

100 Europa Drive
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Chapel Hill, NC 27517
919-913-4000
919-913-4001 Fax
www.opcareaprogram.com

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.

Format Change

Beginning next week OPC's weekly provider communications will no longer include training information, although we will continue to include links to training resources. Information on upcoming trainings will be sent out separately at the beginning of each month in our new publication "Training Wheels". We hope you will find this new format helpful.

Provider Alert

Providers are encouraged to review their agency's Claims Status Dump in Provider Direct on a regular basis. This report has information about claims that were not approved and the reasons they were denied. If you have questions about the denials please call your provider rep. If the denial is related to a Target Pop, please call the Provider Question line at 919-913-4105.

New Process for Replacement and Voided Claims

The Claim Adjustment Request form is no longer being utilized at OPC for Provider requests to correct or delete previously paid claims. Providers should follow the **Replacement Claims/Void Claims revised instructions, dated 3/30/2011**, whenever corrections or refunds of paid claims are needed. See attached flyer for details.

Health Choice Transition

Effective October 1, 2011, the administration of the North Carolina Health Choice (NCHC) program will be transitioning from Blue Cross/Blue Shield to the Division of Medical Assistance (DMA). All NCHC claims for services provided on or after October 1, 2011 will be processed by DMA's fiscal agent, HP Enterprise Services. Blue Cross/Blue Shield will continue to pay claims for services provided prior to October 1, 2011. See attached flyer for frequently asked questions.

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OPC Provider Communication

Issue 35

September 30, 2011

Traumatic Brain Injury 101

OPC Area Program and the Brain Injury Association of NC invite you to attend the Traumatic Brain Injury 101 training that will be held at OPC Area Program on October 7. The training is free but space is limited. See attached flyer and registration form for details.

Master Aging Plan Community Kickoff Meeting

The Orange County Department on Aging needs your input. Please see the attached flyer for details.

Family Mental Health Forum

In observance of National Mental Illness Awareness Week, the Family Advocacy Network in conjunction with the National Alliance on Mental Illness of Orange County and Josh's Hope Foundation Inc. will sponsor a Family Mental Health Forum. The goal of the forum is to de-stigmatize mental illness and emphasize that recovery from a mental illness is possible. The forum will be held October 8 in Chapel Hill, NC. See attached flyer for details.

One Community in Recovery

The 3rd Annual NC "One Community in Recovery Conference," will be held in Winston Salem, NC on October 26-27, 2011. This conference is an inspiring, informative event designed to foster the continuing growth of the North Carolina Recovery Movement, to teach participants how to get recovery programming up and running in their own communities, to showcase some of the most progressive recovery practices and to bring the community of providers and individuals in Recovery together as students and partners. This conference is designed to educate and motivate participants to apply principles of Recovery in their personal and professional lives. For more information and to register click [here](#).

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Training Opportunities

Training Opportunities at OPC

To access a calendar of trainings offered by OPC Area Program click [here](#).

Other Training Opportunities and Resources

[Developmental Disabilities Training Institute](#)

[Duke AHEC](#)

[Duke University Hospital Psychiatry Grand Rounds](#)

[Eastern Area AHEC](#)

[Greensboro AHEC](#)

[National Council for Community Behavioral Healthcare](#)

[NC Council of Community Programs](#)

[NC AHEC State Office](#)

[North Carolina AHEC Connect](#)

[North Carolina Evidence Based Practice Center](#)

[North Carolina State School of Social Work](#)

[The Guildford Center](#)

[UNC Psychiatric Hospital Grand Rounds](#)

[UNC School of Social Work](#)

[Wake AHEC](#)