



# **SANDHILLS CENTER**

## External & Quality Programs Provider Network Operations & Quality Management Annual Orientation

May 17<sup>th</sup>, 2019 and May 22<sup>th</sup>, 2019



# **SANDHILLS CENTER**

**Bonita H. Porter,  
Director of External and Quality Programs**

**Karen Kern**

**Provider Network  
Operations Director**

**Mary Kidd**

**Quality Management  
Director**

# Network Operations Department

Karen Kern, Provider Network Operations Director

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Provider Network Operations is responsible for the development, management, & monitoring of the Sandhills Center Provider Network. Although Sandhills Center is a closed network; Sandhills Center, (SHC) ensures the network meets the service, quality and capacity needs of members in our catchment area via needs assessment and letting an RFP as needed.



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# Network Operations Department

Karen Kern, Provider Network Operation's Director

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## *Network Operations Updates/ Highlights:*

- ❖ The 2019 Community Behavioral Health Service Needs and Gaps Analysis Report is due to the State on July 1, 2019. During March 2019, surveys were sent out, and 685 consumers/family members, and 631 stakeholders have responded. THANK YOU for your support.
- ❖ Network Operations will be sending out Contract Attachments for Fiscal Year 2019-2020 after the June Board Meeting.
- ❖ Request for Proposals (RFP): RFPs are posted on Sandhills Center website and interest letters are sent to all providers on our e-mail distribution list.
  - **IPS-Supported Employment RFP** for Sandhills Center southern counties was completed and a provider was selected.
  - **Adolescent SAIOP with JJSAMHP-RF Block Grant funding RFP** has been let for Guilford County; applicants must be non-profit. Proposals due May 3, 2019.
  - **B-3 Intensive Recovery Supports for SUD Women RFP**
  - **B-3 Transitional Living MH/SA Adolescents, age 16 through 21**



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# Access Standards and First Responder Crisis Response



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# Access Standards



'Actually there's nothing wrong with me, but by the time I see the doctor there probably will be.'



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# APPOINTMENTS

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The Division of Health Benefits (DHB) has established standards for access to services. The following are a general explanation of these standards as outlined in your Sandhills Center contract:

- Patients who have an appointment must be seen within one (1) hour of the appointment time.
- Walk-ins must be seen within 2 hours of arrival or offered another appointment time.



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# Standards for Emergency, Urgent and Routine Needs

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- Practitioners must provide face-to-face emergency services within **two hours** after a request for **emergency** care is received; the practitioners must ensure emergency medical care occurs *immediately* for life threatening situations.
- Patients with **urgent** needs must be seen within **two days** of the service request.
- Patients with **routine** needs must be seen within **fourteen days** of the request for services.



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# First Responder Crisis Response



**“The Crisis Management Seminar broke up early when someone spilled a pot of hot coffee and nobody knew what to do about it.”**



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# Outpatient Providers

## *Crisis Coverage*

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- Per NC Division of Health Benefits  
Outpatient Behavioral Health Services  
Clinical Coverage Policy No: 8-C (7.4)  
– July 1, 2017



- Practitioners are required to provide 24-hour coverage for behavioral health emergency services.
  - Can include having a written agreement with another entity/on-call service
- Practitioners must arrange coverage in the event that they are not able to respond to a crisis.
  - Another *licensed clinician* who can respond face-to-face or telephonically



# Enhanced Services Providers

## *Crisis Response*

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- Per NC Division of Health Benefits  
Enhanced Mental Health and Substance Abuse Services  
Clinical Coverage Policy No: 8-A  
– April 1, 2017



- Crisis response is an immediate **clinical** evaluation and triage, followed by access to services, treatment, and/or supports.
- The goal is to reduce symptoms and harm and/or to safely transition persons in acute crises to appropriate services.



# Enhanced Services Providers

## *Crisis Response, Cont.*

- All practitioners are expected to provide 24-hour coverage for crises and perform some level of first responder crisis response.
- Crisis response services include immediate in-person or telephone triage by a *physician* or *clinician* to assess the crisis, determine the risk, mental status, medical stability, and appropriate response.
- All **mental health and substance use treatment service practitioners** are required to provide first responder crisis response.



# First Responder

## *Crisis Response Intervention*

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### Agency Providers:

- Provide first responder crisis response 24/7/365 (*crisis line, rotating staff on-call*) and has the capacity to respond via face-to-face within 2 hours
- Patients receiving enhanced services must have a PCP (with the exception of medication management only). A Comprehensive Crisis Prevention and Intervention Plan (CCP) is a *required* component of the PCP.
- All on-call staff/providers must have access to necessary information for all patients (CCP).
- All agency staff members must be aware & knowledgeable of the agency's crisis protocol.



# First Responder

## *Crisis Response Intervention*

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### Solo LIPs:

- Provide first responder crisis response 24/7/365 through clinical triage, either by the treating practitioner or a contracted covering *clinician*
- Response must be face-to-face by treating practitioner or through warm transfer to mobile crisis management, FBC, BHUC, or, as a last option, a local ED.
- OPT service plans should contain a crisis plan for those clients who are clinically determined to be at-risk, i.e. history of SI/HI or who have verbalized passive or specific ideations.



# First Responder

## *Crisis Response Intervention*

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- Crisis plans should be written by staff skilled in writing individualized, clear, and effective plans.
- All patients should be educated on and have access to their PCP/service plan and crisis plan.
- All patients/guardians are aware of the crisis response procedure and phone # to reach the provider. *Number must be valid*
- Staff is knowledgeable about additional and/or community resources & how to access the resources.
- The LME-MCO is NOT your crisis plan. A message instructing patients to call 911 in case of an emergency is NOT your crisis plan.



# Service Exclusion

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Mobile Crisis Management can not be provided concurrently with:

- Assertive Community Treatment Team (ACTT)
- Intensive In-Home (IIH)
- Multisystemic Therapy (MST)
- Substance Abuse Medically Monitored Community Residential Treatment
- Substance Abuse Non-Medical Community Residential Treatment
- Detoxification Services
- Inpatient Substance Abuse Treatment
- Inpatient Psychiatric Treatment (except on the same date of service)
- Psychiatric Residential Treatment Facility (PRTF) [except for the day of admission]







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# Network Operations Department

La Vang, Health Network Management Manager

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## Network Management/Credentialing

- Manages provider credentialing & re-credentialing
- Ensures on-going provider compliance of credentialing standards
- Maintains provider information in the Sandhills Center Managed Care Software System
- Manages Provider Relative/Legal Guardian Processes
- Monitors CAQH compliance process for LIPs/LPs



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# Network Operations Department

La Vang, Health Network Management Manager

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## Network Management/Credentialing

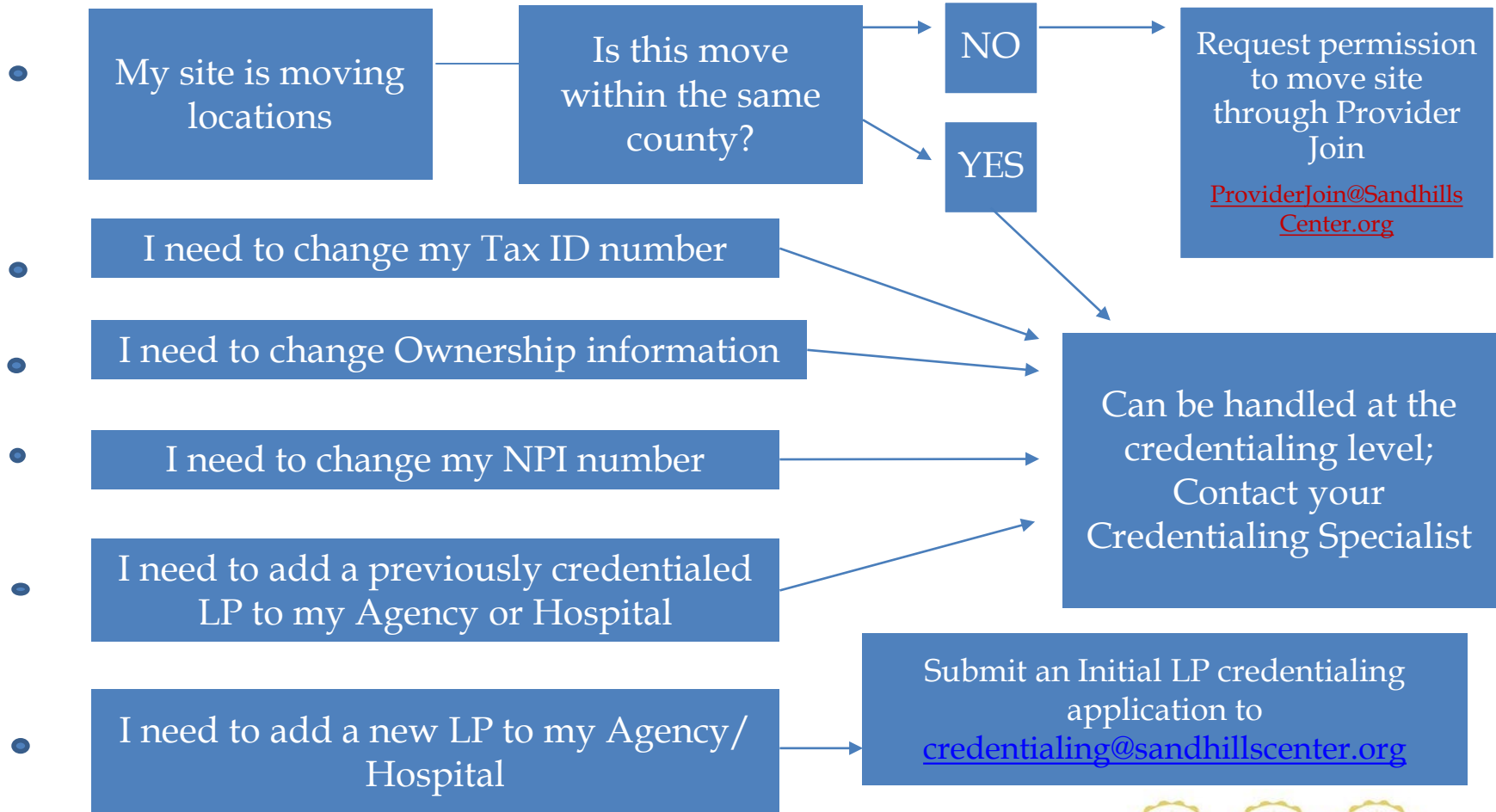
What you as a provider need to know:

- ❖ Your Credentialed Expiration Date is not the same as your Contract Term Dates
- ❖ If you choose to not Re-Credential every 3 years, you are voluntarily terminating your contract
- ❖ It is a contract requirement to keep SHC informed of changes – i.e. site location, services, contact info.
- ❖ If you are providing a service(s) that require National Accreditation & it expires, your contract will be reviewed by the Sandhills Center Provider Network Committee to determine if action will be taken against your contract up to and including termination.
- ❖ It is your responsibility to make sure SHC has received updated information regarding your insurance and licensure before expiration
- ❖ Reminder to make sure your information in Alpha matches what is in NC Tracks (i.e. NPIs & taxonomies) – not matching causes billing issues.
- ❖ All enrollment with NC Tracks is required.



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# Provider Credentialing Requests



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# Network Operations Department

## Tana Wirtz, Health Network Development Director

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### Network Development/Contracts

- Manages the Provider Help Desk which provides technical assistance to providers.
- Conducts and submits to the State an annual Community Needs Assessment & Gap Analysis Report to ensure the network meets the service, quality and capacity needs of members in our catchment area;
- Based on the needs/gaps identified in the Gaps Analysis Report, develops and submits to the State an annual Network Development Plan for Sandhills Center;
- Conducts Request for Proposals (RFP) processes, as needed, when gaps in service(s) or locations are identified.
- Develops & manages the contracting process.
- Ensures new providers have access to Provider Orientation information. Orientation includes information about cultural competency requirements. The Cultural Competency Plan is posted on the Sandhills Center website, and training is offered at least one time annually to providers.
- Maintains Provider Email Distribution List and sends out Provider Communication Bulletins, departmental updates, etc.
- Issues Letters of Support for 27G.5600 residential, as part of the NC DHSR licensure process;
- Processes requests for Client Specific contracts if appropriate service provider not available in Network, to meet medical necessity needs of client;
- Processes Provider Payment Agreement requests for providers that are out of network, typically for hospitals.



# Network Operations Department

## Tana Wirtz, Health Network Development Director

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## Network Development/Contracts

What you as a provider need to know

- ❖ For FY 19-20, we continue to accept scanned signatures on contracts & attachments. We will email providers a pdf. file of the contract packet; after authorized signatures are obtained, providers will be asked to scan the complete signed contract packet and email back to the Contracts Department promptly. Complete instructions will be provided on the cover email.
- ❖ It is important that providers review the Attachments carefully to ensure services & sites are correct. If there is an issue, please strike through deletions & write in additions on the Attachment & return to Contracts Department for further processing. Please note that this is not an opportunity to add services or sites as the Sandhills Center Network is closed.



# Network Operations Department,

Tana Wirtz, Health Network Development Director

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- The Provider Help Desk (PHD) is staffed by PHD Coordinators, who provide technical assistance to contracted providers with questions about Sandhill Center Operations.
- This can include how to submit claims or authorizations, client enrollment and discharges, etc.
- If the questions are more complex, the provider will be referred to the appropriate internal Sandhills Center department.
- **If you are a provider with questions, you should contact the Provider Help Desk at 855-777-4652 or email [providerhelpdesk@sandhillscenter.org](mailto:providerhelpdesk@sandhillscenter.org)**



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# Network Operations Department

Karen Garraputa, Network Provider Clinical Monitoring Manager

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## Network Monitoring

- Ensures provider compliance, efficiency, accountability and quality through monitoring of documentation and clinical processes
  - Medicaid and State Funded MH/SA/IDD services
  - Ongoing Monitoring of all Licensed Independent Practitioners (LIPs), Provider agencies, unlicensed AFLs, and Supervised Living providers on an annual, or bi-annual basis to ensure compliance with treatment standards
  - Health and Safety Initial Inspection/Issues
  - Monitoring of Complaints, Incidents, Quality of Care issues at the request of the Quality Management Department
  - Evidence-Based Practice Reviews for verification of best-practice modalities
  - Block grant provider annual technical assistance pre-audit reviews





# Network Operations Department

Karen Garraputa, Network Provider Clinical Monitoring Manager

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What you as a provider need to know:

- Monitoring occurs on an annually, or bi-annually depending on the service(s) provided. Review the monitoring tools found on the SHC website <http://www.sandhillscenter.org/for-providers/provider-forms/> to familiarize yourself with the process.
  - Implement changes to ensure compliance well before scheduled monitoring.
  - Post-payment reviews are conducted bi-annually for accredited agencies.
- Make sure forms have ALL the required elements per State Service Definitions, and the Records Management and Documentation Manual.
  - For service definitions see: <http://www.ncdhhs.gov/divisions/mhddsas/servicedefinitions>
  - For records management see: <http://www.ncdhhs.gov/providers/provider-info/mental-health/records-management>
- Make sure ALL documentation is up to date and in your charts
- Don't forget to obtain signed consent forms
  - Consents to release information must have provider name, name of person/agency you are requesting information from/sending information to, and what information is being requested/sent, as well as specific purpose of request
- Make sure you document staff supervisions per your supervision plan
- Don't forget to sign and date all service notes
  - Notes signed after day 7 of providing services are non-billable
- Please remember, you do great work, so be sure to document it!



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# Network Requests and Sanctions/ Disputes

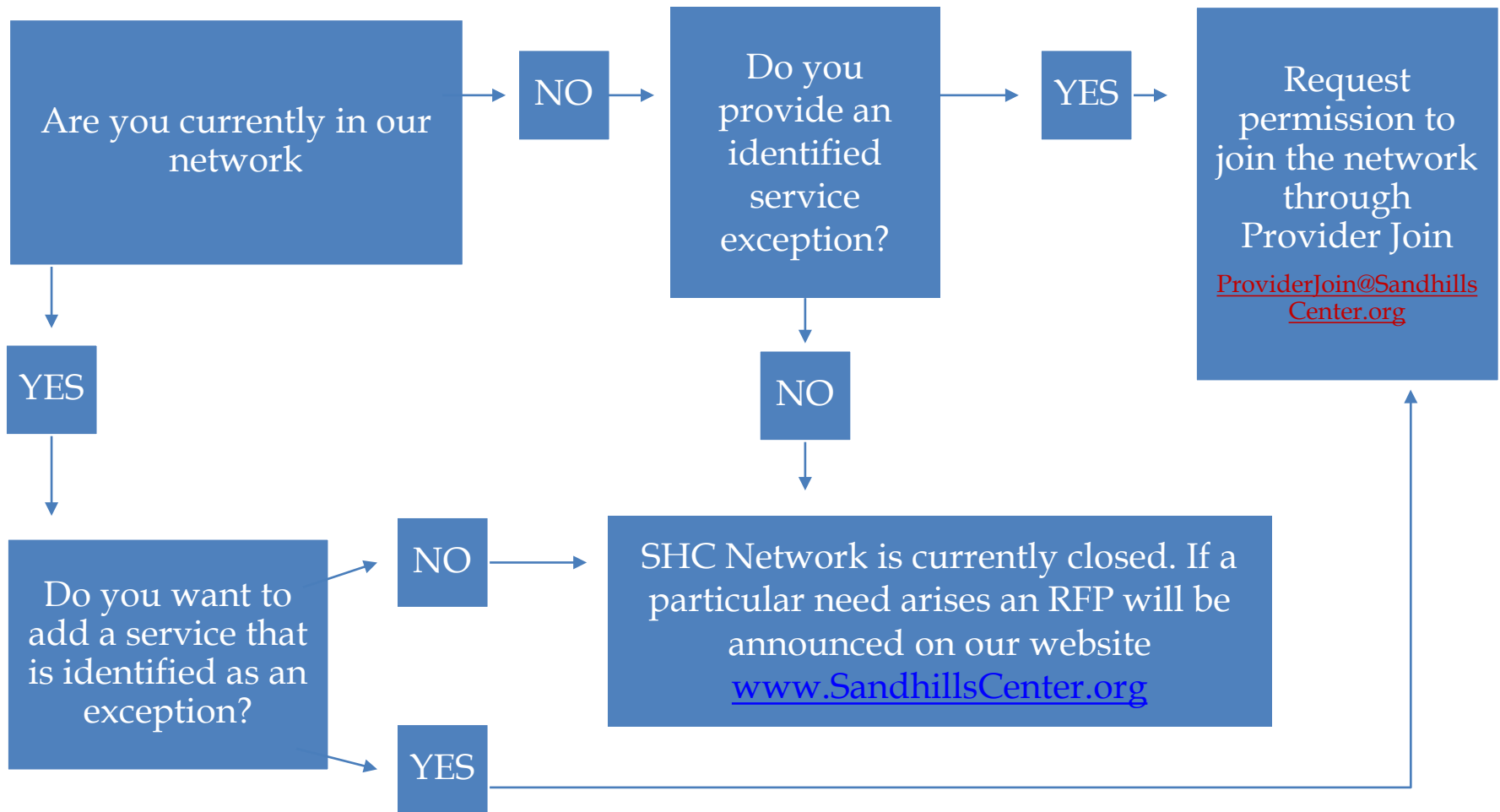
**Karen Kern, Provider Network Operations Director and Provider Network Clinical Specialist**

- Request(s) to Join the Network
- Maintains Provider Sanctions Processes, Appeals & Reports
- The dispute resolution process is for Sandhills Center Network Providers that wish to dispute a Sandhills Center decision/action related to Administrative Matters and/or those related to Professional Competence or Conduct.



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# Provider Network Requests



# Provider Request

I want to add a new site

Will you be providing an exception service at this new site?

NO

SHC Network is currently closed. If a particular need arises an RFP will be announced on our website  
[www.SandhillsCenter.org](http://www.SandhillsCenter.org)

YES

Request permission to join the network through Provider Join  
[ProviderJoin@SandhillsCenter.org](mailto:ProviderJoin@SandhillsCenter.org)



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# Any Questions?



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