Consortium of Higher Education LBGT Resource Professionals

This training is free.

Please RSVP by emailing Lisa Lackmann at OPC Area Program at [llackmann@opc-mhc.org](mailto:llackmann@opc-mhc.org) For questions, call 919-913-4011.



## Client Rights and Confidentiality

Offered by:  
**OPC/LME**

**For Providers Serving Orange, Person, and Chatham Counties**

**Friday, May 13, 2011**

**2:00p.m. – 5:00 p.m.**

**Location: OPC Administrative Offices  
100 Europa Drive, Suite 490, Chapel Hill, NC 27517**

This training is designed to familiarize participants with statutes and rules that govern client rights, confidentiality, and incident reporting.

Some of the subjects to be covered in this training include:

- Overview of client rights
- Restrictive Interventions
- Title VI of the Civil Rights Act of 1964
- Highlights of NC General Statute 122-C & HIPAA (including changes included in HITECH)
- 42-CFR (governing confidentiality of information related to substance abuse treatment)
- Revision to NCGS 122C-55: Sharing information with Primary Care case management programs

Presenter: Michael Norton, M.A.  
OPC Client Rights Coordinator

To register with OPC please submit the attached registration form to Vickie Hussey by email at [vhussey@opc-mhc.org](mailto:vhussey@opc-mhc.org) or by fax 919-913-4038. **Participants will be limited to 25, and will be registered on a first-come, first-served basis.**

# OPC

Area Program

Administrative Offices  
 100 Europa Drive, Ste. 490  
 Chapel Hill, NC 27517

Phone: 919-913-4053 Fax: 919-913-4038

## Provider Training Registration Form

<b>Topic of Training: Client Rights &amp; Confidentiality</b>
<b>Date/Time of Training:</b> Wednesday, May 13, 2011 / 2:00 pm - 5:00 P.M.
<b>Cost of Training (if applicable): \$FREE</b>
<i>If the training requires a fee, please send a check to address below or bring with you to the training</i>

<b>Your Agency Name:</b>		
<b>Representative(s) Attending:</b> <i>If more than one representative attends, please plan to carpool due to limited parking.</i>	<b>E-mail Address:</b> <i>Please provide email address for each representative so that we can send a registration confirmation.</i>	<b>Phone number:</b> <i>Please provide best number to reach you in case of a cancellation.</i>

*Please return this form by:*

**Email (preferred):** [vhussey@opc-mhc.org](mailto:vhussey@opc-mhc.org)

**Mail:** Attn: Vickie Hussey, 100 Europa Drive, Ste. 490, Chapel Hill NC 27517

**Fax:** 919-913-4038



## Provider Direct Claims and Billing

Offered by:  
OPC/LME

For Providers Serving Orange, Person, and Chatham Counties

Wednesday, May 18, 2011

12:30p.m. – 3:30 p.m.

Location: OPC Administrative Offices

100 Europa Drive, Suite 490, Chapel Hill, NC 27517

The training is designed to familiarize participants with the Cardinal Innovations (CI) environment. The system was created to offer secure online communication with your LME. The training will focus on the CI system as a tool to reimburse providers and reduce administrative cost through electronic claims processing. Provider Direct Claims and Billing training is beneficial for Program Managers, IPRS/Medicaid claims and billing staff.

Subjects to be covered in this training include:

- Overview of the Provider Direct Components
- Claims Submission Options
- Creating and Submitting Claims
- Process Schedules and Deadlines
- Payment and Denial Reports
- Accessing your Claims Status

Presenter: Kris O'Keefe or Karen Strum

To register with OPC/LME please submit the enclosed registration form to Vickie Hussey by email at [vhussey@opc-mhc.org](mailto:vhussey@opc-mhc.org) or by fax at 919-913-4038. **Participants will be limited to 8 and will be registered on a first-come, first-served basis.**

# OPC

Area Program

Administrative Offices  
 100 Europa Drive, Ste. 490  
 Chapel Hill, NC 27517

Phone: 919-913-4053 Fax: 919-913-4038

## Provider Training Registration Form

<b>Topic of Training: Provider Direct Claims and Billing</b>
<b>Date/Time of Training:</b> May 18, 2011 / 12:30 pm – 3:30 pm
<b>Cost of Training (if applicable): FREE</b>
<i>If the training requires a fee, please send a check to address below or bring with you to the training</i>

<b>Your Agency Name:</b>		
<b>Representative(s) Attending:</b> <i>If more than one representative attends, please plan to carpool due to limited parking.</i>	<b>E-mail Address:</b> <i>Please provide email address for each representative so that we can send a registration confirmation.</i>	<b>Phone number:</b> <i>Please provide best number to reach you in case of a cancellation.</i>

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**Mail:** Attn: Vickie Hussey, 100 Europa Drive, Ste. 490, Chapel Hill NC 27517

**Fax:** 919-913-4038

# Older Adults and Addiction

Offered by:  
OPC/LME

For Providers Serving Orange, Person, and Chatham Counties

Friday, May 20, 2011

9:00 a.m. – 3:30 p.m.

Location: OPC Administrative Offices  
100 Europa Drive, Suite 490, Chapel Hill, NC 27517

Substance abuse, particularly of alcohol and prescription drugs among older adults, is one of the fastest growing health problems facing our nation. Even though substance abuse is on the rise and the number of older adults suffering from these disorders climbs, the situation remains under-identified, under-diagnosed and under-treated. The participants in this training will have an opportunity to learn more about this invisible epidemic as well as various approaches to treatment.

9:00 a.m.	Introductions An Invisible Epidemic, an Overview (Alcohol and Aging, Use and Abuse of Psychoactive Prescription Drugs and Over-the-Counter Medications)
10:15 -10:30 a.m.	Break
10:30 a.m. – 12:00 Noon	Identification, Screening and Assessment
12:00 Noon – 1:00 p.m.	Lunch (on your own)
1:00 p.m. – 2:15 p.m.	Older Adults and Addiction (DVD) (Frederick Blow, Ph.D. and David Oslin, M.D.)
2:15 p.m. – 2:30 p.m.	Break
2:30 p.m. – 3:30 p.m.	Referral and Treatment Case Studies
	Closing remarks

Presenter: Tom Velivil, L.C.S.W., L.C.A.S., C.C.S.  
OPC Service System Manager/Addictions Specialist

To register with OPC/LME please submit the attached registration form to Vickie Hussey by email [vhussey@opc-mhc.org](mailto:vhussey@opc-mhc.org) or by fax 919-913-4038. **Participants will be limited to 25. This training is carries a \$25.00 charge, and has been approved by the North Carolina Substance Abuse Professional Practice Board.**

# OPC

Area Program

Administrative Offices  
 100 Europa Drive, Ste. 490  
 Chapel Hill, NC 27517

Phone: 919-913-4053

Fax: 919-913-4038

## Provider Training Registration Form

<b>Topic of Training: Older Adults and Addiction</b>
<b>Date/Time of Training:</b> May 20, 2011 / 9:00 am – 4:00 pm
<b>Cost of Training (if applicable): \$25.00</b>
<i>If the training requires a fee, please send a check to address below or bring with you to the training</i>

<b>Your Agency Name:</b>		
<b>Representative(s) Attending:</b> <i>If more than one representative attends, please plan to carpool due to limited parking.</i>	<b>E-mail Address:</b> <i>Please provide email address for each representative so that we can send a registration confirmation.</i>	<b>Phone number:</b> <i>Please provide best number to reach you in case of a cancellation.</i>

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**Fax:** 919-913-4038



## Provider Direct Enrollment and Authorizations

Offered by:  
OPC/LME

For Providers Serving Orange, Person, and Chatham Counties

Monday, May 23, 2011

**IPRS and Medicaid Enrollment 8: 30 am – 11:30 pm**

**Lunch Break (on your own) 11:30 am – 12:30 pm**

**Treatment Authorization Requests (TARS) 12:30 pm – 2:30 pm**

Location: OPC Administrative Offices

100 Europa Drive, Suite 490, Chapel Hill, NC 27517

The training is designed to familiarize participants with the Cardinal Innovations (CI) environment. The system was created to offer secure online communication with your LME. The first part of the training will focus on the CI system as a tool to enroll IPRS and Medicaid consumers. The second part of the training will focus on how to request authorizations for treatment. Both trainings will provide a tutorial plus hands on training. Provider Direct Enrollment and Authorizations training is beneficial for Clinical staff who enroll IPRS and Medicaid consumers and any staff who is responsible for the submission of IPRS Treatment Authorization Request. *Participants may register for one or both parts of the training.*

Some of the subjects to be covered in this training include:

- Interacting with the Care Management Department
- Searching for consumers in Provider Direct
- Completing enrollment for IPRS and Medicaid consumers
  
- OPC's IPRS Benefits Plan
- Submitting Treatment Authorization Request for IPRS services

Presenter: OPC Care Management Staff

To register with OPC please submit the attached registration form to **Vickie Hussey** by email at [vhussey@opc-mhc.org](mailto:vhussey@opc-mhc.org) or by fax 919-913-4038. **Participants will be limited to 8 and will be registered on a first-come, first-served basis.**

## Provider Training Registration Form

<b>Topic of Training: Provider Direct Enrollment and Authorizations</b>
<b>Date/Time of Training:</b> May 23, 2011 / Enrollment from 8:30 – 11:30; followed by TARS from 12:30 – 2:30
<b>Cost of Training (if applicable): FREE</b>
<i>If the training requires a fee, please send a check to address below or bring with you to the training</i>

<b>Your Agency Name:</b>		
<b>Which Training would you like to attend? Please check one:</b>		
<input type="checkbox"/> Enrollment <input type="checkbox"/> Treatment Authorization Request (TARS) <input type="checkbox"/> Both sessions		
<b>Representative(s) Attending:</b> <i>If more than one representative attends, please plan to carpool due to limited parking.</i>	<b>E-mail Address:</b> <i>Please provide email address for each representative so that we can send a registration confirmation.</i>	<b>Phone number:</b> <i>Please provide best number to reach you in case of a cancellation.</i>

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