



NC TIDE

NC TIDE: Guiding Our Journey Towards Better Outcomes

April 24-27, 2016

**HILTON WILMINGTON RIVERSIDE
301 N Water St
Wilmington, NC**

(910) 763-5900

2016 SPRING CONFERENCE



**NC TIDE Spring 2016
Conference
April 24, 2016 –April 27, 2016
Wilmington, NC**

CONFERENCE INFORMATION

REGISTRATION

To register for the conference you may register either online or submit a paper registration. For online registrations, the following procedures **MUST** be followed:

- Online registration is available on the NC TIDE website at www.nctide.org.
- Follow the online instructions to register and pay for the conference. Online registration payments can be made using E-Checks, American Express, Discover Card, Visa, or MasterCard. See below for convenience fee charges.
- Payments made with credit cards will incur a 2.2% convenience fee charged in addition to the registration cost at the time of payment. **NOTE:** Once online payment transaction has occurred, the convenience fee is **non-refundable** should you decide to cancel your registration within the allotted timelines.
- To take advantage of the savings by registering individuals for the full conference and receiving the 1st registration free or registering CFAC individuals and receive one staff member registration free (Please see below “Additional Registration Information” for more details), you must enter each person. Once you finish registering one person, you click “keep shopping” and add another person. Unfortunately if you chose to take advantage of this offer, you will not be able to pay with a credit card. You should then print the registration forms and send the forms with the appropriate payment to Marilyn Brothers (see below for address).
- Additional forms of payment accepted include personal/business check or cashier’s check and should be mailed to Marilyn Brothers, NC TIDE, P.O. Box 2001, Cary, NC 27512-2001.

REMEMBER: When mailing payment, **you must** include a copy of the online registration with your check to ensure accurate posting and confirmation of registration.

As in previous years, you may continue to register in the traditional manner by mailing the below registration form with payment to:

Marilyn Brothers
NC TIDE
P.O. Box 2001
Cary, NC 27512-2001

ADDITIONAL REGISTRATION INFORMATION

- **SAVINGS!!!!!!** – Register individuals for the FULL conference from your agency only and get the 1st registration from your agency **FREE**. (Note – one day registrations do not count.) **SEE BELOW**
- **ADDITIONAL SAVINGS!!!!**-Register CFAC individuals for the FULL conference from your agency only and get **one** staff member from your agency registration **FREE**. (Note one day registrations do not count.) **SEE BELOW**

In order to receive your FREE registration:

- Correct payment (based on membership status) must be submitted with registration forms.
- **ALL** forms must be received TOGETHER and “received” by **April 20, 2011**. Discount does not apply to walk-ins at the conference. No refunds for a cancellation.
- In order to be considered registered for the conference, correct payment must be received with completed registration form. Individuals will not be registered for the conference until accurate full payment (based on membership status) is made.
- For paper registration, please be sure to include (please print clearly) your email address on the registration form so that a confirmation can be sent to you.
- If you have mailed your registration but have not received a confirmation, contact Marilyn Brothers at marilynbrothers@earthlink.net or by phone at 919-990-9999. Otherwise, if payment has not been received (regardless that you think it is in the mail), you will be required to pay registration fee upon arrival at the conference.
- Mailed registrations along with payment must be “received” by **April 20, 2011** (be sure to mail your registration and payment in advance to ensure receipt by this date). To receive Early Registration rates, payment must be postmarked by **April 9, 2011**.
- On-site registration will be available at the conference – payment by check or cash (see rates below for on-site registration).
- There will be a \$2.00 returned check fee.

NOTE A full conference registration cannot be shared among multiple individuals. One-day registrations are designed to accommodate one-day attendees. Each individual attending conference must be registered either as a one day or for the full conference.

ATTENTION Each person registered for conference must individually pick up his or her registration packet at NC TIDE check-in.

REGISTRATION FEES:

	Postmarked Early Registration by April 9, 2011	Postmarked April 20, 2011
NC TIDE Member (LME/MCO, Provider, DHHS) – be sure you are a “2011” member*	\$100.00	\$19.00
Non-Members (LME/MCO, Provider, DHHS, Others)	\$200.00	\$22.00
One Day (LME/MCO, Provider, DHHS, Others)	\$11.00	\$1.00
On-site “Full” Registration (member or non-member) – Payment in hand only.	On-Site Rates \$2.00	

If you are unsure of your “2011” membership status, please contact Marilyn Brothers at 919-990-9999 or marilynbrothers@earthlink.net. Remember your membership is current for only the calendar year. In addition, membership is per individual and not per agency.

CANCELLATION POLICY:

- Registration fees, less a \$ administrative fee, will be refunded if request is received by 4pm April 1, 2016
- April 1, 2016 refunds less a \$ cancellation fee will be honored at your request. No requests for refunds will be accepted after 4pm April 1, 2016. Substitutions will be allowed upon request.
- To discuss a substitution or cancellation, call Marilyn Brothers at 919-440-9000 (phone) or by e-mail at marilynbrothers@earthlink.net

HOTEL INFORMATION:

- The NC TIDE Spring 2016 Conference will be held at the Hilton Wilmington Riverside (101 N. Water Street, Wilmington, NC 28401).
- Reduced room rates are available until the **cut-off date of March 23, 2016**. Rooms rate is \$29.00 per night for king or double beds. There is an additional \$10.00 charge for each additional adult over two adults per room. ALL ROOMS ARE NONSMOKING. All room rates are quoted on a net non-commissionable basis and do not include applicable taxes. The tax for Wilmington is currently 1%.
- **TO MAKE RESERVATIONS:** The group code to book reservations is **TIE**.

In-House Reservations

Hilton and Riverview Suites Reservations office hours are Monday through Friday between 10:00 am and 4:00 pm. To book your reservation, call

Hilton Wilmington Riverside

Local (910) 440-9000

Toll Free 1 800 221 1000

Riverview Suites

Local (910) 442-9900

Toll Free 1 800 221 1000

You can also call the Hilton Worldwide toll free number at 1 800 HILTONS (1 800 444 4466).

Please be sure to use the group code TIE.

- The Hilton Wilmington Riverside has reserved a block of 100 rooms. The rooms block at the NC TIDE rate is on a **FIRST COME FIRST RESERVED** basis until the block is full or the **cut-off date of March 23, 2016**. **PLEASE RESERVE YOUR ROOM NOW to ensure that you receive this special NC TIDE rate.**
- 24 Hour Cancellation Policy. The Hilton Wilmington Riverside has a 24 hour cancellation policy. Failure to cancel your reservation within 24 hours prior to your arrival or failure to show on your day of arrival will result in a charge that is equal to the first night's stay to your credit card for each room reserved. Failing to call or show before 2:00 a.m. after the first night of a reservation will result in cancellation of the remainder of your reservation.
- Early Departure Policy. In the event you check out prior to your reserved departure date, the Hotel will add an early departure fee of \$10.00 to your account. To avoid an early departure fee, you should advise the Hotel at or before check-in of any change in your planned length of stay.
- All reservations must be accompanied by a first night room deposit or guaranteed with a check or major credit card. The Hotel will not hold any reservations unless secured by one of the above methods.
- Guest room check-in/check-out time is as follows:
Check-in Time After 4:00 PM Check-out Time Before 12:00 PM

- Parking Information. The Hilton does not own the parking lots surrounding the Hilton. They are owned by the City of Wilmington.

Current Parking Fees☐

- Daily Parking☐ ☐☐.00 per day
- Overnight Parking ☐9.00 per day
- Valet Parking ☐12.00 per day

CONTACT INFORMATION:

If you need further information on the conference, please contact the following☐

Hotel/reservation questions contact☐	Marilyn Brothers	marilynbrothers@earthlink.net	919☐☐0☐9☐☐☐
Exhibitor questions contact☐	Brenda Pittman	bpittman@eastpointe.net	910☐29☐☐☐1☐☐
Membership questions contact☐	Marilyn Brothers	marilynbrothers@earthlink.net	919☐☐0☐9☐☐☐
Conference registration questions contact☐	Marilyn Brothers	marilynbrothers@earthlink.net	919☐☐0☐9☐☐☐
Provider questions contact☐	Gayle Mahl	gayle@phoenixcc.us	☐0☐☐☐☐☐☐☐1☐☐☐
NC TIDE 201☐President☐	Bill Queen	Bill.Queen@Cardinalinnovations.org	☐0☐☐☐21☐☐01☐☐

IMPORTANT NOTE TO ALL IN ATTENDANCE☐

- NO AUDIO or VIDEORECORDING of sessions without written permission from the speaker and prior approval of the NC TIDE Executive Committee.
- NO SOLICITATION verbally or distribution of company materials in sessions or at other sponsored NC TIDE events unless you are a registered exhibitor. Failure to adhere to this request could result in your being asked to leave the conference.

CONFERENCE ETIQUETTE

- It is difficult to maintain room temperatures that are comfortable for all participants. Conference attendees should be aware that room temperatures will vary throughout the conference center. A light sweater or jacket is helpful when room temperatures become too cool.
- Participants are asked to turn off cell phones and beepers when attending a workshop, or to change them to a silent signal, if necessary.
- Please step outside of the room when responding to a page or a call.

PLEASE SHARE THE REGISTRATION AGENDA WITH OTHER INTERESTED PARTIES

Visit the NC TIDE website at www.nctide.org for conference updates and/or changes

**NC TRAINING, INSTRUCTION, DEVELOPMENT, AND EDUCATION
(NC TIDE)
SPRING 2016 CONFERENCE**

NOTE: Remember “Target Audience” should be used to give one a general idea who may gain the greatest value from the session. In the event your position/title is not listed in the “Target Audience” but your interest is peaked by the session description and session objectives, **please attend the session.** We believe that all the sessions presented at the Spring Conference will be beneficial to anyone who attends.

SUNDAY, April 24, 2016

- 0000 – 0000 P.M. **EARLY REGISTRATION** –Lower Lobby
- 0000 – 1100 P.M. **HOSPITALITY SUITE** –Room 001 North Tower Exhibitor Sponsored Event
“Come and visit with friends and meet new NC TIDE participants”

MONDAY, April 25, 2016

- 0000 – 0000 A.M. **CONTINENTAL BREAKFAST** Azalea/Camellia
Exhibitor Sponsor Event
- 0000 – 0000 A.M. **Come meet and mingle with the NC TIDE Exhibitors. See what their services and products can do for you! Make sure to be there as door prizes will be given!!**
- 0000 – 0000 P.M. **REGISTRATION** – Lower Lobby
- 0000 – 0000 A.M. **WELCOME and BUSINESS MEETING**
Bill Queen, Regional Quality Manager, Cardinal Innovations
201 NC TIDE President

8:45 A.M. – 10:00 A.M. – JOINT SESSION

OPENING KEYNOTE ADDRESS

SPEAKER: Secretary Rick Bajer, N.C. Department of Health and Human Services

DESCRIPTION: Come hear and meet Secretary Bajer. In this session you will be provided an update regarding what is happening at the state level and a perspective on the plan for moving forward in the areas of mental health, developmental disabilities and substance use/abuse services and integrated care. Secretary Bajer will discuss policy issues, legislative issues, budget issues and how these issues will affect the future direction of the behavioral health system of North Carolina. Time will be allowed for questions from participants.

TARGET AUDIENCE: All conference attendees

10:00 – 10:15 A.M. **BREAK: EXHIBITOR VISITATION-** Azalea/Camellia

10:15 A.M. – 11:45 A.M. – BREAKOUT SESSIONS
(Choice of 6 Breakout Sessions)

Track 1

SESSION: Loops And Segments And Fields...Oh My! (Learning The Language Of Electronic Data Interchange)

SPEAKER: Vince Boyce, President, eInformatics, LLC

DESCRIPTION: Electronic data interchange (EDI) looks intimidating, but once you understand the “grammar” and the “vocabulary”, it is actually quite easy. It is as easy as reading a word, in a sentence, in a paragraph, in a chapter, in a book.

In this session, participants will learn about the basic structure, patterns and syntax common to all types of EDI files. We will discuss hierarchy, loops, segments and fields and see how they tell a story. We will review the common types of segments and the “grammatical” patterns they usually follow. We will discuss how delimiters serve the same purposes as spaces, commas, and periods. We will review the various types of EDI files including 01s, 02s, and 999s. Once you understand the basic language of EDI, even the largest and most complicated files will seem manageable. French is probably the most beautiful language in the world, but EDI is quite elegant itself...especially if you know how to speak it.

SESSION OBJECTIVES:

1. to teach participants about the basic structure, grammar and vocabulary of EDI
2. to discuss the common types of loops, segments and fields
 - to discuss the various types of EDI files and how they are used
 - to show how EDI can make claims management and financial management much easier

TARGET AUDIENCE: IT Staff, claims staff, data analysts

Track 2

SESSION: Thoughts To Actions: Making Legislators Work For You

SPEAKER □ Representative Mike Hager, House Majority Leader, N.C. General Assembly

DESCRIPTION: This session will provide an inside perspective on how to reach out and work with legislators effectively. Learn how to make your voice heard by getting in touch with lawmakers and examine the legislative process.

SESSION OBJECTIVES:

1. learn how to contact your local legislators
2. how to effectively communicate with elected officials
 - gain knowledge of the legislative process

TARGET AUDIENCE: Any person with an interest in learning how to effectively communicate with their legislators.

Track 3

SESSION: **PART 1- Mental Health Interventions With The Intellectual And Developmentally Disabled (IDD) Client**

SPEAKER: Robert Werstlein, PhD, Training Director, Daymark Recovery Services

DESCRIPTION Many clients present with intellectual/developmental disabilities and mental health diagnoses. This workshop will discuss dual diagnosis in these populations, overview signs and symptoms of mental illness in the IDD client, and discuss adapting treatment approaches for this population.

SESSION OBJECTIVES: Attendees will be able to

1. articulate the similarities and differences between MI and IDD
2. describe common syndromes and characteristics
 - state common signs of people with IDD and Depressive Disorders, Bipolar Disorders, Anxiety, and Personality Disorders
 - discuss five principles for achieving therapeutic relationship
 - name three considerations when providing therapy and
 - describe how trauma effects IDD clients and effective treatment strategies and adaptations

TARGET AUDIENCE: LME/MCO and provider professionals

***CE Hours Offered** When attended in conjunction with Mental Health Interventions With The Intellectual And Developmentally Disabled (IDD) Client “Part 2”, NCSAPPB has approved these combined sessions (Part 1 and Part 2) for 1 hour General Skill Building (GSB). The session is also approved by the National Board of Certified Counselors. To be eligible to obtain these hours and receive your certificate for attendance, you MUST attend both Part 1 and Part 2. No credit will be given for partial attendance. Daymark Recovery Services has been approved by NBCC as an Approved Continuing Education Provider. Programs that do not qualify for NBCC credits are clearly identified. Daymark is solely responsible for all aspects of the programs

Note: The first 10 individuals who register and attend the session will receive the Trainee Workbook for Mental Health Approaches to Intellectual/Developmental Disability. The book is from The NADD National Association for Dually Diagnosed.

Track 4

SESSION: **Human Trafficking For Mental Health Professionals**

SPEAKER: Miricka Arbough Smith, Human Trafficking Project Administrator

DESCRIPTION: This workshop will examine the mindset of a victim of trafficking, the impact of trauma, their unique needs, and similarities and intersection with domestic violence and sexual violence.

SESSION OBJECTIVES:

1. explain best practices, including the victim-centered, offender-focused, and proactive approach
2. provide an update on new and existing laws regarding human trafficking and how it impacts agencies that work with human trafficking victims and their direct impact on the lives of survivors and
 - explain the challenges and unique needs presented by victims of human trafficking

TARGET AUDIENCE: Social service providers, mental health professionals, case managers, other front line workers

Track 5

SESSION: Investigator And Auditor Interviewing Techniques

SPEAKER: David Botsko, PhD, Director of Program Integrity, Partners Behavioral Health

DESCRIPTION: The session will share with the participants an introduction to interviewing techniques.

SESSION OBJECTIVE: Understand the differences and similarities between interviews and interrogation

TARGET AUDIENCE: PI investigators and auditors

Note: *Program Integrity CE Hours Offered For each Program Integrity session attended, you will receive 1.0 CE hours. You will receive a certificate which reflects your attendance at these session(s).

Track 6

SESSION: The Innovations Waiver Technical Amendment

SPEAKERS: Deb Goda, IDD Manager, Division of Medical Assistance
Kenneth Bausell, IDD Nurse Consultant, Division of Medical Assistance

DESCRIPTION: This will be an in depth review of the service definitions included in the NC Innovations waiver that is projected to start on July 1, 2011

SESSION OBJECTIVE: Individuals attending this session will understand the changes to the Innovations Waiver Technical Amendment which are scheduled to occur on July 1, 2011

TARGET AUDIENCE: IDD professionals and others who are interested in the technical amendment.

11:45 A.M. – 1:15 P.M.

LUNCH ON YOUR OWN

**1:15 P.M. – 2:45 P.M. – BREAKOUT SESSIONS
(Choice of 6 Breakout Sessions)**

Track 1

SESSION: Reading And Troubleshooting 837, 835 And 999 EDI Files

SPEAKER: Vince Boyce, President, eInformatics, LLC

DESCRIPTION: Many of us are using electronic claim files and electronic remittance advices to make our claims processing more efficient. But trying to troubleshoot problems with the structure and contents of rejected files or denied claims can be quite frustrating. How do you use the 999 file to figure out exactly why your file was rejected? Which segments and codes will tell you exactly why your claim denied? What about adjustments, coordination of benefits and patient liability? Why doesn't your payer provide a more detailed companion guide? How do you know if your files are HIPAA compliant? This session will teach you how to use the 999, the and other tools to address your problems. There will be plenty of time for questions and discussion.

SESSION OBJECTIVES:

1. to review the basic structure and use of P, I, and 999 files
2. to discuss the sources and meanings of key code sets used in the , and 999 files
- to discuss the differences between federal implementation guides and payer companion guides and
- to demonstrate how to troubleshoot issues by using the and 999

TARGET AUDIENCE: IT staff, claims staff, data analysts

Track 2

SESSION: Using Kiosks To Engage Mental Health Needs In Communities

SPEAKERS: Molly Foulds, Program Manager, Mindare
Bobbie Lowe, Program Coordinator, Research and Development
Department, Trillium Health Resources
Dr. Venkata Konnalagadda, Medical Director, Eastpointe

DESCRIPTION: This session will discuss how Eastpointe and Trillium are using kiosks in their community to engage mental health needs. The session will include a screening for mental health presenter describing how the kiosks are set up, how they work and how they are built to fit the needs of the LME/MCO.

SESSION OBJECTIVES: Participants will learn how Eastpointe and Trillium use kiosks in their community to engage mental health needs.

TARGET AUDIENCE: LME/MCO and providers

Track 3

SESSION: **PART 2- Mental Health Interventions With The Intellectual And Developmentally Disabled (IDD) Client**

SPEAKER: Robert Werstlein, PhD, Training Director, Daymark Recovery Services

DESCRIPTION Many clients present with intellectual/developmental disabilities and mental health diagnoses. This workshop will discuss dual diagnosis in these populations, overview signs and symptoms of mental illness in the IDD client, and discuss adapting treatment approaches for this population.

SESSION OBJECTIVES: Attendees will be able to

1. articulate the similarities and differences between MI and IDD
2. describe common syndromes and characteristics
- state □ common signs of people with IDD and Depressive Disorders, Bipolar Disorders, Anxiety, and Personality Disorders
- discuss five principles for achieving therapeutic relationship
- name three considerations when providing therapy and
- describe how trauma effects IDD clients and effective treatment strategies and adaptations

TARGET AUDIENCE: LME/MCO and provider professionals

***CE Hours Offered** When attended in conjunction with Mental Health Interventions With The Intellectual And Developmentally Disabled (IDD) Client “Part 1”, NCSAPPB has approved these combined sessions (Part 1 and Part 2) for 1 hour General Skill Building (GSB). The session is also approved by the National Board of Certified Counselors. To be eligible to obtain these hours and receive your certificate for attendance, you MUST attend both Part 1 and Part 2. No credit will be given for partial attendance. Daymark Recovery Services has been approved by NBCC as an Approved Continuing Education Provider. Programs that do not qualify for NBCC credits are clearly identified. Daymark is solely responsible for all aspects of the programs.

Track 4

SESSION: **The Value Of Cultural And Linguistic Competence**

SPEAKER: Bonita Lawrence McClure, Cultural Competency and Organizational Development Specialist, Alliance Behavioral Healthcare

DESCRIPTION In this experiential workshop, participants will learn how to value difference cultural beliefs, recognize challenges in language interpretation/translation, involve the community in addressing needs and facilitate a relationship between providers and the community.

SESSION OBJECTIVES: Objectives of this session are to

1. provide a framework to better understand value of diverse cultural beliefs
2. explore the importance of recognizing challenges in language interpretation/translation and
- acquire skills and tools necessary for involving and facilitating relationships with community stakeholders

TARGET AUDIENCE: LME/MCOs, providers, and other stakeholders

Track 5

SESSION: **Testifying In Court: Tips, Tricks, And Traps For The Unsuspecting**

SPEAKERS: Tracy Hayes, General Counsel and Chief Compliance Officer, Smoky Mountain MCO
Erica Bing, Assistant General Counsel, Alliance Behavioral Healthcare

DESCRIPTION: This presentation will provide an overview of the theory, practice and procedure of giving evidence, applicable to the specific types of hearings in which LME/MCO staff are likely to be called as witnesses. The session will discuss the applicability of 42 CFR Part 2 and HIPAA to subpoenas and testimony, and will provide specific guidance on depositions, direct examination and cross-examination techniques.

SESSION OBJECTIVES: Provide guidance to LME/MCO staff who are routinely called upon to testify in administrative and court proceedings, including LME/MCO consumer appeals, provider litigation, and in response to subpoenas in DSS and similar matters. Attendees will learn how to become markedly more effective witnesses.

TARGET AUDIENCE: LME/MCO staff and others interested in knowing how to testify in Court

Note: *Program Integrity CE Hours Offered For each Program Integrity session attended, you will receive 1.0 CE hours. You will receive a certificate which reflects your attendance at these session(s).

Track 6

SESSION: **Supported Living – What You Need To Know**

SPEAKERS: Suzette Woten, MSW, LCSW, IDD Care Coordination Manager, Smoky Mountain MCO
Robin Vanwy, PhD, LPC, IDD Clinical Director, Smoky Mountain MCO

DESCRIPTION: Supported Living is an individualized way to assist people with developmental disabilities to realize purposes long familiar to community services. It focuses on mobilizing a person's assets to establish and maintain a secure and comfortable home of their own. Such a home provides a firm foundation for a full life in the community. This presentation offers an overview of the principles that guide supported living and ways to implement this service.

SESSION OBJECTIVES: Participants will learn

1. principles and practice of supported living
2. strategies for supporting persons in their own home and accessing technology to support persons in their home

TARGET AUDIENCE: LPs, IDD professionals and others interested in supported living

2:45 P.M.– 3:00 P.M.

BREAK: EXHIBITOR VISITATION- Azalea/Camellia

**3:00 P.M. – 4:30 P.M. – BREAKOUT SESSIONS
(Choice Of 6 Breakout Sessions)**

Track 1

SESSION: Excel Tips & Tricks

SPEAKER: Carla Jacobs, Cape Fear Community College

DESCRIPTION: In this session learn Excel shortcuts that will increase productivity through regular use of Excel.

SESSION OBJECTIVE: The objective of this training is to learn feature and techniques that increase productivity through regular use of Excel, become proficient on applicable data commands and sort feature, eliminate duplication and master filter application.

TARGET AUDIENCE: Those who use Excel in their work or are interested in learning about Word.

Track 2

SESSION: Provider Incentive Payment Workshop

SPEAKER: Niels Eskelsen, Chief Business Officer, Partners Behavioral Health Management

DESCRIPTION: In this session three scenarios on provider incentive payments will be discussed.

SESSION OBJECTIVE: Demonstrate how to manage and implement provider incentive payments with measureable outcomes.

TARGET AUDIENCE: The session will benefit finance and operational personnel of provider and managed care organizations.

Track 3

SESSION: Requests For Proposals: Strategies For Creating A Sound Request For Proposal Process

SPEAKER: Kate Peterson, Healthcare Network Project Manager, Provider Network Specialist, Alliance Behavioral Healthcare

DESCRIPTION: The presentation will explore developing processes for RFP development, release, review and award. The presenter will go through Alliance Behavioral experience in managing this process fairly and consistently.

SESSION OBJECTIVES: Attendees will understand types of procurement strategies, gain tools to ensure interrater reliability in scoring, and obtain tools for documentation of the entire process.

TARGET AUDIENCE: LME/MCO and providers interested in RFP/RFI development and design

Track 4

SESSION: **Involuntary Commitment Law And Procedure: It Takes A Village**

SPEAKER: Mark F. Botts, Associate Professor of Public Law and Government, UNC School of Government

DESCRIPTION: The presenter will explain the roles and responsibilities of the magistrate, first examiner, facility of first examination, law enforcement, and the LME/MCO in the initial phases of the involuntary commitment procedure, including outpatient commitment. Emphasis will be given to those portions of the statutory law that require communication and collaboration between these actors, and the presenter will identify the procedural points where information sharing typically breaks down in many communities.

SESSION OBJECTIVES:

1. describe the commitment procedure from petition through the first exam
2. explain the role and responsibility of each actor in the commitment process and
 - identify the legal requirements, and practical need for collaboration, coordination, and communication

TARGET AUDIENCE: LME/MCO staff involved in coordinating care and/or managing provider relations, community treatment providers, hospital emergency department staff, and anyone involved with crisis services or involuntary commitment

Track 5

SESSION: **Fraud And Fraud Prevention-The Legal Perspective**

SPEAKERS: Douglas Thoren, Special Deputy Attorney General, Chief, Criminal Section Medicaid Investigations Division, NC Department of Justice
Tracy Hayes, General Counsel and Chief Compliance Officer, Smoky Mountain MCO

DESCRIPTION: This presentation will focus on the legal aspects of fraud and fraud prevention. It will include the statutory and regulatory responsibilities of LME/MCOs to combat fraud, waste and abuse as well as an overview of the administrative, civil and criminal remedies available to the state and LME/MCOs when fraud occurs. Information presented will be relevant to LME/MCO staff and Medicaid providers.

SESSION OBJECTIVE: To provide specific information of the legal responsibilities to prevent, detect and deter fraud, waste and abuse in the Medicaid program.

TARGET AUDIENCE: LME/MCOs, providers, DMA

Note: *Program Integrity CE Hours Offered For each Program Integrity session attended you will receive 1 CE hours. You will receive a certificate which reflects your attendance at these session(s).

Track 6

SESSION: **Community Reinvestment Initiative – Increasing Quality Of The Direct Support Professional Workforce**

SPEAKERS: Rose Burnette, Sr, Director of IDD Care Coordination IDD Clinical Director, Trillium Health Resources
Andrea Misenheimer, Director of Regulatory Affairs, Cardinal Innovations
Lesse Smathers, Director of Network Development, Smoky Mountain MCO

DESCRIPTION Cardinal Innovations, Smoky Mountain MCO, and Trillium Health Resources will share information about joint community reinvestment efforts to offer tools to support providers in increasing the quality of the direct support workforce. These community reinvestment efforts are directly linked to direct support competencies outlined in the pending Innovations Wavier Technical Amendment and utilize the nationally recognized DirectCourse – College of Direct Supports curriculum.

SESSION OBJECTIVE Individuals attending this section will understand why and how these three LME/MCOs, in partnership, are offering the tools that enable providers to better train and support direct support professionals as community reinvestment initiatives.

TARGET AUDIENCE: IDD professionals and others who are interested in increasing quality of the direct support professional workforce

**4:30 P.M. – 5:30 P.M. – NETWORKING SESSIONS
(Choice of 3 NETWORKING SESSIONS)**

Track 1

SESSION **MCO Networking**

DESCRIPTION Come join other MCOs staff and discuss issues, questions and challenges you are facing as a MCO. Come network with other MCOs to share experiences or share questions you may have. In addition, help the Planning Committee identify topics that would meet your training needs for the Fall 2011 conference. Do you know of topics and speakers that you would like to see on the Fall 2011 agenda?

Track 2

SESSION **Provider Networking**

DESCRIPTION Come take advantage of this opportunity for an open forum discussion of the latest challenges and issues affecting Providers. Come network with other Providers to share your questions and experiences. In addition, help the Planning Committee identify topics that would meet your training needs for the Fall 2011 conference. Do you know of topics and speakers that you would like to see on the Fall agenda?

Track 3

SESSION: CFAC Networking

DESCRIPTION: Come join others and discuss questions and issues you may have. This session will provide you with a good opportunity to network with other CFAC members or those interested in CFAC activities. During this networking session, you will be asked to help identify topics that would help meet your training needs for the Fall 2016 conference.

CONFERENCE ENTERTAINMENT

STAY TUNED FOR OUR EXCITING ENTERTAINMENT EVENTS. THE ENTERTAINMENT COMMITTEE IS BUSY PUTTING THE FINISHING TOUCHES ON OUR FUN AND EXCITING ENTERTAINMENT FOR THE CONFERENCE WHICH WILL INCLUDE THE RETURN OF THE CORN HOLE TOURNAMENT AND MANY OTHER FUN EVENTS.

TUESDAY- April 26, 2016

7:30 – 8:30 A.M. CONTINENTAL BREAKFAST □ Azalea/Camellia

7:45 – 3:00 P.M. REGISTRATION – Lower Lobby

8:30 A.M. – 10:00 A.M. – BREAKOUT SESSIONS

Track 1

SESSION: Next Generation Service Delivery: The Future Of Telehealth Technology

SPEAKER: □ Paul Naughton □ Travers, Senior Associate, *OPEN MINDS*

DESCRIPTION: Telehealth is a growing opportunity both for consumers looking for services and for provider organizations looking to increase access to their services and expand their reach. However, the issues around building a sustainable program can be complex, from funding and reimbursement issues, to staffing and technology selection. As the use of telehealth continues to grow, we're seeing an evolution of the technology as well from mobile platforms, to innovations in robotics. In this session, we will review the challenges and benefits of utilizing telehealth for both provider organizations and consumers, how organizations can utilize telehealth in their own programs, and examples of telehealth in action in the field.

SESSION OBJECTIVE: To highlight the challenges and benefits of utilizing telehealth

TARGET AUDIENCE: LME/MCOs and providers

Track 2

SESSION: **Part 1- Overview Of Current Evidence-Based Treatments For Mental Health, Substance Use And Co-Occurring Disorders**

SPEAKER: Robert Werstlein PhD., Training Director, Daymark Recovery Services

DESCRIPTION This workshop will overview numerous evidence-based treatments for mental health, substance use and co-occurring disorders

SESSION OBJECTIVES: Attendees will be able to

1. identify and describe treatment components of current evidence-based MH/SUD DD Treatments and
2. describe theoretical presuppositions behind each protocol as well as strengths and challenges of each approach.

TARGET AUDIENCE: LME/MCO and provider professionals

***CE Hours Offered** When attended in conjunction with “Overview Of Current Evidence-Based Treatments For Mental Health, Substance Use And Co-Occurring Disorders Part 2”, NCSAPPB has approved these combined sessions (Part 1 and Part 2) for 1 hour Specific Skills (SS). The session is also approved by the National Board of Certified Counselors. To be eligible to obtain these hours and receive your certificate for attendance, you MUST attend both Part 1 and Part 2. No credit will be given for partial attendance. Daymark Recovery Services has been approved by NBCC as an Approved Continuing Education Provider. Programs that do not qualify for NBCC credits are clearly identified. Daymark is solely responsible for all aspects of the programs.

Track 3

SESSION: **Part 1- Investing In Early Childhood Intervention: How North Carolina Is Launching The Child First Model For The 0-6 Year Old Population In North Carolina Via The LME-MCOs**

SPEAKERS: Kimberly Greer, PhD, Senior Staff Psychologist, Trillium Health Resources
Fonda Gonzales, MS, LPC, Appeals Coordinator, Trillium Health Resources

DESCRIPTION An innovative approach for the LME/MCO to offer an evidence-based, dyadic model that works with young children (0-6yo) and their primary caregivers, providing intensive, home based services to strengthen the caregiver-child relationship and improve the social-emotional health and development of the child and improve the executive functioning of the caregiver.

SESSION OBJECTIVES: Participants will

1. understand the essential components of the Child First Model
2. learn about the integrated efforts by key NC community partners to prepare NC to be the first state to replicate the Connecticut-based Child First Model

- will understand the funding methodology used by Trillium Health Resources for starting the Child First model and strategies for on-going sustainability □ and
- discover how the LME □ MCO and network providers can invest in the Child First model and partner with child welfare and early childhood intervention agencies to create an effective, integrated system of care to support our most vulnerable children and families

TARGET AUDIENCE: LME □ MCOs, child and welfare agencies, state agencies, early childhood intervention agencies, provider agencies, CFAC, medical professionals, and anyone who works directly with children

Track 4

SESSION: **Warning Signs Of Abuse**

SPEAKERS: Douglas Thoren, Special Deputy Attorney General, Chief, Criminal Section
 Medicaid Investigations Division, NC Department of Justice
 LeShana Baldwin, Division of Aging and Adult Services

DESCRIPTION: This presentation will focus on recognizing the warning signs when a person with developmental disabilities or mental health issues is the victim of physical or sexual abuse. This session will also include information on getting information about the abuse from individuals with these issues.

SESSION OBJECTIVE: To help prevent abuse and further abuse by providing hands on workers with the tools necessary to recognize and respond to abuse.

TARGET AUDIENCE: Anyone who routinely has face to face encounters with clients

Track 5

SESSION: **Report Writing For Investigators**

SPEAKER: David Botsko, PhD, Director of Program Integrity, Partners Behavioral Health

DESCRIPTION: □ This session will present a power point presentation that will present examples of good report designed to keep a reader's attention and interest.

SESSION OBJECTIVE: To enable the investigator/auditor to write comprehensive reports which are accurate, factual, understandable, and persuasive

TARGET AUDIENCE: PI investigators and auditors

Note: *Program Integrity CE □ Hours Offered □ For each Program Integrity session attended, you will receive 1. □ CE □ hours. □ ou will receive a certificate which reflects your attendance at these session(s).

Track 6

SESSION: **Creating Learning Communities For The IDD Profession**

SPEAKERS: Lindy Monteleone, MAEd, LPC, NCC, IDD Care Coordination Manager, Smoky Mountain MCO
Mike Sink, IDD Care Coordination Manager, Smoky Mountain MCO

DESCRIPTION: A learning community is a group of professionals with similar expertise that meet regularly to share experiences and brainstorm solutions to challenges encountered in their field. These groups create curriculums and share their knowledge to achieve better outcomes and advance their profession.

SESSION OBJECTIVES: Participants will

1. be able to describe two models of learning communities
2. be provided with strategies for creating a learning community and
participate in an experiential learning community

TARGET AUDIENCE: LPs, IDD professionals and others interested in creating learning communities for the IDD profession

10:00 A.M. – 10:30 A.M. BREAK: EXHIBITOR VISITATION Azalea/Camellia

**10:30 A.M. – 12:00 P.M. - BREAKOUT SESSIONS
(Choice of 6 Breakout Sessions)**

Track 1

SESSION: Visual Design For Better Data Presentations

SPEAKER: Dale Roenigk, NC School of Government Benchmarking Director

DESCRIPTION: Just as there are principles for good writing, there are principles for good design when presenting data. But most of us have not been taught these principles. Learn a few practical ideas for ways to present data in a manner which can help you be more effective in showing what the numbers mean.

SESSION OBJECTIVE: To demonstrate some basic principles that can be used to improve the design of data presentations whether in dashboards or other visual displays

TARGET AUDIENCE: People wanting to improve their visual presentation of data.

Track 2

SESSION: Part 2- Overview Of Current Evidence-Based Treatments For Mental Health, Substance Use And Co-Occurring Disorders

SPEAKER: Robert Werstlein PhD., Training Director, Daymark Recovery Services

DESCRIPTION This workshop will overview numerous evidence-based treatments for mental health, substance use and co-occurring disorders

SESSION OBJECTIVES: Attendees will be able to

1. identify and describe treatment components of current evidence-based MH/SUD DD treatments and
2. describe theoretical presuppositions behind each protocol as well as strengths and challenges of each approach.

TARGET AUDIENCE: LME/MCO and provider professionals

***CE Hours Offered** When attended in conjunction with “Overview Of Current Evidence-Based Treatments For Mental Health, Substance Use And Co-Occurring Disorders Part 1”, NCSAPPB has approved these combined sessions (Part 1 and Part 2) for 2 hours Specific Skills (SS). The session is also approved by the National Board of Certified Counselors. To be eligible to obtain these hours and receive your certificate for attendance, you MUST attend both Part 1 and Part 2. No credit will be given for partial attendance. Daymark Recovery Services has been approved by NBCC as an Approved Continuing Education Provider. Programs that do not qualify for NBCC credits are clearly identified. Daymark is solely responsible for all aspects of the programs.

Track 3

SESSION: **Part 2- Investing In Early Childhood Intervention: How North Carolina Is Launching The Child First Model For The 0-6 Year Old Population In North Carolina Via The LME-MCOs**

SPEAKERS: Kimberly Greer, PhD, Senior Staff Psychologist, Trillium Health Resources
Fonda Gonzales, MS, LPC, Appeals Coordinator, Trillium Health Resources

DESCRIPTION An innovative approach for the LME/MCO to offer an evidence-based, dyadic model that works with young children (0-6yo) and their primary caregivers, providing intensive, home based services to strengthen the caregiver-child relationship and improve the social-emotional health and development of the child and improve the executive functioning of the caregiver.

SESSION OBJECTIVES: Participants will

1. understand the essential components of the Child First Model
2. learn about the integrated efforts by key NC community partners to prepare NC to be the first state to replicate the Connecticut-based Child First Model
3. will understand the funding methodology used by Trillium Health Resources for starting the Child First model and strategies for ongoing sustainability and
4. discover how the LME/MCO and network providers can invest in the Child First model and partner with child welfare and early childhood intervention agencies to create an effective, integrated system of care to support our most vulnerable children and families

TARGET AUDIENCE: LME/MCOs, child and welfare agencies, state agencies, early childhood intervention agencies, provider agencies, CFAC, medical professionals, and anyone who works directly with children

Track 4

SESSION: **How To Take Your Ideal EHR From Plan To Reality: Software Selection And Implementation**

SPEAKER: Joe Paul Naughton Travers, Senior Associate, *OPEN MINDS*

DESCRIPTION EHRs are a big investment and choosing the right system can make or break your organization. You will enjoy this entertaining, yet practical, presentation that takes you through a step by step process for selecting an EHR that fits your organization's needs and the proven practices for effectively and efficiently implementing a new IT system. In this session, we will cover the steps for vetting vendors and their products and services how to ensure the best value and performance through contract negotiations and key elements to building a project plan with your vendor and your team.

SESSION OBJECTIVE: To provide an overview of the EHR selection process

TARGET AUDIENCE: LME MCOs and providers

Track 5

SESSION: **Fraud Detection With Big Claims Data**

SPEAKERS: Wang Wang, MBA, ME Financial Analyst, Partners Behavioral Health Management
Sonji Harrington, MBA, Financial Analysis Manager, Partners Behavioral Health Management

DESCRIPTION: LME MCOs and providers are increasingly relying on commercial software to detect Medicaid fraud and track claims. There are two fundamental concerns for commercial software not cost effective and unclear methodologies.

To detect fraud, the main challenge is not what software to use but how to find the right ways to uncover the information. The presentation will show audiences easy but powerful ways to claims and visualize findings in Excel. Not only can LME MCOs use these ways to improve the detection of Medicaid fraud, but also help providers to track their claims and conduct self audits.

SESSION OBJECTIVE: Participants will learn easy but powerful ways to analyze claims and identify Medicaid fraud by visualizing data in Excel.

TARGET AUDIENCE: Claims staff, auditors, program integrity staff and providers

Note: *Program Integrity CE Hours Offered For each Program Integrity session attended, you will receive 1 CE hours. You will receive a certificate which reflects your attendance at these session(s).

Track 6

SESSION: Leading Collaborative Care Teams For IDD

SPEAKER: Jesse Smathers, LCSW, LCAS, Director of Network Development,
Smoky Mountain MCO

DESCRIPTION: Meeting the needs of persons with intellectual disabilities in the community is challenging. Incorporating leadership and mindfulness literature, this presentation will consider current systems structures and ways the IDD professional can collaborate with others to ensure integration for persons with intellectual disabilities to the fullest extent possible.

SESSION OBJECTIVES: Participants will

1. understand systems of care within NC
2. consider what makes a team work well together and
3. identify steps necessary to lead or participate in collaborative teams that solve challenges in meeting the needs of persons with intellectual disabilities

TARGET AUDIENCE: IDD professionals and others interested in leading collaborative care teams for IDD

12:00 – 1:30 P.M. LUNCH ON YOUR OWN

**1:30 P.M. – 3:00 P.M. – BREAKOUT SESSIONS
(Choice of 6 Breakout Sessions)**

Track 1

SESSION: Pushing Your Graphs Beyond Excel Defaults

SPEAKER: Dale Roenigk, NC School of Government Benchmarking Director

DESCRIPTION: In this session you will learn some techniques to go beyond the basic graphs in Excel to make it easier to create your own graphs and to create useful graphs that can meet other needs. Bring your computer with Excel if you would like to follow along as various techniques are demonstrated.

SESSION OBJECTIVE: To show how users can use Excel to create their own graphic templates saving time and how to create graphs that go beyond the default choices and provide other options for better communicating.

TARGET AUDIENCE: People wanting to elevate their ability to create and use non-standard graphs in Excel

Track 2

SESSION: **Veteran Support Specialist Program**

SPEAKERS: Dave Roddenberry, Veteran and Military Family Initiative Manager, Duke EPIC
Brandon Wilson, Deputy Director, North Carolina Division of Veterans Affairs

DESCRIPTION: North Carolina Division of Veterans Affairs is currently re-structuring their agency and even becoming a cabinet level agency in NC for the first time in over 10 years. In the middle of this transformation new leadership has become proactive and is encouraging new approaches, ideas and methods to reach our growing Veteran population. With the challenges of more Veterans returning home with Post Traumatic Stress Disorder (PTSD) and Traumatic Brain Injury (TBI) and knowing the personal burden this puts on both the veteran and family in this transition, NCDVA wants to assure that North Carolina cares for them at every level. NCDVA entered into a partnership with Duke University in order to look into the Peer Support Specialist Program (PSS) and to create a hybrid program that will be more geared toward Veterans and their families who may be suffering from many issues during their transition with a specific emphasis on Mental Health.

SESSION OBJECTIVE: Attendees will become better educated on Veterans Benefits, and partnerships with the Department of Military and Veterans Affairs. Attendees will also gain knowledge on the Veteran Support Specialist Program and gain extra insight and clinical training on dealing with our Veteran Population, particularly in the areas of PTSD, TBI and substance abuse. Session will provide attendees with important community mapping that will assist in building relationships in your local operating area

TARGET AUDIENCE: Providers, LME/MCOs and stakeholders

ADDITIONAL INFORMATION REGARDING THE VETERAN SUPPORT

SPECIALIST PROGRAM: NCDVA entered into a partnership with Duke University in order to look into the Peer Support Specialist Program (PSS) and to create a hybrid program that will be more geared toward Veterans and their families who may be suffering from many issues during their transition with a specific emphasis on Mental Health. By utilizing Duke's Evidence based Practice Implementation Center (EPIC) strategies the project has been divided into three phases. This project is now in Phase III and is completing all the modules and material that will be used in the final VSS certification. In the final phase this VSS project will gain a State Certification from the NC Department of Health and Human Services (DHHS). It will then be offered to all county and state VSO's, as well as anyone else that serves in a veteran's advocacy and that adheres to the guidelines that will be considered. By working with both the State's DHHS and local LME/MCO's this project has already provided a partnership that has improved the overall communication and care for Veterans. NCDVA intends to expand the role of VSOs and other Veterans Stakeholders in NC and this VSS certification will add a new dimension in the quality of care our agency provides. In addition to the customary roles of a VSO (i.e., Disability and Pension claims submission, Education and Employment Assistance etc.) NCDVA seeks to provide Veterans who pursue VSO services with higher quality engagements through enhanced interpersonal connections and to be a Peer/coach/mentor through the transition process. This program will bridge the soft skills gap in NC State certified VSOs and VSTs by providing advanced interpersonal skills training. A significant part of this training includes Mental Health

First Aid, QPR Suicide Training, Motivational Interviewing and some clinical training in regards to Substance Abuse and Mental Health Diagnosis to name a few. It will also promote engagement, coaching, connection and referrals to Veterans encountering transition issues – including substance use and mental health issues, not only with the Federal VA but with State, local and non-profit organizations. This program will also provide a community mapping component which will give essential tools to the VSO or stakeholder in order to become an expert in community with regards to all resources for both the Veteran and family. By building lasting and meaningful relationships trust will become more evident along with communication in order to provide a holistic approach to care for the Veterans and their families.

Track 3

SESSION: **Using Pilot Programs As A Strategy For Implementing Services: Design, Implementation and Measuring Effectiveness**

SPEAKER: Kate Peterson, Healthcare Network Project Manager, Provider Network Specialist, Alliance Behavioral Healthcare

DESCRIPTION The presentation will review how creating pilot projects as a strategy for effective service development. Procedures, outcome measures and lessons learned will be shared from Alliance’s experience in implementing multiple pilot projects to fill needs identified in the Network Development Plan.

SESSION OBJECTIVE: Attendees will learn how to determine when to use Pilot Projects, implementation strategies and timelines, and design and review of outcomes, using a Project Management framework.

TARGET AUDIENCE: LME/MCO staff interested in new service development, design and outcome measurement

Track 4

SESSION: **ICD-10 And Beyond: An Update From NCTracks**

SPEAKER: Dewey Cassell, CSRA Communications Manager, NCTracks

DESCRIPTION: This session is for providers and LME/MCO staff with a focus on where we are now with ICD-10, what we have learned as well as other recent and upcoming change to NCTracks and how they will affect behavioral health providers.

SESSION OBJECTIVES: Participants will learn about where we are with ICD-10 and the upcoming changes to NCTracks.

TARGET AUDIENCE: LME/MCO and providers

Track 5

SESSION: **Medicaid’s EPSDT: Why Is It Important To Me?**

SPEAKERS: Jane Perkins, D., M.P.H., Legal Director, NHelp
Susan Pollitt, Senior Attorney, Disability Rights North Carolina

Iris Peoples Green, Senior Attorney, Disability Rights North Carolina
Cindy Ehlers, Vice President of Clinical Operations, Trillium Health Resources
Lisa Nesbitt, Team Leader, Disability Rights North Carolina

DESCRIPTION: Medicaid’s Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) benefit focuses on eligible low-income children ages birth to 21. EPST’s goal is to assure that children, adolescents and young adults get the health care they need when they need it—the right care, to the right child, at the right time, and in the right setting. Emphasis is placed on preventive care, especially screening services, to promote good health and identify and treat problems early and effectively and on treatment services that correct or ameliorate the child’s health conditions.

SESSION OBJECTIVES: After completing this session, attendees will have achieved a better understanding of the meaning of Medicaid’s EPSDT entitlement for children, adolescents and young adults, what it covers, beneficiaries’ rights and how it works in North Carolina. This session will offer EPSDT as a meaningful funding source to provide whole person care and service integration.

TARGET AUDIENCE: This training is designed to provide training for primary healthcare clinicians, LME/MCOs, provider organizations, advocates, community partners, and other MH/IDD/SA stakeholders

Note: *Program Integrity CE Hours Offered For each Program Integrity session attended, you will receive 1 CE hours. You will receive a certificate which reflects your attendance at these session(s).

Track 6

SESSION: **Part 1- Introduction To Implementation Of Positive Behavior Support Plans**

SPEAKERS: Mary deBeus, PhD, LP, Psychologist Peer Reviewer, Smoky Mountain MCO
Robin Vanwy, PhD, LPC, IDD Clinical Director, Smoky Mountain MCO

DESCRIPTION: This experiential workshop is for licensed professionals, Qs and others who have a part in implementing Positive Behavior Support Plans. An overview of behavior change will include the functions of behaviors and functional analysis. Experiential participation in evidence based practices will educate participants on interaction with people with IDD and provide a base for training staff.

SESSION OBJECTIVES:

1. define the four functions of behavior
2. describe how a functional analysis is initiated and demonstrate two evidence based practices

TARGET AUDIENCE: IDD professionals and others interested in the implementation of positive behavior support plans

1:00 P.M. – 1:15 P.M.

BREAK: EXHIBITOR ☐Azalea/Camellia☐Exhibitor Sponsored Event

3:15 P.M. – 4:45 P.M. – BREAKOUT SESSIONS
(Choice of 6 Breakout Sessions)

Track 1

SESSION: **Better PowerPoints Using Key Communication Principles**

SPEAKER: Dale Roenigk, ☐NC School of Government Benchmarking Director

DESCRIPTION☐PowerPoint can be a good tool for audiovisual presentations. But the defaults in the program cause many to create presentations that aren't as powerful as they could be and may even be deadly dull. Learn a few key communication principles and how they can be implemented in PowerPoint to create more lasting and effective presentations.

SESSION OBJECTIVE: To demonstrate three simple methods for upgrading your PowerPoint presentations to make them more effective as a communication tool.

TARGET AUDIENCE: People wanting to avoid creating presentations that are ☐Death by PowerPoint☐

Track 2

SESSION: **The Duty To Warn, Disclosing Confidential Information To Prevent Patient Harm To Self Or Others, And Other Law Enforcement-Related Disclosures**

SPEAKER: Mark Botts, Associate Professor of Public Law and Government, ☐NC School of Government

DESCRIPTION: Is there a duty to warn in North Carolina☐ May you disclose confidential information when a patient presents a risk of foreseeable harm to herself or others☐ This session will answer these and other questions, including whether confidential information may be disclosed to report past criminal behavior or to comply with law enforcement requests for information.

SESSION OBJECTIVES:

1. discuss whether a duty to warn exists in North Carolina☐
2. identify when confidential information may be disclosed to prevent patient harm to self or others☐and
 - ☐ explain how to report a patient's past violent or criminal conduct when confidentiality law generally prohibits such disclosures

TARGET AUDIENCE: Privacy officers, medical records staff, and treatment providers

Track 3

SESSION: **Cultural Competency: LGBT**

SPEAKER: Robert Werstlein Ph.D., Training Director, Daymark Recovery Services

DESCRIPTION This workshop will help mh/sa staff to understand the history of this population, the numerous groups and subgroups found in the LGBTQ world, and to understand key issues facing this group as they access mental health and substance abuse services.

SESSION OBJECTIVES: Attendees will be able to

1. identify many groups and subgroup which make up the LGBTQ population
2. implement ways to positively engage LGBT clients in therapy
 - to articulate issues around "Coming out" and
 - state the issues facing the LGBTQ population in today's society

TARGET AUDIENCE: LME/MCO and provider professionals

*CE Hours Offered NCSAPPB has approved this session for 1.0 hours General Skill Building (GSB). The session is also approved by the National Board of Certified Counselors. No credit will be given for partial attendance. Daymark Recovery Services has been approved by NBCC as an Approved Continuing Education Provider. Programs that do not qualify for NBCC credits are clearly identified. Daymark is solely responsible for all aspects of the programs.

Track 4

SESSION: Manage Yourself For Success

SPEAKERS: Jim Newsom, Human Resources Consultant
Mel Crocker, Retiree N.C. Department of Health and Human Services

DESCRIPTION Session explores areas in an individual's professional and personal life that the individual may be able to exercise control over for better success. It will challenge participants to not only assess where they are and where they want to go, but to take the steps to prepare themselves and acknowledge that they need to take greater responsibility for their own efficiency and effectiveness. As a result they will likely experience less stress, greater self-satisfaction, increased assertiveness, enhanced self-confidence, expanded responsibilities, as well as realizing more success in their professional and personal endeavors.

SESSION OBJECTIVES:

1. identify life areas that may contain obstacles or impediments to achieving personal or professional success
2. explore/discuss the degree to which the individual has the ability to change or manage these impediments
 - solicit suggestions on how the identified life areas may be managed for better results
 - discuss how these changes could affect the individual's success in ways other than work outcomes and
 - preview various habits that can limit or impact ones success and/or project them on to higher levels of success.

TARGET AUDIENCE: LME/MCOs, providers, State MH/DD/SAS who want to enhance their opportunities for professional and personal successes.

Track 5

SESSION: **Cost Avoidance: Detecting And Preventing Improper Payments In Real Time**

SPEAKERS: Nick Behrends, Managing Consultant IBM Strategy and Analytics
Thomas Nisbet, Senior Managing Consultant IBM Strategy and Analytics

DESCRIPTION Organizations that are able to prevent improper payments rather than pursue collections of these payments, gain a competitive advantage through realized savings. This session will discuss the definition, the benefits, and implementation of cost avoidance using analytics within real time claims processing.

SESSION OBJECTIVES: Objective of the session is to give the audience an understanding of cost avoidance and how it could be applied within their organization.

TARGET AUDIENCE: Finance officers and staff members, program integrity staff members, claim staff members and compliance staff members

Note: *Program Integrity CE Hours Offered For each Program Integrity session attended, you will receive 1 CE hours. You will receive a certificate which reflects your attendance at these session(s).

Track 6

SESSION: **Part 2- Introduction To Implementation Of Positive Behavior Support Plans**

SPEAKERS: Mary deBeus, PhD, LP, Psychologist Peer Reviewer, Smoky Mountain MCO
Robin Vanwy, PhD, LPC, IDD Clinical Director, Smoky Mountain MCO

DESCRIPTION: This experiential workshop is for licensed professionals, Qs and others who have a part in implementing Positive Behavior Support Plans. An overview of behavior change will include the functions of behaviors and functional analysis. Experiential participation in evidence based practices will educate participants on interaction with people with IDD and provide a base for training staff.

SESSION OBJECTIVES:

1. define the four functions of behavior
2. describe how a functional analysis is initiated and demonstrate two evidence based practices

TARGET AUDIENCE: IDD professionals and others interested in the implementation of positive behavior support plans

WEDNESDAY – April 27, 2016

8:00– 8:30 A.M. **CONTINENTAL BREAKFAST-** Grand Ballroom Concourse

8:00– 10:00 A.M. **REGISTRATION** – Lower Lobby

8:45 A.M. – 10:15 A.M.- BREAKOUT SESSION

(Choice of 4 Breakout Sessions)

Track 1

SESSION: **Guardianship: What Does It Mean? And Alternatives For Less Restrictive**

SPEAKER: Gayle Mahl, Regional Crisis Officer, Phoenix Counseling Center

DESCRIPTION: This session will provide the participants with information on the basics of guardianship, types of guardianship, how to obtain a guardian, and the role of a guardian. Information will also be shared as to achieving less restrictive alternatives to guardianship.

SESSION OBJECTIVES: Participants will be knowledgeable of guardianship in North Carolina and the move to pursue less restrictive alternatives to requesting a guardian.

TARGET AUDIENCE: Provider staff (QPs, team leaders, therapists), LME/MCO care coordinators, advocates, consumers and family members

Track 2

SESSION: **Transitions To Community Living Initiative Roundtable**

SPEAKERS: Mason Vogler, PhD, CSSBB, Assistant Division Director, Division of MH/DD/SAS
Walt Caison, PhD, Section Chief, Community Mental Health, Division of MH/DD/SAS
Kenneth Edminster, MA, Housing Administrator, Division of MH/DD/SAS
Janie Shivar, LCSW, Project Manager, TCLI, Division of MH/DD/SAS
Stacy Smith, LPC, CS, LCAS, NCC, Adult Mental Health Team Leader, Community Mental Health Section, Division of MH/DD/SAS

DESCRIPTION: TCLI and all of the services that it includes continues to be a major focus of NC DHHS and adult mental health. This roundtable discussion will cover general updates regarding the TCLI and in the areas of ACT, IPS, Supported Employment, tenancy supports, and supported housing. The panel is designed to be interactive and will draw heavily on audience participation in the form of questions and discussion regarding TCLI.

SESSION OBJECTIVE: Participants will hear general updates regarding TCLI

TARGET AUDIENCE: LME/MCO and others interested in TCLI

Track 3

SESSION: **Assessment And Differential Diagnoses Of Psychosis And Neurocognitive Disorders**

SPEAKER: Robert Werstlein Ph.D., Training Director, Daymark Recovery Services

DESCRIPTION This workshop will overview DSM criteria for psychotic and neurocognitive disorders.

SESSION OBJECTIVES: Attendees will be able to

1. define a structure in conducting a thorough clinical assessment
2. describe the current DSM diagnostic criteria for psychotic and neurocognitive disorders and
differentiate psychotic from neurocognitive disorders

TARGET AUDIENCE: LME/MCO and provider professionals

***CE Hours Offered** NCSAPPB has approved this session for 1.0 hours General Skill Building (GSB). The session is also approved by the National Board of Certified Counselors. No credit will be given for partial attendance. Daymark Recovery Services has been approved by NBCC as an Approved Continuing Education Provider. Programs that do not qualify for NBCC credits are clearly identified. Daymark is solely responsible for all aspects of the programs.

Track 4

SESSION: **Behavioral Health Services: Provider Requirements And Post Payment Reviews**

SPEAKERS: Patrick Piggott, Associate Director for Medical and Pharmacy Review, Division of Medical Assistance
Bert Bennett, Policy Consultant, Behavioral Health, Division of Medical Assistance

DESCRIPTION: Review of behavioral health service definitions, policy requirements, provider monitoring audits, and investigations

SESSION OBJECTIVES: Providers will understand the policy requirements of behavioral health services and how to provide and document these services. Participants will be able to identify the appropriate post payment review tool for the service being provided and they will be able to identify three important aspects of post payment reviews.

TARGET AUDIENCE: Providers, LME/MCOs representatives and consumers

Note: *Program Integrity CE Hours Offered For each Program Integrity session attended, you will receive 1.0 CE hours. You will receive a certificate which reflects your attendance at these session(s).

10:15 – 10:30 BREAK

10:30 A.M. – 11:45 A.M.- JOINT SESSION

CLOSING SESSION

SESSION: **State of the State**

SPEAKER: Mason Vogler, PhD, CSSBB, Assistant Division Director, Division of MH/DD/SAS

DESCRIPTION: North Carolina continues on a path of change and reform in behavioral healthcare by focusing on refinement, partnership, and collaboration to achieve quality outcomes and cost efficiency. In this session, Dr. Cantrell will discuss the importance of collaboration, efficiency, effectiveness, and outcomes that yield better access, quality and services, as well as provide updates from the Division.

11:45 – 12:00 P.M.

CLOSING REMARKS / DOOR PRIZES

*We appreciate all of you who so generously donate door prizes from your agency.
Thanks for participating in our closing activities!*

NOTE: Daymark Recovery Services is a NBCC-Approved Continuing Education Provider (ACEPTM) and a cosponsor of this event/program. Daymark Recovery Services may award NBCC-approved clock hours for events or programs that meet NBCC requirements. Sessions for which NBCC-approved clock hours will be awarded are identified in the conference program. The ACEP maintains responsibility for the content of this event.

**NC TIDE
2016 FALL CONFERENCE**

EMBASSY SUITES by HILTON GREENSBORO-AIRPORT

NOVEMBER 13, 2016-NOVEMBER 16, 2016

CONFERENCE REGISTRATION Payment must be **postmarked no later than April 1, 2011** to receive the early registration rate. The completed registration form must accompany payment. A confirmation by email will be sent on receipt of **registration and payment**. Please call or email if you do not receive your confirmation to ensure you are registered.

REGISTRATION FEE

NC TIDE Members (LME/MCO, Provider, DHHS) – **be sure you are a “2016” member**
 Non-Members (LME/MCO, Provider, DHHS)
 One Day (LME/MCO, Provider, DHHS)

	Postmarked	Postmarked
	Early Registration by 07/01/11	07/09/11-07/20/11
	<input type="checkbox"/> 100.00	<input type="checkbox"/> 190.00
	<input type="checkbox"/> 200.00	<input type="checkbox"/> 220.00
	<input type="checkbox"/> 110.00	<input type="checkbox"/> 100.00
	On-site Rates	
On-site “Full” Registration (members/non-members) – Payment in hand only.	<input type="checkbox"/> 200.00	
On-site “One Day” Registration (members/non-members) – Payment in hand only.	<input type="checkbox"/> 100.00	

MAKE CHECK PAYABLE TO ‘NC TIDE’ Mail to **Marilyn Brothers (NC TIDE)** Amount to be Paid \$ _____
P O Box 2001
Cary, NC 27512-2001

Please help with handouts and seat planning. Place a check mark in the space to indicate sessions you plan to attend.

Monday 8:45 – 10:10

- Keynote Address
- Monday 10:15-11:45**
- Loops And Segments And Fields
- Thoughts To Actions Making Legislators Work For You
- Part 1 Mental Health Interventions With IDD Client
- Human Trafficking For MH Professionals
- Investigator And Auditor Interviewing Techniques
- The Innovations Waiver Technical Amendment

Monday 1:15– 2:45

- Reading And Troubleshooting [] [] and 999 EDI Files
- []sing []osks To Engage Mental Health Needs
- Part 2 Mental Health Interventions With IDD Client
- The Value Of Cultural And Linguistic Competence
- Testifying In Court
- Supported Living

Monday 3:00-4:30

- Excel Tips [] Tricks
- Provider Incentive Payment Workshop
- Requests For Proposals
- Involuntary Commitment Law
- Fraud And Fraud Prevention
- Community Reinvestment Initiative Direct Support Professional Workforce

Monday 4:30-5:30

- MCO Networking
- Provider Networking
- CFAC Networking

Tuesday 8:30-10:00

- Next Generation Service Delivery The Future Of Telehealth Technology
- Part 1 Overview Of Current Evidence Based Treatments
- Part 1 Investing In Early Childhood Intervention
- Warning Signs Of Abuse
- Report Writing For Investigators
- Creating Learning Communities For The IDD Profession

Tuesday 10:30-12:00

- Visual Design For Better Data Presentations
- Part 2 Overview Of Current Evidence Based Treatments
- Part 2 Investing In Early Childhood Intervention
- How To Take Our Ideal EHR From Plan To Reality
- Fraud Detection With Big Claims Data
- Leading Collaborative Care Teams For IDD

Tuesday 1:30-3:00

- Pushing Our Graphs Beyond Excel Defaults
- Veteran Support Specialist Program
- []sing Pilot Programs As A Strategy For Implementing Services
- ICD 10 And Beyond
- Medicaid’s EPSDT
- Part 1 Introduction To Implementation Of Positive Behavior Support

Tuesday 3:15-4:45

- Better PowerPoints []sing []ey Communication Principles
- Duty To Warn
- Cultural Competency LGBT
- Manage Ourself For Success
- Cost Avoidance
- Part 2 Introduction To Implementation Of Positive Behavior Support

Wednesday 8:45-10:15

- Guardianship
- Transitions To Community Living Initiative Roundtable
- Assessment And Differential Diagnoses
- Behavioral Health Services Provider Requirements

Wednesday 10:30-11:45

- State Of The State

(PLEASE PRINT ALL INFORMATION CLEARLY)

NAME _____

TITLE _____

AGENCY _____

MAILING ADDRESS _____

PHONE _____ **E-MAIL** _____

MEMBERSHIP STATUS: (Note: Check Your 2016 membership status) NC TIDE MEMBER (MCO/LME/Provider/DHHS)
 NON-MEMBER (MCO/LME/Provider/DHHS)
 OTHER NON-MEMBER

CONFERENCE ATTENDANCE FULL CONFERENCE (cannot split w/others)
 FREE [] Registration (include with full paid registrations all registrations must arrive as a packet)
 FREE Staff Registration (include CFAC full paid registrations all registrations must arrive as a packet)
 ONE DAY (Mon Tue Wed) (check day) (not included in count for free registration)

