

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 16

May 6, 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.

2011 Summer Scholarship

OPC is pleased to announce the 2011 Summer Scholarship to the North Carolina Foundation for Alcohol and Drug Studies at UNC—Wilmington. For more information see the attached flyer and application.

Celebrate Mental Health Recovery

OPC Area Program and the Orange County Department On Aging invite you to attend a public forum to learn about and celebrate recovery on May 20, 2011. The forum will feature a presentation of "In Our Own Voice" which provides first person accounts of recovery. For more information see the attached flyer.

Integrated Health Provider Learning Collaborative

SAMSHA and the CIHS invite mental health and addiction treatment organizations to submit applications for an Integrated Health Provider Learning Collaborative. Click [here](#) for the application.

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 12

May 6, 2011

New Employment Network RFQ Now Available

Applications are now available for any organization that wants to become an Employment Network. Employment Networks are private organizations or public agencies, including State Vocational Rehabilitation (VR) agencies, that have agreed to provide employment services to beneficiaries with disabilities. Essentially, they are under contract with SSA to provide or arrange for the provision of employment services, VR services, and other supports like Ticket to Work. For more information on becoming an employment networks please click [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.

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](#).

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 11

May 6, 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.

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.

Psychotic Disorders Training

June 1 1:00—3:00 at the OPC Administrative Offices. For more details see the attached flyer and registration form.

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 11

May 6, 2011

Other Training Opportunities

Coming Full Circle: The Recovery Continuum

May 18 9:00—4:00 in Charlotte, NC. This statewide conference is sponsored by North Carolina Mental Health Association Collaborative and Charlotte AHEC. For more information and to register click [here](#).

Working with Service Members, Veterans and Their Families

June 2 or June 3 9:30—5:00 in Raleigh, NC. This workshop is sponsored by the Division of MH/DD/SA, NC National Guard and the NC Council of Community Programs. 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.

NC Council of Community Programs Trainings

Register now for the upcoming Spring and Summer Training events. For more information and to register click [here](#).

Can Your Team Handle Costly Workplace Conflict?

The Dispute Settlement Center of Orange County is sponsoring a series of trainings on conflict resolution. For more information click [here](#).



OPC Local Management Entity (LME) is pleased to announce the 2011 Summer Scholarship to North Carolina Foundation for Alcohol and Drug Studies at UNC Wilmington, North Carolina

OPC LME will be awarding **10 Scholarships** for the 2011 Summer School. **Dates of the Summer School are: August 1-5, 2011.** The amount of the award is up to the full-time campus resident option (\$620 – includes housing/most meals & banquet). **The scholarship does not include transportation expenses, costs of off-campus housing, meals not served on campus, extra credit choices or the golf tournament.** To apply for the scholarship, please complete the attached application form.

Scholarships will be awarded to persons in the following disciplines:

- Professionals working in the treatment field
- Professionals working in the areas of intervention, prevention, or education
- Professionals working toward their Certification or License
- Professionals who are providing integrated dual disorder treatment

All applicants must complete the attached **OPC Local Management Entity Scholarship Application Form** and include the following information:

- A personal statement of justification as to why the scholarship is needed.
- The impact of training on your work in the field and your career goals.

All applications must be typed or printed clearly for readability.

Applicants must make a compelling case for needing the scholarship.

The completed application package must be received **no later than May 20, 2011.**

Final selections of scholarship recipients will be made by the OPC LME by **June 1, 2011.**

All scholarship applicants will be notified of their status by **June 8, 2011.**

Scholarship recipients will be required to register for the summer school, submit an invoice to OPC LME and the OPC LME will reimburse scholarship amount.

OPC

Area Program

SCHOLARSHIP APPLICATION

Please complete all items on this form and mail, email or fax **no later than May 20, 2011** to:

Tom Velivil
OPC LME
100 Europa Drive, Suite 490
Chapel Hill, NC 27517
tvelivil@opc-mhc.org
Fax # 919-913-4004

Full Name: _____
Agency Name: _____
Agency Address: _____
Job Title: _____ Phone Number: _____
Email Address: _____ Years of Experience in Field: _____
Licensure: Yes No Credentials _____

Statement of Justification - Please address the following and **be as specific as possible**:

1. Statement of need:

2. Impact of training in your chosen field and your career goals:

Co-Sponsored by

**OPC AREA PROGRAM and
ORANGE COUNTY DEPARTMENT ON AGING**

OPC
Area Program

DATE: 05/20/2011

CELEBRATE!

Mental Health Recovery

Interested in learning about recovery from mental illness?
Are you a consumer? Family member? Provider?

OPC Area Program and the Orange County Department on Aging invite you
to attend a public forum to learn about and celebrate recovery.

The forum will feature a presentation of "In Our Own Voice," which
provides first person accounts of recovery, and includes
plenty of time for questions and discussion!

Lunch will only be provided to those who RSVP by May 16, 2011 !

TIME: 12 P.M.- 2 P.M.

Location:
The Seymour Center Theater
2551 Homestead Road
Chapel Hill, NC 27516-9087

RSVP to Vickie Hussey at

919.913.4053 or

vhussey@opc-mhc.org by May 16th, 2011

**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 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 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

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

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

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 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

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

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

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

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 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

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

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

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

Fax: 919-913-4038



www.gaining-insight.com

Psychotic Disorders 101

Offered by:
OPC/LME

For Providers Serving Orange, Person, and Chatham Counties

Wednesday, June 1, 2011

1:00p.m. – 3:00 p.m.

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

This two-hour training offers participants an opportunity to improve their basic understanding of psychotic disorders. How does the DSM-IV-TR classify this set of illnesses? What does it mean to be “delusional?” What are hallucinations, and what are the most common types? What do researchers believe is happening in the brain of a person experiencing psychosis? What are the major psychotic disorders practitioners tend to encounter in clinical practice? What are appropriate treatments for psychotic disorders, and what are the possible downsides to these treatments?

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

- Key signs of psychotic disorders
- Differentiating between different psychotic disorders
- Appropriate treatment for psychotic disorders
- Unintended consequences of pharmacological treatment of psychotic disorders

Presenter: Senga Carroll, M.S.W., L.C.S.W.
Provider Relations Representative, OPC LME

To register with OPC/LME please submit the attached registration form to Vickie Hussey by email 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. There is a \$10.00 charge for this training.**

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

Topic of Training: Psychotic Disorders 101
Date/Time of Training: June 1, 2011 / 1:00 pm – 3:00 pm
Cost of Training (if applicable): \$10.00
<i>If the training requires a fee, please send a check to address below or bring with you to the training</i>

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

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

Fax: 919-913-4038