North Carolina FARO

FINANCE & REIMBURSEMENT OFFICERS

"It's not just for Finance and Reimbursement anymore!"

NC FARO
2007 FALL CONFERENCE

REGISTRATION
AGENDA

NOVEMBER 4 – NOVEMBER 7, 2007

ASHEVILLE RENAISSANCE HOTEL
One Thomas Wolfe Plaza
Asheville, NC
Phone: 828-252-8211
800-468-3571

NC FARO Fall 2007 CONFERENCE
November 4 - 7, 2007
Asheville Renaissance Hotel

<u>**CONFERENCE INFORMATION: PLEASE READ!**</u>

<u>Important Registration Info</u>: **<u>Payment must be received with completed registration form</u>**. Credit cards not accepted at this time. Individuals will <u>not</u> be registered for conference until payment is made. Please be sure to include (*please print clearly*) your email address on registration form so confirmation can be made (Note: All confirmations will be made by email. **If you think you are registered but have not received a confirmation by email**, contact Alice Matthews at abmcms@aol.com or by phone at 910-488-5170. Otherwise*, <u>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 conference</u>*. <u>Mailed registrations must be **received by noon on Thursday, November 1, 2007**</u> (be sure to mail your registration and payment in advance to ensure receipt by this date).   <u>On-site registration will be accepted – payment by checks or cash</u> (see rate below for on-site registration). <u>Note</u>: There will be a $25 returned check fee.

<u>ATTENTION</u>: <u>Each</u> person registered for conference must individually pick up his or her registration packet at FARO check-in.

Attention: Limit on # of participants registering for "<u>Delivering Excellent Customer Service</u>"
This is an all day specialized workshop session scheduled for Monday, November 5, 2007 from 9:00 a.m. – 4:30 p.m. Each session is designed to build on previous session throughout the day and is designed for participants who will be attending all four sessions. This workshop will be limited to the first 30 participants who are registered for all four sessions (see page 17 to register). A workbook and certificate of completion will be given to those who attend the entire day.

<u>Registration Fees</u>:

	Early Registration by 10/8/07	10/9/07-11/1/07
FARO Member (LME/AP, Provider, DHHS) – be sure you are a member	$ 150.00	$ 175.00
Non-Members (LME/AP, Provider, DHHS, others)	$ 180.00	$ 205.00
One Day (LME/AP, Provider, DHHS)	$ 95.00	$ 120.00
On-site Registration (all) – <u>Payment in hand only</u> (no banquet ticket available*)		$ 225.00

   *Banquet attendance count is given to hotel prior to the conference.

<u>Cancellation Policy</u>: Registration fees less a $15 administrative fee will be refunded if request is received by 5 p.m. October 8, 2007.   October 9-18 refunds less a 50% cancellation fee will be honored at your request. No refunds will be made after 5 p.m. beginning October 18, 2007. To discuss a cancellation, call Alice Matthews at 910-488-5170 (phone) or by e-mail at abmcms@aol.com.

<u>Hotel Information</u>:   The NC FARO Fall 2007 Conference will be held at the Asheville Renaissance Hotel, 1 Thomas Wolfe Plaza, Asheville, NC 28801. **Phone 1-800-468-3571 or 1-828-252-8211 for reservations**. Please state that you are with NC FARO – NC Finance and Reimbursement Officer's Association. A block of 248 rooms has been reserved for the NC FARO conference **on a first come first serve basis**. The room rate is $102 per room exclusive of sales/room occupancy taxes. The reservation cut off date is Thursday, October 4, 2007 or until the block of 248 is filled, so make your reservations NOW. The Hotel will accept reservations based on a space available basis at the Hotel's prevailing rates after this date. All reservations must be accompanied by a first night room deposit or guaranteed with a major credit card. 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   3:00 PM   Check-Out Time: 12:00 Noon

*<u>Contact Information</u>***:** If you need further information on the conference, please contact the following:
Hotel/reservation questions contact: Cathy Macemore, Cathy.Macemore@ncmail.net, 336-874-2798
Exhibitor/Vendor questions contact: Pat Myers, pat_myers@ocbhs.org, 910-219-8003
Membership questions contact: Debbie Barnett, dbarnett@eastpointe.net, 910-298-7135
Conference Registration questions contact: Alice Matthews, abmcms@aol.com, 910-488-5170
Provider questions contact: Gayle Mahl, gmahl@pathmhddsa.org, 704-842-6349

__Additional Information__: Should you need additional registration information, forms, or agenda, they are available on our website at 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. All updates concerning the conference (i.e., agenda changes, weather) will also be posted on our website.

__Banquet Information__: If you are registering for full conference, please indicate if you __WILL__ be attending the Banquet by marking the "I Will Attend" box on the Registration Form. If you do __NOT__ plan to attend the banquet mark the "I Will __Not__ Attend" box. Additional banquet tickets (for spouse, friend, one day) may be purchased for $30.00 each (you must register and pay in advance for extra ticket). A check for $30.00 must be enclosed with registration for each additional ticket. Banquet tickets that are not requested in advance will not be available at the conference. To attend banquet with a one-day registration, you will need to enclose the additional $30 to receive a banquet ticket. No banquet ticket will be available for on-site registrations (the hotel requires number count for banquet prior to conference).

__Banquet Buffet Menu__: Market Place Salad, Fruit Salad, Cole Slaw, Grilled Chicken Breasts, Pulled Pork BBQ, Hot Vegetarian Pasta, Garlic Mashed Potatoes, Fresh Vegetable Medley, Corn on the Cob, Baked Corn Bread, Rolls, Baker's Selection Assorted Desserts, Water, Coffee, and Tea.

__Directions__: To get to the Asheville Renaissance Hotel, take I-240 to Asheville.

If you're coming from the West on I-240 east, take exit 5A (go straight) to the traffic light; go left on Woodfin Street for one block. The hotel is on the right.

If you're coming from the East on I-240 west, take exit 5A, go left at the traffic light, take a left on Woodfin Street and go two blocks. The hotel is on the right.

I-40 enters the area from west and east, and I-26 from the south in order to reach I-240 into downtown Asheville.

You may also visit the FARO website at www.ncfaro.org for more information.

__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.__

- __NO SOLICITATION verbally or distribution of company materials in sessions or at other sponsored FARO events unless you are a registered vendor.__

- __Conference room temperatures vary. Please wear layered clothing to ensure your personal comfort.__

NORTH CAROLINA FINANCE, REIMBURSEMENT AND
MIS OFFICER'S (NC FARO) Fall 2007 CONFERENCE

SUNDAY, NOVEMBER 4, 2007

5:00 – 7:00 P.M.   **EARLY REGISTRATION** – Ballroom Foyer

9:00 – 11:30 P.M.   **HOSPITALITY SUITE** – Room 1114, Exhibitor / Vendor Sponsored Event
                         "Visit with friends and meet new FARO participants"

MONDAY, NOVEMBER 5, 2007

7:00 – 7:55 A.M.   **CONTINENTAL BREAKFAST**
                         Exhibitor / Vendor Sponsored Event

7:15 – 8:15 A.M.   **REGISTRATION** – Ballroom Foyer

8:15 – 9:00 A.M.   **WELCOME**
                            Beth Brown, Pathways
                            2007 NC FARO President

                         VENDOR INTRODUCTIONS

9:00 – 10:15 A.M. – BREAKOUT SESSIONS
(Choice of 6 Breakout Sessions)

Track 1

> **SESSION**:   **Delivering Excellent Customer Service**
>
> **SPEAKER:**   Tracy Mambrino, Certified Customer Service Trainer
>   The Employer's Association
>
> **DESCRIPTION**: This seminar/workshop is a must for anyone who has contact with customers. The program deals with practical discussion on techniques for handling customer questions and complaints while projecting a professional, positive image of your agency. Participants will sharpen and master customer service skills during this program through lecture, interaction, practice and review. [*Special note: This is an all day specialized workshop. Each session builds on previous session throughout the day and is designed for participants who will be attending all four sessions. This workshop will be limited to the first 30 participants who sign up for all four sessions. A workbook and certificate of completion will be given to those who attend the entire day.*]

Track 2

> **SESSION:**   **DMA – Division MH/DD/SA – Value Options Update**
>
> **SPEAKERS:**   Marcia Copeland, Division of Medical Assistance (DMA)
>   Christina Carter, Division of MH/DD/SAS
>   Jane Harris, Value Options
>
> **DESCRIPTION**: This session will cover the areas of: the nuts and bolts of accessing MH/DD/SA care; understanding the role of screening, triage, and referral (STR); understanding the role of assessments in the development of person centered plans (PCP); understanding the timeliness and requirements of prior authorization and utilization review; increasing knowledge of person centered thinking; and understanding the minimum requirements for compliance with payments.

Track 3

SESSION: <u>**EHR: Electronic Health Record**</u>

SPEAKER: Lisa Haire, Division of MH/DD/SAS

<u>**DESCRIPTION**</u>:   This session will review some of the latest national directives for electronic health record development, legal standards, and interoperability. Includes a discussion of the progress of EHR development for state psychiatric hospitals and ADATCs plus plans for LME and community provider participation.

Track 4

SESSION: <u>**Work/Life Balance**</u>

SPEAKER: Stacey Everett
School of Government, The University of North Carolina at Chapel Hill

<u>**DESCRIPTION**</u>:   Employees and managers are constantly increasing the demand for work-life-balance solutions. As a result, work-life balance is a hot topic today. Over the coming decade, it will be one of the most important issues that working professionals will be expected to manage, both individually and organizationally. This session will offer methods to accelerate the implementation of a successful work-life strategy within your life and organization as well as stress management techniques.

Track 5

SESSION: <u>**Understanding Business Processes**</u>

SPEAKER: Ben B. Graham, President
The Ben Graham Corporation
Tipp City, Ohio

<u>**DESCRIPTION**</u>:   The session provides an introduction to the Graham Methodology for documenting business processes to support intelligent common-sense decision-making. Process charts provide a baseline for process improvement and are excellent training tools if they include enough detail to support common sense decisions. Graham Process Maps do that. The Graham process mapping methodology was developed over a half century ago to help people understand and analyze business processes. Graham charts clearly identify all the records in a process (paper and electronic). They show the value-added points where data is manipulated; they show delays, non-value-added "paper-shuffling", movement from one location to another and the people involved.

Track 6

SESSION: <u>**Sharing Confidential Information with Business Associates**</u>

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

<u>**DESCRIPTION**</u>:   What is a business associate and when does a health care provider need a business associate agreement? (Did you know that not all business relationships require a business associate agreement?) What legal obligations are you taking on when you enter into a business associate agreement? The session will answer these and other questions about "business associates" as that term is defined in the HIPAA privacy rule.

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

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

Track 1

SESSION: <u>**Delivering Excellent Customer Service, continued**</u>

SPEAKER: Tracy Mambrino, Certified Customer Service Trainer
The Employer's Association

<u>**DESCRIPTION**</u>:   This is a continuation of previous progressive session. *(Limited to first 30 registered for all four sessions.)*

Track 2

SESSION: <u>**DMA – Division of MH/DD/SA – Value Options, continued**</u>

SPEAKERS: Marcia Copeland, Division of Medical Assistance (DMA)
Christina Carter, Division of MH/DD/SAS
Jane Harris, Value Options

<u>**DESCRIPTION:**</u> A continuation of previous session.

Track 3

SESSION: <u>**Client Data Warehouse (CDW) 101 for Providers**</u>

SPEAKERS: Deborah Merrill, Division of MH/DD/SAS
Judy Boone, Division of MH/DD/SAS
Jeannette Barham, Division of MH/DD/SAS

<u>**DESCRIPTION:**</u> This session is for providers and will deliver information about the Client Data Warehouse (CDW). It will provide insight on what type of information is stored in the database, what the data is used for, and how to work with LME's to ensure successful data collection.

Track 4

SESSION: <u>**National Accreditation: Ready, Set, Go**</u>

SPEAKER: Sue Creighton, CWBH Consultants, LLC

<u>**DESCRIPTION**</u>: This presentation is targeted for providers who are in the beginning stages of preparing for national accreditation or in process. The presenter will share an overview of the four national accreditation companies approved by DMH/DD/SAS for providers of enhanced services, provide participants with initial steps to "get started" and prepare for your review, and answer general questions concerning requirements or the process.

Track 5

SESSION: <u>**Using Detail Process Charts**</u>

SPEAKER: Ben B. Graham, President
The Ben Graham Corporation
Tipp City, Ohio

<u>**DESCRIPTION**</u>: This session describes how detail process charts enhance popular improvement programs. Organizations employ a number of formulas to improve their business operations and get more "bang for their buck". Effective programs invariably get down to an examination, analysis and improvement of the business processes. Using a process flowchart to define the existing system is an essential first step to improvement that is often overlooked or addressed superficially. This session compares detail process charting with other flowcharting techniques and looks at the value that a detailed process chart adds to process analysis.

Track 6

SESSION: <u>**North Carolina Insurance Laws**</u>

SPEAKER: Bob Lisson, Ph.D., Deputy Commissioner – Consumer Services Division
North Carolina Department of Insurance

<u>**DESCRIPTION**</u>: Participants will learn about and discuss insurance laws of particular interest to healthcare providers and facilities, with a focus on the Prompt Pay Law in North Carolina's insurance statutes, and other laws related to provider reimbursement.

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: **Delivering Excellent Customer Service, continued**

SPEAKER: Tracy Mambrino, Certified Customer Service Trainer
The Employer's Association

DESCRIPTION: This is a continuation of previous progressive sessions. *(Limited to first 30 registered for all four sessions.)*

Track 2

SESSION: **The Integration of Post Payment Review, Endorsement, and Auditing Processes**

SPEAKERS: Marcia Copeland, Division of Medical Assistance (DMA)
Christina Carter, Division of MH/DD/SAS
Jane Harris, Value Options

DESCRIPTION: This session will provide you with updated information on the integration of post payment review process, endorsement, and auditing. Discussion will center on roles, the work flow process, expectations in conducting these and understanding how all this applies in your monitoring or provision of MH/DD/SA services.

Track 3

SESSION: **You've Got S-Mail**

SPEAKER: Rich Swirski, Consultant

DESCRIPTION: This session will discuss some of the privacy and confidentiality issues associated with using standard e-mail. The non-secure e-mail issue will be explained and alternatives to satisfy the privacy issue will be discussed. Although this session will have technical content, it will cover concepts rather than technical details.

Track 4

SESSION: **A MAJORS Update: Where are we Now and Where are we Going?**

SPEAKERS: Antonio Coor, Division of MH/DD/SAS
Alision Parker, Ph.D., Innovation Research and Training in Chapel Hill, NC

DESCRIPTION: The MAJORS program, a North Carolina block grant substance abuse initiative for adolescents involved in the juvenile justice system, serves youth in 52 NC counties who are diagnosed with a substance dependency or substance abuse problem. The main goal of MAJORS is to blend the control measures of the court requirements, court supervision, sanctions and community services with adolescent substance abuse intervention strategies. Join us in this session to see where the MAJORS program is now and all updates concerning the MAJORS program.

Track 5

SESSION: **Quantitative Audit Skills Tools**

SPEAKER: Marilyn Brothers, CWBH Consultants, LLC

DESCRIPTION: In this session we will continue the discussion of how to develop, use and maintain a quantitative audit system. Various approaches to performing these reviews will be discussed.

Track 6

> **SESSION:** **The Delicate Art of Dancing with Porcupines**
>
> **SPEAKER:** Daniel P. Comer, M.A., Trainer/Consultant
> Appalachian Family Innovations, A Division of Appalachian State University, Boone, NC
>
> **DESCRIPTION:** This experiential workshop combines self-awareness and a deeper knowledge of others to improve working relationships within and across units. Participants will learn their preferred style of interacting with others and then how to adapt it to improve relationships and lessen conflict. Through a series of small and large group activities we will explore how strong teams are built, and how teamwork and excellent communication lightens the load for everyone.

2:30 – 3:00 P.M.   *BREAK: EXHIBITOR / VENDOR VISITATION*

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

Track 1

> **SESSION:** **Delivering Excellent Customer Service, continued**
>
> **SPEAKER**: Tracy Mambrino, Certified Customer Service Trainer
> The Employer's Association
>
> **DESCRIPTION**: This is a continuation of previous progressive sessions. *(Limited to first 30 registered for all four sessions.)*

Track 2

> **SESSION:** **The Integration of Post Payment Review, Endorsement, and Auditing Processes**
>
> **SPEAKERS**: Marcia Copeland, Division of Medical Assistance (DMA)
> Christina Carter, Division of MH/DD/SAS
> Jane Harris, Value Options
>
> **DESCRIPTION**: A continuation of previous session.

Track 3

> **SESSION:** **Swimming in Data – Finding a Way to Keep your Head above Water and Steer your Organization through the Tide**
>
> **SPEAKERS**: Mary Fleming, Chief Executive Officer, Allegheny HealthChoices, Inc. (AHCI), Pennsylvania
> Tim Casey, Director-Information Services, Allegheny HealthChoices, Inc. (AHCI), Pennsylvania
> Brandi Phillips, Director – Finance, Allegheny HealthChoices, Inc. (AHCI), Pennsylvania
> Kelly Primus, Director – Operations, Allegheny HealthChoices, Inc. (AHCI), Pennsylvania
>
> **DESCRIPTION**: LMEs and providers collect and receive all sorts of data to meet the requirements of contracts, monitoring, oversight, and accreditation – not to mention internal quality improvement activities. But with all the information we have, how do we use it to make our programs better and, in turn, help people achieve better outcomes? This session will address how to sort through all the available data and get information that you, your staff, and your board can use in day-to-day and strategic decision-making.

Track 4

> **SESSION:** **Multiple Uses of Telepsychiatry: Expanding Our Workforce and Our Services**
>
> **SPEAKER:** Michael Lancaster, M.D., Chief of Clinical Policy Management, Division of MH/DD/SAS
>
> **DESCRIPTION:** This session will provide information to the provider, consumer, and LME related to the use of telepsychiatry throughout our mental health system. The discussion will relate to the use of telepsychiatry for crisis services, screening and triage, evaluation, and medication management. A review of Medicaid policy and DMH guidelines for telepsychiatry will be presented for discussion and review.

Track 5

> **SESSION:** <u>**Cultural and Linguistic Competency – Phase II: The Next Steps**</u>
>
> **SPEAKER:** Michelle Edelen, MBA, Communications and Training Team Leader
> Division of MH/DD/SAS
>
> **DESCRIPTION:** The journey towards developing cultural competence within the public mental health, developmental disabilities and substance abuse service system is a dynamic and evolutionary process. The fundamental precepts of cultural competence include developing respect for differences, cultivating successful approaches to diversity, increasing awareness of one's self and of unstated institutional cultural norms and practices and working knowledge of the history, culture, beliefs, values and needs of diverse consumers and communities. This presentation will introduce the participants to the Division's Action Plan and recommendations to build a culturally competent system.

Track 6

> **SESSION:** <u>**The Delicate Art of Dancing with Porcupines, continued**</u>
>
> **SPEAKER**: Daniel P. Comer, M.A., Trainer/Consultant
> Appalachian Family Innovations, A Division of Appalachian State University, Boone, NC
>
> **DESCRIPTION:** A continuation of previous session.

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

</div>

Track 1

> **SESSION**: <u>**Finance Officers Networking**</u>
>
> **FACILITATOR**: Don Harrer, Administrative Services Director
> Cumberland County Mental Health Center
>
> **DESCRIPTION**: Discussion of financial and operational issues that are daily challenges in your agency. Share concerns and learn what others have done or are doing to work through those same type issues. What are your training needs for the Spring 2008 conference? Do you know of topics and speakers that you would like to see on the spring agenda? Share those with your facilitator.

Track 2

> **SESSION**: <u>**Reimbursement Officers Networking**</u>
>
> **FACILITATOR**: Terry Boyette, Eastpointe
>
> **DESCRIPTION**: Open forum for reimbursement staff in your agencies to discuss the many issues and challenges in reimbursement departments across the state. Come ready to share your experiences and learn from your peers. What are your training needs for Spring 2008 conference? Do you know of topics and speakers that you would like to see on the spring agenda? Share those with your facilitator.

Track 3

> **SESSION**: <u>**Provider Networking**</u>
>
> **FACILITATOR**: Mike McNeal, Director of Operations
> Support, Inc., CBAY, TSS
>
> **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 for Spring 2008 conference? Do you know of topics and speakers that you would like to see on the spring agenda? Share those with your facilitator.

Track 4

SESSION: **IT Roundtable**

FACILITATORS: George Scott, Western Highlands
Bill Battaile, Mecklenburg County MH

DESCRIPTION: Join in this roundtable discussion on the many issues facing IT Directors and their staff. Come and share ideas and take the opportunity to participate in open discussion with your peers across the state. What are your training needs for Spring 2008 conference? Do you know of topics and speakers that you would like to see on the spring agenda? Share those with your facilitator.

Track 5

SESSION: **QI / Provider Relations Networking**

FACILITATOR: Amy Stevens, Alamance-Caswell-Rockingham LME

DESCRIPTION: Join your fellow peers across the state to discuss issues and concerns in the QI and Provider Relations Networking area. What are your training needs for Spring 2008 conference? Do you know of topics and speakers that you would like to see on the spring agenda? Share those with your facilitator.

5:30 – 6:15 P.M. **HOSPITALITY SUITE** – Room 1114 – Exhibitor / Vendor Sponsored Event
"Visit with friends – make dining plans"

8:30 – 12:30 P.M. **Retiree Reception** – Light Hors d'Oeuvres will be served
Entertainment: Doug McCraw, DJ – Encore Entertainment
"Come and celebrate with the retirees. Listen and dance the night away to a variety of music. "

TUESDAY, NOVEMBER 6, 2007

7:30 – 8:20 A.M. **CONTINENTAL BREAKFAST**
Exhibitor / Vendor Sponsored Event

7:45 – 8:30 A.M. **REGISTRATION** – Ballroom Foyer

8:30 – 10:00 A.M. – BREAKOUT SESSIONS
(Choice Of 5 Breakout Sessions)

Track 1

SESSION: **Basic Reimbursement**

SPEAKERS: Ken Jones, Area Director, Eastpointe
Terry Boyette, Reimbursement, Eastpointe
Pam Griffin, Reimbursement, Sandhills Center
Tina Hobgood, Medical Records, Sandhills Center
Kim Ellis, Provider Relations, East Carolina Behavioral Health
Dean Bynum, Reimbursement, East Carolina Behavioral Health
Sandy Johnson, IPRS, Crossroads Behavioral Healthcare
Patsy Coleman, Reimbursement, Wake County Human Services
Alice Wilkerson, Accounting Dept., Wake County Human Services
Tom Ladenthin, Reimbursement, Western Highlands

DESCRIPTION: This session is an overview for providers on basic reimbursement. Your chance to obtain ideas and ask questions to experienced LME staff as to how to setup/maintain your Reimbursement Departments. This discussion will give providers opportunity to explore different avenues to reach the final destination – payment for services rendered. Potential topics to be discussed as time allows include policy and procedures, fee schedule, what information constitutes a clean claim, third-party billing, eligibility checks, timely filing limits, claim edits, unit limitations, accurate diagnosis codes and how they affect billing, IPRS pop groups and how they affect billing, and electronic authorization and billing processes used by LMEs.

Track 2

> **SESSION:** **NC-TOPPS Web Training for Providers**
>
> **SPEAKER:** Melinda (Mindy) McNeely, MA, NC-TOPPS Project Director
> Center for Urban Affairs, NCSU
>
> **DESCRIPTION:** This session will provide NC-TOPPS users an understanding of how to submit data, use the system, and understand the implementation across ages and disabilities. We will also highlight how to train others to use the system.

Track 3

> **SESSION:** **When Disaster (nearly) Strikes**
>
> **SPEAKER:** Rich Swirski, Consultant
>
> **DESCRIPTION:** Most of us have some form of disaster recovery plan in place. This session will explore some of the things often overlooked in a Business Continuity Plan and will help everyone be prepared for when disaster strikes (or nearly) strikes.

Track 4

> **SESSION:** **Working with Consumer and Family Advisory Committees**
>
> **SPEAKER:** Mark F. Botts, J.D., Associate Professor of Public Law and Government
> School of Government, The University of North Carolina at Chapel Hill
>
> **DESCRIPTION:** What are the statutory duties of a CFAC and what is the role of LME staff in assisting a CFAC in the discharge of its duties? What does it mean for a CFAC to be "self-governing" and "self-directed" when the law requires LME staff to "support" and "assist" CFACs? What kinds of assistance should an LME be providing? What should be in your LME-CFAC relational agreement? Attend to learn the answers to these questions. Come prepared to share what you believe works and don't work in an LME-CFAC relationship.

Track 5

> **SESSION:** **Write Like a Clinician and Think Like an Auditor**
>
> **SPEAKER:** Wayne Peel, Consultant
>
> **DESCRIPTION:** Auditors want clear, concise documentation. Clear, concise clinical thinking results in clear, concise goals, which results in clear concise documentation. This workshop will focus on ways to help clinicians do clear, concise clinical thinking.

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

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

Track 1

> **SESSION**: **What's New with NC-TOPPS?**
>
> **SPEAKERS:** Melinda (Mindy) McNeely, MA, NC-TOPPS Project Director, Center for Urban Affairs, NCSU
> Deena Murphy, Ph.D., Research Associate, National Development and Research Institutes, Inc.
>
> **DESCRIPTION:** This session will provide an outline for using the information gathered using NC-TOPPS to be used for quality improvement. We will display the new interactive query system and publicly accessible NC-TOPPS Dashboards. We will also provide a forum for discussing the use of outcomes data for quality improvement projects.

Track 2

    SESSION: **2007/2008 Medicare Program Updates and Reminders**

    SPEAKER: Deanna H. Menshew, CIGNA Medicare

    DESCRIPTION: This session will focus on the most recent and upcoming changes to the Medicare Program that Medicare providers need to be aware of, including documentation, billing, and administrative considerations for Mental Health professionals.

Track 3

    SESSION: **Early Periodic Screening Diagnostic Testing (EPSDT) & NCECS Web Tool**

    SPEAKERS: Chris Ferrell, Travel Representative Supervisor, EDS
                        Alvis Tinnin, EDS

    DESCRIPTION: This will be an overview of the Early Periodic Screening Diagnostic Testing (EPSDT) North Carolina Medicaid program. A review of the North Carolina Medicaid Electronic Commerce Services (NCECS) Web tool follows. This session will focus on the advantages of electronic billing using the free NC Medicaid web based tool.

Track 4

    SESSION: **Covering Your Assets Properly: An In-depth Look at Insurance Coverages for Human Service Organizations**

    SPEAKERS: Jimmy Adams, Citizens Insurance – A Division of Joel T. Cheatham, Inc.
                        Kevin Kilgore, Citizens Insurance – A Division of Joel T. Cheatham, Inc.

    DESCRIPTION: This class will cover all types of insurance coverages needed by LMEs and private providers including some that are not mandated by the Division. In addition to the required coverages, Directors and Officers Liability, Employment Practices Liability, Catastrophic Liability (Umbrella), and other subjects will be explored. Ample Q & A time will be allowed. A good class for those in finance, risk management, and human resources.

Track 5

    SESSION: **How to Make Your Organization Virtually Audit-Proof**

    SPEAKER: Don McLamb, Audit Resolution Coordinator for Governmental Audits
                        DHHS Controller's Office

    DESCRIPTION: This workshop will discuss ways to help prevent and mitigate the occurrence of audit and monitoring findings based on some of the most significant findings that have occurred within the LMEs and nongovernmental entities (including non-profits). This workshop will be presented by Don McLamb, the Audit Resolution Coordinator for Governmental Audits in the Audit Resolution and Monitoring Branch of the DHHS Controller's Office. This workshop is designed for LME staff, non-profits, and board members.

Track 6

    SESSION: **Write Like a Clinician and Think Like an Auditor, continued**

    SPEAKER: Wayne Peel, Consultant

    DESCRIPTION: This is a continuation of previous session.

12:00 – 1:30 P.M.   *LUNCH ON YOUR OWN*

1:30 – 2:45 P.M. – BREAKOUT SESSIONS
(Choice of 6 Breakout Sessions)

Track 1

SESSION: **<u>Provider Basics for Financial Good Health</u>**

SPEAKER: Jack Parsons, MBA, Independent Consultant and
Technical Assistance Consultant with DMHDDSAS

DESCRIPTION: A general overview session reviewing financial topics from the provider perspective. The basics will include creating a budget, writing a business plan, forecasting fee-for-service revenue, choosing an information system, creating and analyzing financial statements, planning for cash-flow needs and others. The session is primarily for the beginner to intermediate audience.

Track 2

SESSION: **<u>Basic Medicaid Billing</u>**

SPEAKERS: Chris Ferrell, Travel Representative Supervisor, EDS
Alvis Tinnin, EDS

DESCRIPTION: This session will be an overview of Basic N.C. Medicaid billing incorporating Early Periodic Screening Diagnostic Testing (EPSDT), National Provider Identifier (NPI) and National Drug Code (NDC) information.

Track 3

SESSION: **<u>Is Your Bubble in the Middle</u>?**

SPEAKER: Emory Austin, International Speaker

DESCRIPTION: Do you ever feel like you're standing on one leg and flailing your arms wildly just to stay upright? The responsibility for balancing success and personal happiness is yours alone. Balance and realistic self-esteem begin with insights that often come our way in those unexpected "happenstances" that affect attitude and lead to clear-eyed self-examination and stronger goal focus. Balance consists of building on strengths and finding your own special niche. Attendees will gain a new perspective on making good decisions and getting a bigger bite out of life. And…they'll be smiling for months to come!

Track 4

SESSION: **<u>IPRS NPI Implementation Information and Single Stream Funding Information</u>**

SPEAKERS: Thelma Hayter, Division of MH/DD/SAS
Cheryl McQueen, Division of MH/DD/SAS

DESCRIPTION: The first part of this session will provide information to the LMEs concerning the implementation of the IPRS mapping solution for NPI. The second part of the session will provide information to the Single Stream Funding LMEs as to reporting requirements and claims tracking. If decisions have been made concerning tracking non-UCR expenditures and county funds for all LMEs, that information will also be shared.

Track 5

SESSION: **<u>National Accreditation: Policies and Procedures, Strategic Planning, and Quality Improvement</u>**

SPEAKER: Sue Creighton, CWBH Consultants, LLC

DESCRIPTION: These two concurrent sessions will help participants in preparing for national accreditation. Information will be shared on: 1. Development and implementation of policies and procedures that comply with national standards (what to look for and how to write and format). 2. Development of an organization's Strategic Plan (SWOT). 3. Establishment of a quality improvement system to improve your agency services (outcomes). All of these elements are essential in meeting national standards.

Track 6

SESSION: **Managing Health Care Costs**

SPEAKERS: Kim Newsom, Randolph County Personnel
Mel Crocker, Retiree - State of NC
Ann Taylor, Consultant

DESCRIPTION: What are you doing to get health care costs under control? The cost of providing health care coverage is becoming more and more difficult especially for small employers. See and hear what others are doing to educate employees and make the employee part of the solution. Come prepared to share with session participants what is working (or not working) in your agency. Lowering Workers Comp cost and claims – managing your risk through education awareness activities and health and safety training. Learn how to keep injured employees connected through proactive case management. New options in Health Care Coverage – Do you understand HDHP's (High deductible health care plans) and HSA's (Health care spending accounts)? Learn how these new options can work for you and your employees.

2:45 – 3:00 P.M.   *BREAK: EXHIBITOR / VENDOR VISITATION*

3:00 – 4:30 P.M. – BREAKOUT SESSIONS
(Choice of 5 Breakout Sessions)

Track 1

SESSION: **Basic Medicaid Billing, continued**

SPEAKERS: Chris Ferrell, Travel Representative Supervisor, EDS
Alvis Tinnin, EDS

DESCRIPTION: This session will be a continuation of previous session.

Track 2

SESSION: **My Map Must Be Upside Down**

SPEAKER: Emory Austin, International Speaker

DESCRIPTION: Ever notice that life rarely turns out as expected? Make the odd twists on your route positive, and move forward with confidence as you re-draw your map with the pen of reality! Rethinking our route guidance system is often overlooked as we trot about layering more "stuff" on top of what is already there – forgetting to consider our own mileposts, speed limits and passing zones. Emory approaches this intriguing life-mapping exercise with strategies, humor, and attitude!

Track 3

SESSION: **LME Roundtable Discussion**

SPEAKERS: Tom McDevitt, CEO, Smoky Mountain Center
Ellen Holliman, CEO, The Durham Center
Roy Wilson, CEO, East Carolina Behavioral Health

DESCRIPTION: Join us for a session based on LME "hot topics" that concern LME personnel. Topics that have been suggested for this roundtable discussion include but not limited to are: LME cost model – making it work for your agency, single stream funding, performance indicators for LMEs, information on Skilled Medical Professionals (SMP), and juggling State dollar service with very little funding – what do we do when the funding is gone? You are welcome to bring topics from your LME to discuss with your peers.

Track 4

SESSION: **National Accreditation: Policies and Procedures, Strategic Planning, and Quality Improvement, continued**

SPEAKER: Sue Creighton, CWBH Consultants, LLC

DESCRIPTION: This is a continuation of previous session.

Track 5

SESSION: **Managing Health Care Costs – Wellness at Work**

SPEAKER: Rebecca Danison, Wellness Coordinator
pbH (Piedmont Behavioral Healthcare)

DESCRIPTION: Hear how wellness programs can impact the cost of your healthcare plans; benefit your agency, your employees, and your community. Learn from a Wellness Coordinator how to get a program started, implement effective activities, market the program to employees, get participation and make it fun!

4:30 – 5:40 P.M.   **HOSPITALITY SUITE** – Room 1114 - Sponsored by Exhibitors / Vendors
"Visit with friends"

5:45 – 8:15 P.M.   **BANQUET BUFFET** - Sponsored by NC FARO
Agenda: Banquet (ticket must be requested in advance – refer to pages 2-3 for additional information);
Announcement of NC FARO 2008 Officers
Presentation of Outstanding Service Award
Speaker: Emory Austin, International Speaker
"Eat Crackers in Bed…..and Sleep on the Crumbs"
Dress: Casual

8:30 – 12:30 A.M.   **ENTERTAINMENT** – Black & Blue
Sponsored by Exhibitors / Vendors

WEDNESDAY, NOVEMBER 7, 2007

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

8:45 – 10:00 A.M. – BREAKOUT SESSIONS
(Choice of 5 Breakout Sessions)

Track 1

SESSION: **What's New from the Budget Office**

SPEAKERS: Wanda Mitchell, Division of MH/DD/SAS
Spencer Clark, Division of MH/DD/SAS

DESCRIPTION: Join us in a session discussing changes in funding requirements, reports, federal requirements, etc., relating to allocations.

Track 2

SESSION: **Accounting & Auditing Update**

SPEAKER: Wayne Terry, CPA
Larson Allen, LLP

DESCRIPTION: Update on selected accounting and audit issues including the 2007 Revisions to Government Auditing Standards that will be effective for June 30, 2008 audits. This update will assist bridging the gap between changes to auditors reports required by Statement on Auditing Standards #112 which was effective for June 30, 2007 audits.

Track 3

SESSION: **SQL Reporting: Database Design and Implementation**

SPEAKER: Skillpath Seminars Representative

DESCRIPTION: This session will provide information on how a relational database works and the keys to proper database design; how to create a database within the Enterprise Manager and how to create one from a script; how to manually create a new table and how to import data into a new table from an external source; the importance of primary keys and how to set them; what a foreign key is and how it is used; the different data types supported in Microsoft SQL Server and how to create custom data types. *[Note: Skillpath will provide certificate of completion and SQL workbook to those who complete both classes.]*

Track 4

SESSION: **Provider Endorsement Update**

SPEAKERS: Beverly Bell, Division of MH/DD/SAS
Rose Burnette, Division of MH/DD/SAS
Mabel McGlothlen, Division of MH/DD/SAS

DESCRIPTION: The Provider Endorsement policy has been in effect for several years. The Rule for Provider Endorsement has been developed and the Policy has been revised to be consistent with the Rule. This session will provide an overview of the revisions to the Provider Endorsement rule and policy, including a review of the Appeals process.

Track 5

SESSION: **What is Six Sigma? A Quality Management Option for LMEs and Providers**

SPEAKER: Bill Battaile, M.S., L.P.C.
Mecklenburg County LME

DESCRIPTION: A toothpick manufacturer may be just fine with having 95% of all toothpicks that come off the assembly line made correctly the first time. But what if you are counting airplane landings or heart transplants? Is 95% good enough? What about a MHDDSA provider's treatment and business processes like intake calls or person-centered plan signatures? Or, should an LME have to keep re-working billing denials? Six Sigma is a process improvement framework designed to help businesses think about their goals, how to establish benchmarks and targets and measure them, eliminate errors, increase customer satisfaction and increase customer loyalty (repeat business), identify opportunities for improvement, become lean, host work teams, manage projects, etc. Learn about DMAIC (define, measure, analyze, improve, control), throughput, quality as a belief system in your company, etc. Six Sigma began in companies like Motorola and GE and has been applied to nearly every industry in the country, including healthcare. Come and learn why it is called "Six Sigma" – also known as "total quality management on steroids". Your presenter is a licensed professional counselor (understands what providers go through) who works in information technology in an LME (knows what LME's go through) and is a Certified Six Sigma Black Belt.

10:00 – 10:30 A.M.   *BREAK*

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10:30 – 11:45 A.M. – BREAKOUT SESSIONS
(Choice of 2 Breakout Sessions
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Track 1

SESSION: **State of the State**

SPEAKER: Leza Wainwright, Deputy Director
Division of MH/DD/SAS

DESCRIPTION: This session will provide us with an update of current issues and upcoming objectives in the ongoing Mental Health Reform process. Items such as accessing care, endorsement, ongoing audits and reviews, and strategic planning will be discussed.

Track 2

SESSION: **SQL Reporting: Queries – Getting the Right Data**

SPEAKER: Skillpath Seminars Representative

DESCRIPTION: This session will provide information on the proper steps to create queries that will give you the right data set without wasting valuable time on trial-and-error methods; how a query can be used to not only pull data but also to update or insert new data into your tables; how to use the "order by" clause to sort the results of your query; a quick technique to output all the columns in a table in your query, and why you shouldn't always use that technique; how to change the look of the output from a query by using column aliases; and the correct way to use the "Where" clause to limit the results of your query and what to do when the "Where" clause won't work. *[Note: Skillpath will provide certificate of completion and SQL workbook to those who complete both classes.]*

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

THANKS FOR BRINGING DOOR PRIZES FROM YOUR AGENCY!

CONFERENCE REGISTRATION: Payment must be <u>postmarked no later than October 8, 2007</u> to receive early conference rate. 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.

<u>Registration Fees</u>:	<u>Early Registration by 10/8/07</u>	<u>10/9/07 – 11/1/07</u>
FARO Members (LME/AP, Provider, DHHS) – <u>be sure you are a member</u>	$ 150.00	$ 175.00
Non-Members (LME/AP, Provider, DHHS)	$ 180.00	$ 205.00
One Day (LME/AP, Provider, DHHS)	$ 95.00	$ 120.00
On-site Registration (all) – Payment in hand only (No Banquet Ticket)		$ 225.00

MAKE CHECK PAYABLE TO 'NC FARO'   Mail to: **Alice Matthews**   **Amount to be Paid $ _____**
                                                     NC FARO
                                                     P O Box 9361
                                                     Fayetteville, NC 28311

<u>Please help with seat planning. Place a check mark in the space to indicate sessions you plan to attend</u>.

__Delivering Excellent Customer Service (#1)   __Basic Reimbursement
__DMA-Division MH/DD/SA-Value Options Update   __NC-TOPPS Web Training for Providers
__EHR: Electronic Health Record   __When Disaster (nearly) Strikes
__Work/Life Balance   __Working with Consumer & Family Advisory Committees
__Understanding Business Processes   __Write Like a Clinician and Think Like an Auditor
__Sharing Confidential Information with BA   __What's New with NC-TOPPS?
__Delivering Excellent Customer Service, cont. (#2)   __2007/2008 Medicare Program Updates and Reminders
__DMA-Division MH/DD/SA-Value Options Update, cont. __Early Periodic Screening Diagnostic Testing….Web Tools
__Client Data Warehouse (CDW) 101 for Providers   __Covering Your Assets Properly: An In-depth Look….
__National Accreditation: Ready, Set, Go   __How to Make Your Organization Virtually Audit-Proof
__Using Detail Process Charts   __Write Like a Clinician and Think Like an Auditor, cont.
__North Carolina Insurance Laws   __Provider Basics for Financial Good Health
__Delivering Excellent Customer Service, cont. (#3)   __Basic Medicaid Billing
__The Integration of Post Payment Review……..   __Is Your Bubble in the Middle?
__You've Got S-Mail   __IPRS NPI Implementation Information & Single Stream….
__A MAJORS Update: Where are we Now……   __National Accreditation: Policies & Procedures……
__Quantitative Audit Skills Tools   __Managing Health Care Costs
__The Delicate Art of Dancing with Porcupines   __Basic Medicaid Billing, cont.
__Delivering Excellent Customer Service, cont. (#4)   __My Map Must be Upside Down
__The Integration of Post Payment Review….,cont.   __LME Roundtable Discussion
__Swimming in Data – Finding a Way to Keep…..   __National Accreditation: Policies & Procedures….cont.
__Multiple Uses of Telepsychiatry: Expanding …….   __Managing Health Care Costs – Wellness at Work
__Cultural & Linguistic Competency-Level II…..   __What's new from the Budget Office?
__The Delicate Art of Dancing with Porcupines, cont. __Accounting & Auditing Update
__Finance Officers Networking   __SQL Reporting: Database Design & Implementation
__Reimbursement Officers Networking   __Provider Endorsement Update
__Provider Networking   __What is Six Sigma? A Quality Management Option…..
__IT Roundtable   __State of the State
__QI/Provider Relations Networking   __SQL Reporting: Queries - Getting the Right Data

(Please print all information clearly)
NAME:_____

TITLE:_____

AGENCY:_____

MAILING ADDRESS: _____

          CITY: _____STATE:_____ZIP CODE:_____

PHONE: _____E-MAIL:_____

MEMBERSHIP STATUS: ___ FARO **MEMBER** (LME / AP / PROVIDER / DHHS)
(Note: check your membership status)   ___ **NON-MEMBER** (LME / AP / PROVIDER / DHHS)
                                       ___ OTHER **NON-MEMBER**

CONFERENCE ATTENDANCE >   ___FULL CONFERENCE
                                       ___ONE DAY (__Mon __Tue __Wed) (check day)

*BANQUET RESERVATIONS >   ___I WILL ATTEND
(Not available for on-site registrations -   ___I WILL NOT ATTEND
see pages 2-3 for banquet info)   ___I WILL NEED AN EXTRA TICKET (for spouse, friend, one day)-Enclose $30