

NORTH CAROLINA FINANCE, REIMBURSEMENT AND  
MIS OFFICER'S ASSOCIATION

NC FARO  
2006 SPRING CONFERENCE



REGISTRATION  
AGENDA

APRIL 23 - 26, 2006

WILMINGTON HILTON  
301 N. Water Street  
Wilmington, NC  
Phone: 910-763-5900

NORTH CAROLINA FINANCE, REIMBURSEMENT AND  
MIS OFFICER'S (NC FARO) SPRING 2006 CONFERENCE

WILMINGTON HILTON  
WILMINGTON, NC  
APRIL 23 - 26, 2006

SUNDAY, APRIL 23, 2006

- 5:00 – 7:00 P.M.      **EARLY REGISTRATION** – Lower Lobby (Boardroom A)
- 9:00 – 11:30 P.M.    **HOSPITALITY SUITE** – Rooms 701-707, Exhibitor / Vendor Sponsored Event  
“Visit with friends and meet new FARO participants”

MONDAY, APRIL 24, 2006

- 7:00 – 7:55 A.M.      **CONTINENTAL BREAKFAST** – Azalea Room  
Exhibitor / Vendor Sponsored Event
- 7:15 – 8:15 A.M.      **REGISTRATION** – Lower Lobby (Boardroom A)
- 8:15 – 9:00 A.M.      **WELCOME** – Magnolia / Dogwood  
Debbie Hatley, Pathways  
2006 NC FARO President
- VENDOR INTRODUCTIONS**  
Pat Stultz, Alamance-Caswell Area MH/DD/SAS

9:00 – 10:15 A.M. (JOINT SESSION)

- SESSION:**            **Division Update**
- SPEAKER:**        Leza Wainwright, Deputy Director  
Division of MH/DD/SAS

**DESCRIPTION:** Get the BIG picture of what has happened and what is yet to happen in the ever-changing arena of Mental Health Reform. Find out what the grand plan is and gain an understanding of how your day-to-day issues are part of the grandeur plan.

- 10:15 – 10:45 A.M.            *BREAK: EXHIBITOR / VENDOR VISITATION – Azalea Room*

10:45 – 12:00 P.M. – BREAKOUT SESSIONS  
(Choice of 6 Breakout Sessions)

Track 1

- SESSION:**            **CAP-MR Waivers**
- SPEAKERS:**        Kent Woodson, Division of MH/DD/SAS  
Vivian Leon, Division of MH/DD/SAS

**DESCRIPTION:** This session will provide an overview of the design of the proposed self-directed supports, or New Focus, waiver including review of service definitions under the waiver, resource allocation process, support brokerage, and financial management functions. In addition, updates will be provided regarding the CAP-MR/DD waiver including information regarding waiver allocations and enrollment numbers.

Track 2

**SESSION:** 2006 Medicare Programs Update

**SPEAKER:** Deanna Harris Menshew, Provider Relations Representative  
CIGNA Government Services of North Carolina

**DESCRIPTION:** This presentation will include details of the new Medicare Prescription Drug Benefit, changes to the Medicare Appeals Process, and other important provider updates including the 2006 Medicare Physician Fee Schedule, Crossover Process, National Provider Identification (NPI) Number, Medicare Remit East Print Software, and more. The latest Medicare resources available on the Web will also be shared.

Track 3

**SESSION:** CARF Accreditation (Council on Accreditation of Rehabilitation Facilities)

**SPEAKER:** Lisa Palmer, M.P.H., Account Manager, Behavioral Health Unit  
CARF International

**DESCRIPTION:** This presentation will include a brief overview including the benefits and steps to CARF accreditation. In addition, there will be a discussion of the survey process, including how to prepare for a survey visit and the requirements for submitting an application. LMEs and providers are encouraged to attend.

Track 4

**SESSION:** Crystal Reports

**SPEAKER:** Kevin Ennis, AlphaCM

**DESCRIPTION:** Crystal Reports is a popular software package that allows you to design and create reports for your application. This session will cover its capability, requirements to run Crystal Reports, setup, steps in generating reports, basic reporting and will give some examples of reports that can be created.

Track 5

**SESSION:** The Revenue Driven Organization

**SPEAKER:** Mary Thornton, National Consultant

**DESCRIPTION:** The move to a fee for service model requires a new level of sophistication in the finance department – both in its reporting and revenue management functions. The new business environment is one where revenue is cyclical and in some cases unpredictable. This means that every dollar must be chased and every change in staffing, client caseloads, marketing efforts, etc. need to be evaluated in terms of their effect on revenue. Many behavioral health organizations have spent years learning how to chase and capture costs. The new environment requires the same attention to the revenue side of the picture. Revenue is now earned service, by service, by service. This workshop will explore the differences in the business environment and outline key competency that will make the difference in financial viability or failure. This is a very important meeting for all CFO's, controllers, business and billing managers and other senior managers in the provider or LME organization. Mary Thornton is a national trainer on revenue enhancement and revenue management.

Track 6

**SESSION:** Disaster Mental Health Response

**SPEAKER:** Leesa Galloway, QMHP, EMT, NCERT, CPDM  
Staff Development and Training Director/Disaster Coordinator  
Eastpointe

**DESCRIPTION:** Objectives of this session is to give the participant a basic understanding of: describing the disaster declaration; recognizing the types, nature, and phases of disasters; disaster mental health response; understanding human behavior in a disaster; knowledge of individual and community needs and interventions; understanding the organizational aspects of disaster response and recovery; recognize impact of terrorism in disaster response; and an understanding of the stress inherent in disaster work.

12:00 – 1:30 P.M.

*LUNCH ON YOUR OWN*

1:30 – 2:30 P.M. – BREAKOUT SESSIONS  
(Choice of 6 Breakout Sessions)

Track 1

**SESSION:**       **Contracts for Services to MH/DD/SAS Consumers**

**SPEAKER:**       Shelley Easton, Deputy Wake County Attorney  
Wake County Government

**DESCRIPTION:** Legal considerations in drafting contracts for services to MH/DD/SAS consumers and common problems in administering these contracts.

Track 2

**SESSION:**       **Cycles of Claims Processing, Payments, Denials, and Adjustments**

**SPEAKER:**       Katie Langston, Medical Management Institute

**DESCRIPTION:** This session will provide information on the complete cycle of a claim as it goes through the processing system for payment and general claims filing information for the provider.

Track 3

**SESSION:**       **Integrated Quality Management Planning**

**SPEAKER:**       Elizabeth A. Mathis, Quality Enhancement Specialist  
The Council on Quality and Leadership (CQL)

**DESCRIPTION:** The Council on Quality and Leadership (CQL) developed *The Personal Outcome Measures*<sup>SM</sup> as a measurement of personal quality of life in the early 1990's. Since that time CQL has used *The Personal Outcome Measures*<sup>SM</sup> as the heart of all its work with organizations around quality improvement including accreditation, training, and consultation. This session will discuss the importance of using and merging personal quality of life data with quality assurance data, administrative data, and strategic planning systems into an integrated quality management planning process.

Track 4

**SESSION:**       **Crystal Reports, continued**

**SPEAKER:**       Kevin Ennis, AlphaCM

**DESCRIPTION:** A continuation of previous session.

Track 5

**SESSION:**       **The Revenue Driven Organization, continued**

**SPEAKER:**       Mary Thornton, National Consultant

**DESCRIPTION:** Continuation of previous session.

Track 6

**SESSION:**       **Service Records Manual and Auditing**

**SPEAKER:**       Marilyn Brothers  
CWBH Consultants, LLC

**DESCRIPTION:** This session will provide an ongoing update to the Service Records Manual. We will also discuss medical records audits that will assist you in ensuring the documentation reflects the required elements for billing.

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

Track 1

**SESSION:** The Who’s, What’s, Where’s, Why’s and How’s of Public Records / Open Meetings?

**SPEAKER:** John Morrison, Attorney  
Twiford Law Firm, Elizabeth City, NC

**DESCRIPTION:** a.k.a NC Sunshine Laws because the more the sun shines on your government, the better off you are. What is private and what is not? What are the effects for failure to comply? Who is responsible? What consideration is given on personnel action, contract negotiation, litigation and notices to press? Are your emails, telephone calls, social security numbers, committee meeting minutes, expense accounts, salaries and disciplinary actions **really** confidential? How can you protect yourself from trouble, such as embarrassing both yourself and your board? Where do you draw the line on confidentiality? **Attend this session to discover how to protect yourself, your agency and your board.**

Track 2

**SESSION:** Cycles of Claims Processing, Payments, Denials, and Adjustments, continued

**SPEAKER:** Katie Langston, Medical Management Institute

**DESCRIPTION:** A continuation of previous session.

Track 3

**SESSION:** Accreditation Process – Council on Accreditation (COA)

**SPEAKER:** Amanda Gartland, MSSW, Senior Government Relations Associate  
Council on Accreditation

**DESCRIPTION:** This presentation will provide participants with general information regarding accreditation by the Council on Accreditation (COA). Participants will learn about COA’s accreditation process, as well as, the 8<sup>th</sup> Edition of standards. Information regarding COA’s Network Standards will also be available to interested attendees.

Track 4

**SESSION:** Crystal Reports, continued

**SPEAKER:** Kevin Ennis, AlphaCM

**DESCRIPTION:** A continuation of previous two sessions.

Track 5

**SESSION:** The Revenue Driven Organization, continued

**SPEAKER:** Mary Thornton, National Consultant

**DESCRIPTION:** Continuation from previous sessions.

Track 6

**SESSION:** Responding to Subpoenas for MH/DD/SA Records

**SPEAKER:** Mark Botts, Associate Professor of Public Law & Government  
The University of North Carolina at Chapel Hill

**DESCRIPTION:** The legal obligations of providers of MH/DD/SA services who receive subpoenas for client records. Options and requirements for responding to subpoenas.

4:30 – 5:30 P.M. – NETWORKING SESSIONS  
(Choice of 4 Networking Sessions)

Track 1

**SESSION:** Finance Officers Networking

**FACILITATOR:** Don Harrer, Director Administrative Services  
Cumberland County Mental Health Center

**DESCRIPTION:** Come and join this networking session to discuss financial and operational issues that are daily challenges to your agency. Share your concerns with your peers and learn what they have done or are doing to work through those same type issues. What are your training needs? Do you know of topics and speakers that you would like to see on the Fall Conference agenda? Share those with your facilitator.

Track 2

**SESSION:** Reimbursement Officers Networking

**FACILITATOR:** Kay Croom, Claims Examiner  
Eastpointe

**DESCRIPTION:** Open forum for reimbursement staff to learn how your peers are coping with the many issues and challenges in reimbursement departments across the state. What are your training needs? Do you know of topics and speakers that you would like to see on the Fall Conference agenda? Share those with your facilitator.

Track 3

**SESSION:** Provider Networking

**FACILITATOR:** Richard Anderson, Executive Director  
Footprints Carolina, Inc.

**DESCRIPTION:** Join your fellow providers to discuss current issues pertinent to private providers. Share your experiences and learn from others. What are your training needs? Do you know of topics and speakers that you would like to see on the Fall Conference agenda? Share those with your facilitator.

Track 4

**SESSION:** MIS Roundtable

**FACILITATOR:** Clayron McCain, IT Director  
Alamance-Caswell Area MH/DD/SAS

**DESCRIPTION:** Join in this roundtable discussion on the many issues facing IT Directors and their staff. Come and share your ideas and take the opportunity to learn what others are doing to move forward in spite of the daily challenges. What are your training needs? Do you know of topics and speakers that you would like to see on the Fall Conference agenda? Share those with your facilitator.

5:00 P.M. **NC FARO Committee Meeting** – Boardroom A

5:30 – 6:15 P.M. **HOSPITALITY SUITE**– Rooms 701-707 – Exhibitor / Vendor Sponsored Event  
“Visit with friends – make dining plans”

9:00 – 11:30 P.M.

**HOSPITALITY SUITE** – Rooms 701-707 – Exhibitor / Vendor Sponsored Event  
"Network with fellow associates in other Agencies"

TUESDAY, APRIL 25, 2006

7:30 – 8:20 A.M.

**CONTINENTAL BREAKFAST** – Azalea Room  
Exhibitor / Vendor Sponsored Event

7:45 – 8:30 A.M.

**REGISTRATION** – Lower Lobby Area (Boardroom A)

8:30 – 10:00 A.M. – BREAKOUT SESSIONS  
(Choice Of 6 Breakout Sessions)

Track 1

**SESSION:** Time Management

**SPEAKER:** Lin Mitchell, Mitchell Consulting

**DESCRIPTION:** This session will introduce busy professionals to the fundamentals of time management. You will learn how to figure out how you're spending your time now, and identify the time-wasters that stifle your productivity. You will also discover how to prioritize your obligations in order to make the most of your time. You will learn how to better manage your voice mail and e-mail so that your time spent in communication is streamlined, not scattered and filled with distractions. Franklin Covey certified instructor Lin Mitchell will help you acquire the skills and tools that you need to improve your time management and help you make the most of your workday.

Track 2

**SESSION:** State Endorsement Update

**SPEAKER:** Dick Oliver, Division of MH/DD/SAS

**DESCRIPTION:** A discussion of the current process for endorsing services provided by LMEs as well as the DHHS waiver approval process. Division staff will provide information on continued service provision by LME.

Track 3

**SESSION:** Accreditation Programs - URAC

**SPEAKER:** John P. DuMoulin, MS, CAE, Vice President, Government Relations and Product Development  
URAC *Promoting Quality Health Care*

**DESCRIPTION:** This session will focus on URAC's health plan and health call center accreditation programs. URAC received formal recognition of its Health Plan and Health Call Center accreditation programs in April 2005 from the State of North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services for Local Management Entities.

Track 4

**SESSION:** DMH Division IS Update & Other Division Notes

**SPEAKER:** Gary Imes, Manager, Information System Services, Division of MH/DD/SAS  
Lisa Haire, Division of MH/DD/SAS

**DESCRIPTION:** The Division will provide an overview of changes in the IT/IS world. Discussions on the Division's key data sources (CDW, NCTOPPS, IPRS) and changes to data reporting requirements due to mental health reform, new service definitions and billing and a review of any changes to Federal reporting requirements. The Division will provide updates to NCLeads, MMIS and IPRS, along with a discussion on IT/IS projects in the State Facilities and the New Psychiatric Hospital that will involve the LMEs such as the expansion on the use of Provider Link.

Track 5

**SESSION:** Financial Auditing & Monitoring

**SPEAKERS:** Pat Shannon, Pathways  
Cynthia Skinner, Pathways  
Wayne Terry, CPA, Larson Allen Weishair, LLP

**DESCRIPTION:** This session will provide one Local Management Entity's implementation tools and experience with financial auditing and monitoring of providers. Discussion will include auditing and monitoring guidelines according to Division Communication Bulletins and Purchase of Service Contracts. Wayne Terry, CPA with Larson Allen Weishair will provide information on General Accepting Accounting Principles and Local Government Commission rules and regulations. Mr. Terry will also discuss the importance of having a financial audit to insure fiscal viability.

Track 6

**SESSION:** Overview of the North Carolina MAJORS Program

**SPEAKER:** Antonio Coor, Division of MH/DD/SAS

**DESCRIPTION:** The Managing Access for Juvenile Offender Resources and Services (MAJORS) Program is funded by the NC Department of Health and Human Services, Division of MH/DD/SAS. Currently, the program is operating in a little over one-third of the state; however, the Division has plans to expand the number of MAJORS sites to become a statewide program. Hence, understanding the general goals, policies, and procedures involved in the operation of a MAJORS program will be relevant to all LME Directors and administrative staff statewide. The presentation would include the following topics: 1) brief history, 2) brief overview of the structure of the program from screening through discharge, 3) explanation of the roles and responsibilities of DJJDP court counselors (screening responsibilities, collaborative planning and activities across treatment phases), 4) program treatment guidelines, 5) description of the roles and responsibilities of the LME as a bridge between DMH and service providers, and 6) a description of the roles and responsibilities of Innovation Research and Training.

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

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

Track 1

**SESSION:** Time Management, continued

**SPEAKER:** Lin Mitchell, Mitchell Consulting

**DESCRIPTION:** Continuation of previous session.

Track 2

**SESSION:** DMA Updates 2006

**SPEAKER:** Carol Robertson, Division of Medical Assistance

**DESCRIPTION:** Receive 2006 Updates for DMA coding and billing requirements for new and existing services.

Track 3

**SESSION:** Regionalization – Forming Partners Through a Collaborative Process

**SPEAKERS:** Bill Battaile, Mecklenburg MH/DD/SAS  
Jay Taylor, Pathways

**DESCRIPTION:** The creation of a Win-Win partnership is dependent on a shared vision and a strong commitment by the individuals and organizations to a successful process and outcome. This session uses lessons learned by 2 LMEs as they pursue a partnership around the transition of UM and STR activities. There are lessons that are applicable to other partnerships in our complex system. Session will examine the individual, organizational and process characteristics that facilitate success and will examine the potential pitfalls that can lead to immediate or future failure. Session will target LME leadership, provider leadership and task-oriented managers.



Track 4

**SESSION:** Excel or Access – Choosing the Right Tool

**SPEAKER:** Tommy Harrington, Consultant/Trainer/Developer – Microsoft Office Products CompuHELP, Inc.

**DESCRIPTION:** Excel and Access are powerful software packages that can do many of the same jobs. To determine the best one for a given job, first we'll review the major features of Excel and Access for building personal databases and spreadsheets. Then look at the best software for building applications. Learn tricks for making Excel and Access work together to analyze, store, and retrieve data. Finally, we will learn the guidelines for picking the right tool for the right job.

Track 5

**SESSION:** Lawyer and Insurance Agent: 'The Good, The Bad, and (Sometimes) The Ugly'

**SPEAKERS:** Jimmy Adams, Citizens Insurance Agency  
John Morrison, Attorney, Twiford Law Firm

**DESCRIPTION:** A lawyer and an insurance agent teaming up together for your benefit. The Good, The Bad and (Sometimes) The Ugly In's and Out's of insurance. Do you need insurance? If so, what do you really need and how much? Malpractice and Property Insurance amongst others – Why do you need them? What are you insured against? Is it enough? Sovereign Immunity and Discoverability – What are they? Negligence – How much are you insured for? Take this opportunity to see if you are protecting yourself and your assets!!

Track 6

**SESSION:** What Makes You an Employer of Choice?

**SPEAKERS:** Kim Newsom, Personnel Director, Randolph County Personnel  
Mel Crocker, Retired, State of North Carolina

**DESCRIPTION:** It takes more than a competitive wage to attract and retain quality employees in the business world of today. Are you up-to-date on what benefits and services organizations are utilizing to appeal to their perspective applicants and their current employees? Discussion will focus on what attracts applicants to an organization and/or specific programs as well as what factors create an attraction such that your valuable employees desire to remain with you. Are they the same? What are you doing to remain competitive???

12:00 – 1:30 P.M.

*LUNCH ON YOUR OWN*

1:30 – 2:30 P.M. – BREAKOUT SESSIONS  
(Choice of 6 Breakout Sessions)

Track 1

**SESSION:** Cost Finding Renamed

**SPEAKERS:** Mike Thompson, DHHS Office of the Controller, Rate Setting Section  
Susan Kesler, DHHS Office of the Controller, Rate Setting Section

**DESCRIPTION:** Area Programs are changing into LMEs with services now being divested instead of being performed in-house. On that note, we are changing what used to be called Cost Finding to Cost Reporting. Come find out who will be required to file, whether your organization is an LME/AP or contract provider. See some of the changes to the Access program. This will not be a full program training session due to time, but an overview. Hopefully most will find it simplified and better organized.

Track 2

**SESSION:** Accountability Update

**SPEAKER:** Jim Jarrard, Division of MH/DD/SAS

**DESCRIPTION:** An update on results from Fall Medicaid audits, planned changes for the Spring and Fall 2006 audits, the collaboration with DMA in planning, participating and hearing appeals from Medicaid audits. Review of the Performance Contract monitoring items, and documentation issues that were identified from the audits.

Track 3

**SESSION:** Navigating Today's Healthcare Market

**SPEAKER:** Brian Flynn, Group Benefits Solution

**DESCRIPTION:** General information on navigation of healthcare benefits systems in order to give accurate and up to date information to employees and education of staff on navigating the healthcare system.

Track 4

**SESSION:** Excel or Access – Choosing the Right Tool, continued

**SPEAKER:** Tommy Harrington, Consultant/Trainer/Developer – Microsoft Office Products CompuHELP, Inc.

**DESCRIPTION:** Continuation of previous session.

Track 5

**SESSION:** How to Establish a Meaningful QI System

**SPEAKER:** Sue Creighton, CWBS Consultants, LLC

**DESCRIPTION:** This session will provide information to assist agencies in establishing or improving their QI System. It will include an overview of QI principles, use of teams, individual and program outcomes, and requirements for both state endorsement and national accreditation.

Track 6

**SESSION:** The pbH Demonstration: Status and Lessons Learned

**SPEAKER:** Pam Shipman, Deputy Area Director, pbH (Piedmont Behavioral Healthcare)

**DESCRIPTION:** A review of the pbH waivers and demonstration project and its relationship to NC State Reform will be provided. The presentation will address the current status of the demonstration and the pbH Medicaid waivers, as well as how lessons learned may be of assistance to other LMEs.

2:30 – 3:00 P.M.

*BREAK: EXHIBITOR / VENDOR VISITATION – Azalea Room*

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

Track 1

**SESSION:** Person Centered Planning

**SPEAKER:** Christina Carter, Division of MH/DD/SAS

**DESCRIPTION:** This session will provide an overview of the Division of Mental Health, Developmental Disability and Substance Abuse Services policy of person centered planning. The presentation will cover the person centered planning policy, format and elements required. The presentation will present the roles and responsibilities of the UR/UM authorizing entity of plans, the role of the LMEs and Providers.

Track 2

**SESSION:** Consumer Affairs...Where We're From, What We're Doing, and Where We're Going

**SPEAKERS:** Kim Maguire, Pathways  
Nelson Connor, Pathways

**DESCRIPTION:** This session explains and explores one LMEs evolving role in incorporating Consumer Affairs into an integral and functional part of the LME. Emphasis will be on CFACI and related consumer issues.

Track 3

**SESSION:** **LINUX: What's All the Noise and What Can It Do For Me?**

**SPEAKER:** Richard Swirski, Consultant

**DESCRIPTION:** An introduction to Linux covering what it is and is not. Topics include a high-level view of the The Linux Concept, some pricing comparisons and details on many of the useful tools it offers.

Track 4

**SESSION:** **How to Establish a Meaningful QI System, continued**

**SPEAKER:** Sue Creighton, CWBH Consultants, LLC

**DESCRIPTION:** A continuation of previous session.

Track 5

**SESSION:** **Confidentiality of Behavioral Healthcare Records**

**SPEAKER:** Mark F. Botts, Associate Professor of Public Law and Government  
The University of North Carolina at Chapel Hill

**DESCRIPTION:** Confidentiality of MH/DD/SA records in the evolving world of "mental health system reform." Topics covered will include the disclosure of information in the screening, triage, and referral process, as well as other information sharing issues involving LMEs and providers.

Track 6

**SESSION:** **Enhanced Service Definitions – One More Time Around**

**SPEAKER:** Michael Lancaster, MD  
DMH/DD/SAS Chief of Clinical Policy

**DESCRIPTION:** This session will cover an overview of the enhanced service definitions but now that implementation is at hand the session will include lessons learned and an opportunity to ask those questions that you never thought about before you faced implementation issues.

4:30 – 5:40 P.M. **HOSPITALITY SUITE** – Rooms 701-707- Sponsored by Exhibitors / Vendors  
*"Visit with friends"*

5:45 – 8:15 P.M. **BANQUET BUFFET**– Magnolia / Dogwood / Camellia - Sponsored by NC FARO  
*Agenda: Banquet (see registration info page for menu);  
Entertainment: Hypnotist - Dan Sanders, "Sandman"  
Dress: Casual/Colorful*

8:30 – 12:30 A.M. **ENTERTAINMENT** – Band of Oz  
Magnolia / Dogwood / Camellia - Sponsored by Exhibitors / Vendors

WEDNESDAY, APRIL 26, 2006

7:45 – 8:40 A.M. **CONTINENTAL BREAKFAST** – Azalea Room

8:45 – 10:00 A.M. – BREAKOUT SESSIONS  
(Choice of 4 Breakout Sessions)

Track 1

**SESSION:** **State of the State from the NC Council's Perspective**

**SPEAKER:** Carol Duncan Clayton, Ph.D., Executive Director  
NC Council of Community MH/DD/SA Programs

**DESCRIPTION:** Get the latest update on the state of the mental health, developmental disabilities, and substance abuse system from the NC Council's perspective. Hot topics, policies, and legislation that affect the stability of the MH/DD/SA system will be highlighted.

Track 2

**SESSION:** Identity Theft Protection and Use of Social Security Numbers

**SPEAKER:** Mark Botts, Associate Professor of Public Law and Government  
The University of North Carolina at Chapel Hill

**DESCRIPTION:** How the state law enacted in 2005 regarding the collection of SSNs applies to public providers of MH/DD/SA Services (local management entities and private providers contracting with LMEs).

Track 3

**SESSION:** DMA Direct Enrollment

**SPEAKER:** Angela Floyd, Division of Medical Assistance

**DESCRIPTION:** DMA will address requirements for direct provider enrollment and billing for Enhanced Benefits. The January 2006 Special Medicaid Bulletin for Enhanced Benefits will be referenced during this presentation.

Track 4

**SESSION:** LINUX: The Departmental Pocketknife

**SPEAKER:** Richard Swirski, Consultant

**DESCRIPTION:** Using Linux to build a departmental Firewall, File, Proxy, Web, DNS and FTP Server including redundant hard drives and network connections all for the price of a single license and a low-end PC.

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

10:30 – 11:45 A.M. – JOINT SESSION

**SESSION:** An Update on the Legislative Oversight Committee and Mental Health Reform

**SPEAKER:** Representative Verla Insko

**DESCRIPTION:** Representative Verla Insko will be presenting updates on the ongoing goals and mission of the Legislative Oversight Committee as well as current issues and objectives on their upcoming agendas. The Legislative Oversight Committee is foremost in the Mental Health Reform Process and its goals. Please join us as we welcome Representative Insko.

11:45 – 12:00 P.M. CLOSING REMARKS / DOOR PRIZES

CREATE MORE EXCITEMENT  
TO CLOSE OUT THE CONFERENCE  
BY  
BRINGING DOOR PRIZES REPRESENTATIVE OF YOUR AGENCY  
(Drawings from nametags will be held during closing on Wednesday. Must be present to win.)

**NC FARO SPRING 2006 CONFERENCE**

**April 23 – 26, 2006**

**Wilmington Hilton, Wilmington NC**

**CONFERENCE REGISTRATION & INFORMATION:**

**Registration Fees:**

	<u>Pre-Conference</u>	<u>After April 5, 2006</u>
<b>LME/AP Members (Full Conference)</b>	<b>\$ 110.00</b>	<b>\$ 135.00</b>
<b>Provider Associate Members (Full Conference)</b>	<b>\$ 110.00</b>	<b>\$ 135.00</b>
<b>LME/AP/PROVIDER non-members (Full Conference)</b>	<b>\$ 120.00</b>	<b>\$ 145.00</b>
<b>One Day– ALL (Tuesday Banquet NOT included)</b>	<b>\$ 80.00</b>	<b>\$ 105.00</b>
<b>WALK-INS AT CONFERENCE (Banquet Ticket NOT included)</b>		<b>\$ 160.00</b>

**NOTE:** Pre-Conference Registrations must be POSTMARKED no later than April 5, 2006. LME/AP and Provider non-members are encouraged to join NC FARO prior to April 5, 2006 to take advantage of the member and associate member fee offered to receive your discount for Spring and Fall sessions.

If you are registering for Full Conference, please indicate if you will be attending the Banquet by marking the appropriate box on the Registration Form. Additional Banquet tickets may be purchased for \$30.00 each (you must register in advance). A check for \$30.00 must be enclosed with registration for each additional ticket. **Note: Banquet tickets that are not requested in advance will not be available at the conference.** Banquet menu is listed below.

**CANCELLATION POLICY:** Registration fees are fully refundable if request is received before April 1, 2006. April 1-15, 2006, refunds less a 50% cancellation fee will be honored at your request. No refunds will be made after April 15, 2006. To discuss a cancellation, call Alice Matthews at 910-488-5170 (phone/fax) or by e-mail at [abmcms@aol.com](mailto:abmcms@aol.com).

**HOTEL INFORMATION:** A rate of \$99 plus tax per night for standard rooms. Guaranteed riverfront rooms are subject to \$10.00 additional charge per room. **Reservation cut-off date is March 22, 2006.** The NC FARO Spring 2006 Conference will be held at the Wilmington Hilton, 301 N. Water Street, Wilmington, NC 28401. Phone 910-763-5900 for reservations. Be sure to tell them you are with the NC FARO Conference when making reservations. Hotel check-in time is 4:00 p.m. Checkout time is 11:00 a.m. A block of 250 rooms is available on a **first call first served basis**. Parking fees (for NC FARO Conference only) are as follows (not included in room rate). Make sure you get a parking decal from hotel at check-in.

Overnight Guests	\$ 3.00/Day
Daily Attendees	\$ 5.00/Day
Valet Parking	\$ 9.00/Day

**PARKING INFORMATION:** If you are not staying at the hotel and are parking in paid lot across from the hotel, check with FARO's registration desk for a receipt so that you can file for reimbursement from your agency.

**NOTE:** Conference room temperatures vary. **Please wear layered clothing to ensure your personal comfort.**

**CONTACT INFORMATION:** If you need further information on the conference, please contact the following:

Hotel/reservation questions contact: Cathy Macemore, [Cathy.Macemore@ncmail.net](mailto:Cathy.Macemore@ncmail.net), 336-874-2798

Exhibitor/Vendor questions contact: Pat Stultz, [pstultz@acmhdds.org](mailto:pstultz@acmhdds.org), 336-513-4200, ext. 4413

Membership questions contact: Patricia Wright, [patw@westernhighlands.org](mailto:patw@westernhighlands.org), 828-258-3511

Conference Registration questions contact: Alice Matthews, [abmcms@aol.com](mailto:abmcms@aol.com), 910-488-5170

**ADDITIONAL INFORMATION:** Should you need additional registration information, forms, or agenda, they are available on our website at [www.ncfaro.org](http://www.ncfaro.org). You may also make copies of the registration packets for use by others in your agency as well as providers with whom you contract.

**BANQUET BUFFET MENU:** Garden Salad, Watermelon Fruit Basket, Peel and Eat Shrimp Stacks, Hot Vegetarian Pasta (no meat), Herb Crusted Chicken, Seared London Broil, Potato Wedges, Steamed Vegetable Medley, Macaroni & Cheese, assortment of cakes and pies, dinner rolls/cornbread, iced tea, coffee, and water.

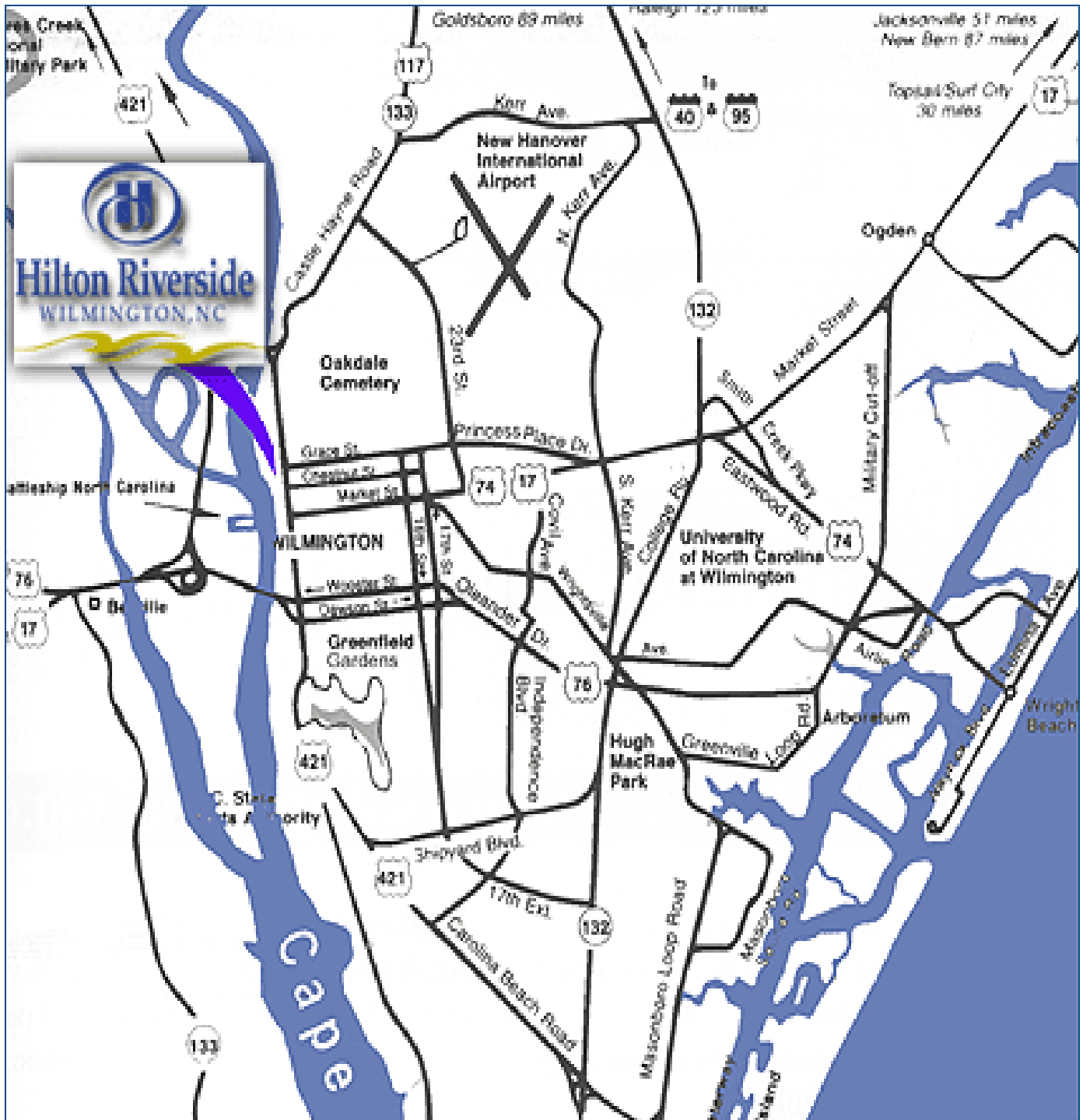
**REGISTRATION RATES:** In order to receive the full conference rate of \$110, **membership must have been paid prior to registration or included along with the registration payment** and postmarked no later than April 5, 2006. If a membership form is needed, contact Alice Matthews at the above phone number or e-mail address. Form is also available on our website at [www.ncfaro.org](http://www.ncfaro.org).

**IMPORTANT NOTE TO ALL IN ATTENDANCE:** **NO audio or videotaping of sessions without written permission from speaker and prior approval of NC FARO Executive Committee.**

## Directions to the Hotel:

301 North Water Street  
Wilmington, NC 28401-3934  
(910) 763-5900

The Hilton Riverside - Wilmington, NC is located in the heart of the Historic Downtown District on the shore of the Cape Fear River.



## DIRECTIONS TO THE HOTEL

### From 74/76 East Bound:

- Follow 74/76 into Wilmington and cross over the Cape Fear Memorial Bridge.
  - Go to stop light.
  - Turn LEFT at stop light on 3rd Street and go approximately eight (8) city blocks.
  - Turn LEFT on Market Street and go straight until you reach the Cape Fear River.
  - Turn RIGHT on Water Street. Go two (2) city blocks and the Hilton is on the LEFT.
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### From 17 - North Bound:

- Follow Highway 17 North until it merges with 74/76 East Bound.
  - Follow the same instructions listed above, "From 74/76 East Bound".
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### From 17 - South Bound:

- Follow Highway 17 South until it merges with Market Street. Go STRAIGHT on Market Street for about ten (10) miles until you reach the Cape Fear River.
  - Turn RIGHT on Water Street. Go two (2) city blocks and the Hilton is on the LEFT.
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### From I-40 East Bound (from Raleigh)

- Follow I-40 into Wilmington.
  - GO PAST the Wilmington/Wrightsville Beach Exit (Martin Luther King Jr. Parkway).
  - Take the NEXT EXIT, which is EXIT 8 (Market Street)
  - Turn LEFT on Market Street (also Highway 17 South).
  - Go STRAIGHT on Market Street for about five (5) miles until you reach the Cape Fear River.
  - Turn RIGHT on Water Street. Go two (2) city blocks and the Hilton is on the LEFT.
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### From Wilmington International Airport:

- Take LEFT out of airport entrance onto 23rd Street.
- Follow 23rd Street until you reach Market Street  
Turn RIGHT onto Market Street.
- Follow Market Street all the way downtown until you reach the Cape Fear River.
- Turn RIGHT on Water Street. Go two (2) city blocks and the Hilton is on the LEFT.

